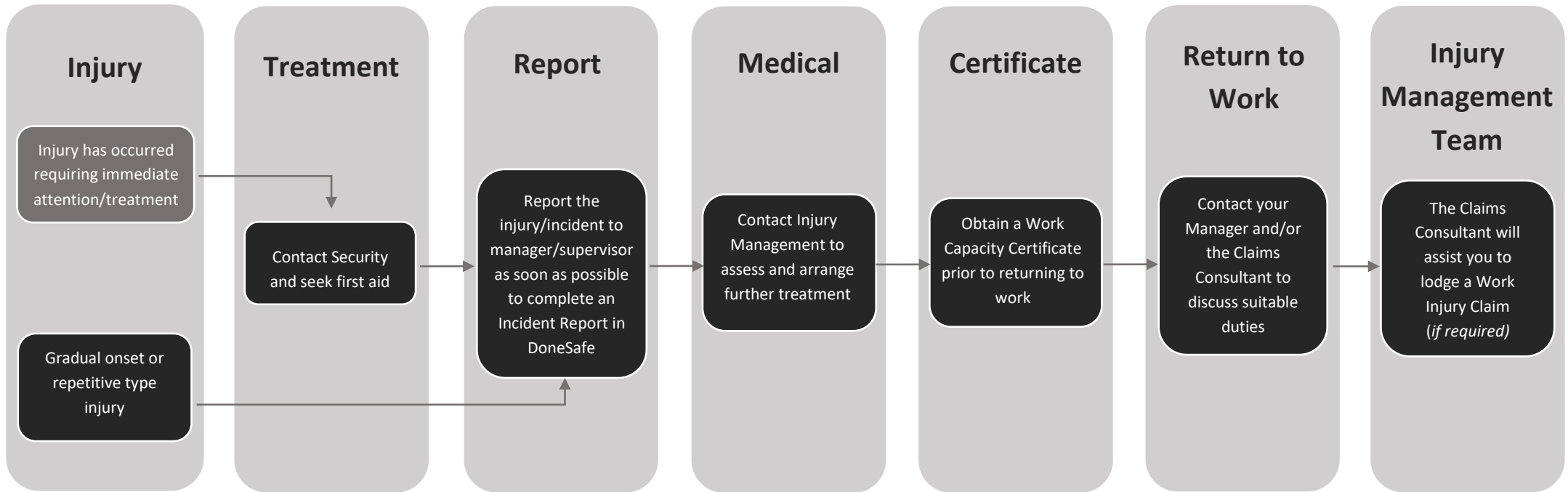




**Injured at work?**  
Injury Management

# What to do when an injury occurs?



## \*Injury Management Team Details (6am – 6pm):

**Stefani Krstevski**

P: 0417 044 831

E: [stefani.krstevski@skycity.com.au](mailto:stefani.krstevski@skycity.com.au)

Available: Monday, Wednesday & Friday

**Sally Binns**

P: 0477 648 882

E: [sally.binns@skycity.com.au](mailto:sally.binns@skycity.com.au)

Available: Tuesday & Thursday

## \*SkyCity Recommended Providers:

**Next Generation Occupational Medicine (Doctors/GP)**

P: (08) 7231 0811

Locations: Rose Park & Salisbury

**FORM Physiotherapy (Physio/Exercise Physiology)**

P: 0434 294 209

A: 177 Gilles Street, ADELAIDE SA

Online Booking: [www.formphysiotherapy.com.au/booking](http://www.formphysiotherapy.com.au/booking)

**Adelaide Exercises Physiology (AEP Health Group)**

P: (08) 8244 0450

Locations: Edwardstown, Noarlunga, Ridgehaven and Woodville Park

Online Booking: <https://aep.bookings.pracsuite.com/guest>



REPORT HAZARD

REPORT INCIDENT



# Information for Employees

## Have you been injured at work? It's important the following things happen:

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### 1. Immediately notify your manager/supervisor and seek necessary first aid treatment from our Security Team

If you are injured or become ill because of work, you must report the incident/illness to your manager/supervisor as soon as practicable and seek first aid treatment from the Security Team as required.

