

ACT GOVERNMENT

**REHABILITATION AND CLAIMS MANAGEMENT SYSTEMS - COMMITMENT STATEMENT**

# PURPOSE

This commitment statement documents the commitment by the Executive of the ACT Government to establishing and maintaining effective rehabilitation management and claims management systems that are compliant with the requirements for self-insured licensees under the *Safety Rehabilitation and Compensation Act 1988* (the SRC Act 1988).

# OVERVIEW

The ACT Government is committed to supporting its employees to remain in, or return to safe and durable work in a timely manner, following illness or injury. The rehabilitation and claims management systems support early injury management and effective return to work for ill or injured employees.

# COMMITMENT STATEMENT

The ACT Government will establish rehabilitation and claims management systems for work related claims for illness or injury that:

* ensure that claims are managed appropriately, and in full compliance with the requirements of the SRC Act 1988;
* prevent workplace injuries and illnesses by providing safe and healthy working environments for its employees;
* provide early reporting and early intervention processes that allow injured or ill employees to recover at work or to return to work as soon as possible, in line with medical guidelines;
* define, document and clearly communicate the areas of accountability and responsibility for the rehabilitation and claims management processes;
* provide ACT Government employees with relevant information about claims and injury management – including information regarding rights and obligations;
* provide for internal and external accountability;
* promote the principles of continuous improvement; and,
* put in place appropriate control structures to manage risk.

# RESPONSIBILITY AND AUTHORITY

ACT Government Executives are responsible for providing leadership to ensure communication and effective implementation of this commitment statement.

Kathy Leigh Head of Service 4 March 2019

ACT Government Head of Service – Commitment Statement for RMS and CMS FINAL