

What I Need to Know

- When an injury or illness occurs as a result of performing Brigade activities, there are several actions that need to be undertaken by both the injured worker and Rural Operations staff. These activities are required by legislation and Departmental policy.
- Specifically, injured volunteers are required to:
 - report the injury or illness to their supervisor;
 - seek medical assistance (as required);
 - record the injury or illness by completing the DES Incident Report Form (Part A);
 - participate in an investigation of the injury;
 - apply for workers' compensation (as required);
 - participate in injury rehabilitation (as required).
- **Investigations:** the QFRS seeks to investigate every reported injury or illness. The purpose of the investigation is to identify the factors that caused the injury or illness to ensure that the situation does not happen again.
- **Workers' compensation:** QFRS has a policy with WorkCover Queensland to provide workers' compensation. RFS volunteers are eligible to apply for workers' compensation in the event of an injury or illness that is sustained during the Brigade activities. WorkCover Queensland will determine if the claim for compensation is accepted or rejected, based on the information provided through the application process.
- **Rehabilitation:** the Department of Emergency Services (DES) has a Workplace Rehabilitation Policy and Procedure that provides the framework for managing injuries and illnesses sustained by DES staff and volunteers. DES staff and volunteers have a legislative responsibility to participate in the rehabilitation process.
- Specifically, the Area Director is required to follow through with the following activities upon notification of an injury or illness:
 - Contact the injured volunteer (or staff member) to acknowledge the situation, offer support and outline the process from this point.
 - Advise the injured party of the contact details for the Regional Organisational Health Adviser (ROHA) in their area.
 - Coordinate (and/or perform) an investigation of the injury.
 - Finalise the documentation required for the workers' compensation application process (i.e. complete the Employers Report) and forward the application to WorkCover Queensland within the designated timeframes.
 - Activate the rehabilitation process and participate as required.

How I do it

- If an injury or illness occurs, a volunteer must notify the First Officer of the injury or illness as soon as possible. The First Officer must also notify the Area Director, Rural Operations as soon as possible.
- Access a DES Incident Report Form (Part A). If there are no forms readily available, contact the Area Office for a copy.
- Complete page 1 of the DES Incident Report Form (Part A) by filling in details for:
 - a. Section 1: Personal Details
 - b. Section 2: Incident Type

- c. Section 3: Organisation / Employment Details
 - d. Section 4: Witness Details (if applicable)
 - e. Section 5: Incident Details
 - f. Section 6: Incident Description
 - g. Section 7: Nature of Injury / Illness or Disease
 - h. Section 8: Details of Treatment
 - i. Section 9: Name of Person Supplying Details.
- Section 10 is to be completed by the First Officer of a Brigade.
 - The First Officer is to forward the completed DES Incident Report Form (Part A) to the Area Director Rural Operations.
 - The injured volunteer may be required to participate in any investigation and to provide all necessary assistance and information surrounding the incident.

Seeking Medical Attention (as required):

- A Doctor (General Practitioner) should be visited as soon as possible if medical treatment is required and/or assistance is needed as a result of the injury or illness.
- The Doctor should be informed that the injury or illness might be work-related.
- The Doctor will provide an assessment of the condition and also provide a Medical Certificate (Q-COMP).
- The Medical Certificate and any other documents (e.g. invoices) will be needed in order to apply for workers' compensation.

Applying for Workers' Compensation (as required):

- If their role as a volunteer has been a significant contributing factor in causing the injury or illness, a volunteer is entitled to apply for workers' compensation with WorkCover Queensland. Access a WorkCover Queensland Application for Compensation form either by:
 - Contacting the Rural Operations Area Office;
 - Calling WorkCover Queensland on 1300 362 1289; or
 - Downloading the form www.workcover.qld.gov.au
- Complete the form within 28 days of the injury or illness occurring (maximum is 6 months).
- Forward the completed Application for Compensation form and the Medical Certificate (Q-COMP) to the Area Director for action.
- A letter will be forwarded directly from WorkCover Queensland advising if the application for compensation has been accepted or rejected.
- The above processes will by default activate the rehabilitation process through the relevant QFRS Regional Organisational Health Advisor.
- A Workplace Rehabilitation Coordinator will contact the injured person to determine if rehabilitation is required for the injury or illness that has been sustained.
- If rehabilitation is needed, there is a requirement for the injured person to participate in the rehabilitation process, which will be explained by the Workplace Rehabilitation Coordinator.
- For further information about any of these processes, please contact the relevant QFRS Regional Organisational Health Advisor:
 - Far Northern Region 4039 8201
 - Northern Region 4799 7070
 - Central Region 4938 4892
 - North Coast Region 5436 4220
 - Brisbane Region 3247 8527 or 3247 8591

- South Eastern Region 3287 8565
- South Western Region 4639 9134

Reference Materials

Area Reference Manual - Business Rule: C2.5 Manage Injuries and Provide Rehabilitation Services

Workplace Instruction Manual (including Brochures and Forms)

- *Brochures:*
 - Workplace Rehabilitation (The ABC Guide for Workers)
 - Workplace Rehabilitation (The ABC Guide for Managers/Supervisors)
 - Incident Reporting and Investigation (The ABC Guide for Employees and Volunteers)
 - Incident Reporting and Investigation (The ABC Guide for Managers/Supervisors)
- *Forms:*
 - DES Incident Report Forms A & B (*Attached*)
 - Application for Workers' Compensation (WorkCover Queensland)
 - Employer's Report (WorkCover Queensland)