If you need a further medical assessment, our Security Team can arrange for Industrial Medical Services (IMS) to attend onsite. IMS can transport you to a hospital or arrange further immediate care if required.

SkyCity Adelaide has recommended General Practitioners (GP) and Physiotherapists who have been onsite to better understand the work we do.

If you require offsite medical attention your manager/supervisor and/or Security Officer, can assist in arranging further care. Our recommended GP's and Physio can assess you to determine what injury/condition you have suffered and what treatment you may need. The GP's can issue a certificate of capacity, which you may require prior to returning to work. Both the GP's and/or the Physio can assist with recommending any restrictions we need to consider to have you back safely at work.

Please see the details of our recommended providers below should you require further care:

#### **Next Generation Occupational Medicine (Doctors/GP)**

**P:** (08) 7231 0811

**Locations:** Rose Park & Salisbury

#### **FORM Physiotherapy (Physio/Exercise Physiology)**

**P:** 0434 294 209

**A:** 177 Gilles Street, ADELAIDE SA

**Online Booking:** [www.formphysiotherapy.com.au/booking](http://www.formphysiotherapy.com.au/booking)

### 2. Incident Report & Injury Management (IM) Team/Return to Work Coordinators

Your manager/supervisor with the assistance the Health & Safety Team, will record and investigate all incidents.

Stefani Krstevski and Sally Binns are the Claims Consultants and nominated Return to Work Coordinators for SkyCity Adelaide. Stef and Sally will contact you to offer support and assistance with accessing further treatment, provide you information on any entitlements, and manage your return to work and recovery.

Please see their details below:

#### **Stefani Krstevski\***

**P:** 0417 044 831

**E:** [stefani.krstevski@skycity.com.au](mailto:stefani.krstevski@skycity.com.au)

#### **Sally Binns\***

**P:** 0477 648 882

**E:** [sally.binns@skycity.com.au](mailto:sally.binns@skycity.com.au)

*\*Note: Stefani and Sally are employed with PeopleVision who have been appointed by SkyCity Adelaide to advise on the management of work injuries.*

### 3. Early Intervention Program (EIP)

If you need further medical treatment, you may be eligible for the Early Intervention Program. EIP is designed to treat symptoms and/or investigate the extent of a work injury. This program may cover limited medical, treatment and investigation costs. The Injury Management Team will assess whether you are eligible for cover under the Early Intervention Program.

#### 4. Lodging a Work Injury Claim

SkyCity Adelaide has insurance which protects their workers and the business in the event of work injury.

If you would like to lodge a claim for loss of wages and/or medical expenses, the Injury Management Team will assist you to lodge a claim and explain any entitlements you may be eligible for.

They will support you through the entire process, advise you of decisions and important information about your claim, in accordance with the Act. They will assist you to receive the right treatment, care, and support to help you recover and return to work as soon as possible.

Support for people who are injured may include (*subject to approval*):

- Income support to cover your wages
- Reasonable and necessary medical treatment and care

SkyCity Adelaide is a self-insured employer and are responsible for the management of claims and return to work for our employees in accordance with the Return to Work Act 2014.

Please scan the QR code or copy the link below into your internet browser to access a copy of the following information regarding a work injury Claim:

- Worker Injury Guide which explains all of the support and benefits under a work injury insurance claim
- Return to Work SA Claim form
- Work Capacity Certificate (template)
- Travel form
- Work Injury Complaints Process/Guide

Alternatively contact the Injury Management Team to discuss.



<https://healthandsafety.skycitygroup.com/>

### Additional Support

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#### Employee Assistance Program (EAP):

SkyCity Adelaide provides a free and confidential Employee Assistance Program (EAP) through Access Programs. The EAP gives you access to qualified counsellors to support you with any work, injury or personal issues that could impact on your mental health or wellbeing.

You can feel comfortable about making a confidential appointment to identify problems and discuss ways of resolving them.

