



Early intervention systems checklist

You can use this checklist to ensure your organisation has effective systems and processes in place to support early intervention.

Leadership commitment

Executive has endorsed an early intervention policy that clearly defines objectives and the roles and expectations of stakeholders.

Other relevant policies that help employees to remain at or return to work following an absence are consistent with the early intervention policy.

Early intervention and injury management are included as standing items on executive meeting agendas.

Systems review and improvement

Systems for reporting and investigating incidents have been developed and implemented to underpin early intervention. This can include a human resources system that monitors unplanned absences and alerts managers of increases in unplanned absence.

Contracts with external providers, such as employee assistance program, mediation, training and approved workplace rehabilitation providers, are consistent with the early intervention policy.

Resources, training and support for middle managers and rehabilitation case managers are available and regularly reviewed.

Management systems for early intervention and return to work are available and reviewed against the organisation's objectives and available performance data.

Accountability

Systems are in place to ensure managers are accountable for preventing and managing illness and injury, such as through a performance management framework.

Middle managers and rehabilitation case managers have regular performance reviews against injury management performance indicators and return to work outcomes.

The organisation has clearly defined targets and positive performance indicators (both lead and lag) for return to work and these are regularly reported to executive meetings.

The organisation's annual report includes performance against injury management targets or key indicators of injury management performance.

Information and training

The organisation gives information to employees about what support is available, and reporting and contact procedures, should an injury or illness occur. This includes an employee assistance program.

Training and information provides managers with the capability and confidence to respond to early warning signs, support employees at risk of injury or illness, and manage an employee with illness or injury.

The organisation gives employees information to increase their awareness and understanding of mental health issues to help recovery in the workplace.

Rehabilitation and treatment providers have been given information about the organisation's early intervention approach and the need for assessments to identify and address risks of long-term absence from work.

Incentives

Good performance in injury management is recognised and rewarded within the organisation.