Injury Prevention and Management (IPaM) program

The Injury Prevention and Management (IPaM) program is a joint initiative between Workplace Health and Safety Queensland (WHSQ) and WorkCover Queensland. IPaM works with targeted employers that have workers’ compensation premiums capped at twice the industry rate or have high statutory costs and/or frequency of claims compared to similar sized businesses in their industry.

IPaM’s goal is to assist employers establish and maintain effective injury management to improve health and safety outcomes for workers. The long term objective is to have a sustainable impact on work health and safety (WHS) and injury management.

**Benefits**
Successful and active participation in the IPaM program could result in:
- improved WHS systems and processes
- improved rehabilitation and return to work systems and processes
- reduced workplace injuries
- increased worker participation and accountability in WHS.

These improvements can potentially result in considerable cost savings.

**The IPaM process**
Employers work with a dedicated IPaM advisor. Please note that IPaM advisors are not WHSQ Inspectors.

Depending on your business needs, the program may review and facilitate effective implementation of systems such as:
- WHS systems
- injury management systems
- workplace hazard controls.

Whilst participating in IPaM is voluntary, if an employer chooses not to participate they will be referred to WorkCover Queensland for review and their premium capping may be lifted. This could have significant financial implications.

**Getting started**
Employers that qualify to participate in the program are contacted by Workplace Health and Safety Queensland or a WorkCover Queensland customer advisor.

Committing to and participating in the IPaM program involves five steps.

**Step 1 - Agreement**
A formal agreement between the employer and the IPaM program is signed. Each agreement is customised and may identify preliminary milestones, timeframes and performance indicators for agreed initiatives.

This agreement is signed by the CEO or managing director. Commitment from senior management is necessary to ensure that appropriate priority and attention is placed on improving health and safety and injury management performance.

The signed agreement is a commitment by the employer to actively participate in the program.
Step 2 - Assessment
An IPaM advisor may assist the employer to carry out assessments such as:

- A systems assessment to identify gaps within the current safety and injury management systems.
- An evaluation of workplace hazards to help the IPaM advisor become familiar with the work environment and any immediate hazards.
- A climate survey to help the employer understand workforce perceptions of and attitudes towards health, safety and injury management.

Step 3 – Business improvement plan
Based on the findings from these assessments, the IPaM advisor will work with the employer to develop a business improvement plan.

This plan sets out activities and milestones for improving workplace health and safety and injury management systems, and includes worker consultation and management accountability.

Step 4 – Implementation and review
Following development of the improvement plan, the IPaM Advisor will spend up to 12 months actively monitoring and assisting implementation of the agreed plan initiatives. This will involve regular meetings with the employer and the facilitation of specific improvement strategies.

Step 5 – Supported self management (SSM)
It’s important to ensure the improvements the business has made are sustained. During the SSM stage, the IPaM advisor plays a less active role and is available for consultation. The business is required to provide a six and 12 month progress update to the IPaM advisor.

A WorkCover Queensland Customer Advisor will also be in touch during the SSM stage. At the completion of the program, the employer’s premium cap is reviewed by WorkCover Queensland.

Staying informed
Employers participating in the IPaM program may receive email updates from WHSQ, and will be offered a subscription to eNEWS, a free email service to keep you informed about the latest health and safety issues affecting Queensland workplaces.

Further information
For more information about injury prevention and management, and resources to improve your business’s injury prevention and management systems:

- call the WHS Infoline on 1300 369 915
- call WorkCover Queensland on 1300 362 128
- visit the IPaM web pages at www.worksafe.qld.gov.au
- visit workcoverqld.com.au.

© The State of Queensland (Department of Justice and Attorney-General) 2012. Copyright protects this document. The State of Queensland has no objection to this material being reproduced, but asserts its right to be recognised as author of the original material and the right to have the material unaltered.

The material presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations, or warranties about the accuracy or completeness of the information contained in this publication, and the reader should not rely on it. The Queensland Government disclaims all responsibility and all liability (including, without limitation, liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason.

Personal information collected by the Department of Justice and Attorney-General as part of the IPaM program is for the purpose of helping employers establish and maintain effective injury management to improve health and safety outcomes. It is the usual practice of the department to disclose information to WorkCover Queensland. This information may also be referred to other business units within the Department for compliance and assistance purposes.