This service can be accessed by calling the number or via online using the log in details below. The service is available to yourself and direct family members. Should you require any further information, please refer to below, alternatively contact your manager/supervisor or HR.



**Via phone:** 1300 667 700 available 24 hours, seven days a week



To access with programs online resources, go to <https://accesssa.com.au/members-only-area/> and use the below information to login (*please note, Username and Password are case sensitive*):

**Username:** adelaidecasino

**Password:** Z7%aC2

## **Other Services:**

For assistance in a mental health emergency, contact the mental health triage services, available 24 hours, seven days a week:

**Mental health emergency** call 13 14 65

## **Some recovery and return to work tips:**

- **Talk** to your Manager/Supervisor and ask about suitable duties.
- **Stay active** – continue with usual activities as much as possible. Seek advice from your doctor or other treating providers about what activity and exercise is appropriate.
- **Stay in touch** with your workmates and friends. Continue with regular social activities as much as possible to help your recovery.
- **Accept help** from family and/or friends – talking about your needs and accepting help is a positive step in recovery.
- **Stay positive** and focus on what you can do – rather than on what you can't.

## **Need more information? Talk to your Injury Management Team**

If you need to speak in another language or need assistance with translating this information, including services for individuals with hearing or vision impairments, please let the Injury Management Team know to assist you with gaining access to interpreting services.

# Letter for your medical provider

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To whom this may concern

Re: **Name of patient:**  
**Position:**  
**Business name:** SkyCity Adelaide

We understand you are the treating medical provider for or have consulted/reviewed the abovementioned employee.

SkyCity Adelaide are committed to assisting their employee's recovery and return to work.

Wherever possible we will provide suitable duties during their recovery, including flexibility on hours of work and consider accommodating any medical restrictions.

To help us identify suitable duties, we would be grateful if you can complete the enclosed 'Fit for Work form' to clarify your patient's capacity for work and any restrictions. Please also issue a Work Capacity Certificate, if necessary, should your patient choose to lodge a claim for compensation.

If you require more information with respect to their duties or physical/psychological requirements of their pre-injury role, please contact the Injury Management team by phone or email below.

We look forward to working with you to assist our employee in their recovery and return to work.

Yours sincerely

**SkyCity Adelaide**

**Injury Management**

Stef 0417 044 831 or Sally 0477 648 882

[Stef.krstevski@skycity.com.au](mailto:Stef.krstevski@skycity.com.au) or [Sally.Binns@skycity.com.au](mailto:Sally.Binns@skycity.com.au)

# Fit for Work Form for your Medical Provider

## Patient and employer details

Family name:	Given name(s):
Pre-injury Department:	Date of birth: / /
Injury/condition:	

Capacity to work is affected by the following:

Physical function	Can	Modifications	Cannot	Comments
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Standing/walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying/holding lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reaching above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use of affected body part	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Neck movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing steps, stairs, ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Period of restrictions/capacity

From:	/ /	To:	/ /
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## Other functional considerations (e.g. day/night shift, etc.)

I have prescribed medication that could impact on your ability to undertake some activities

Comments (e.g. details of capacity or limitations that will assist in identification of suitable duties)

I would like more information about options available for return to work

## I recommend:

A graduated increase in hours over \_\_\_\_\_ weeks \_\_\_\_\_ hours a day to your normal hours \_\_\_\_\_ a day

Non-consecutive working days for a period of \_\_\_\_\_ (days or weeks) *please circle*

Next review is scheduled for: / /

## Doctor's details

Name:	Provider number:
Address:	
Email address:	Phone number:
Signed:	Dated:



**Injury Management**

SkyCity Adelaide, Level 2

E: [injurymanagment.adelaide@skycity.co.nz](mailto:injurymanagment.adelaide@skycity.co.nz)

Scan the QR to access an electronic copy and for further information on how SkyCity Adelaide Manages injuries, Early Intervention and Claims process. Alternatively, visit <https://healthandsafety.skycitygroup.com/>.

