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Introduction

This document will provide detail for the setup and processing of the OH&S module, particularly in relation to Incident and Injury Management, Claims Management and the link to Payroll and Leave.

The Incident and Injury Management processes are designed to allow organisations to comply with the reporting requirements of AS1885 by using standard coding for such things as ‘Type of Injury’, ‘Bodily Location’, ‘Mechanism’, ‘Agency’ etc (Note: Codes shown in screen shots included in this document are examples only and may not comply with these standards).

Where reference is made to Menu numbers in this document the reference is to the standard Alesco configuration and therefore may differ from the set-up used by organisations where menus have been tailored to meet their specific processes.
2 Incident Management

Incident Management is the first part of the Incident/Injury/Claims process and is accessed through Menu 0940 - Incident Management which is found on Menu 0900 – OH&S.

2.1 Adding an Incident Record - FC793 Incident Management Details (Add/Change)

Incident records are added, and subsequently updated or reviewed, through FC793 Incident Management Details – Add/Change.

Selecting this from the Menu opens FC987 Incident Selection Screen.

Note; The ‘Search Results’ block of the form may be varied to either include or exclude the Location and Location Description by setting the Con_Def ‘HIDE_INC_LOC’.

Although the Location field is hidden in the ‘Search Results’ block it is still possible to use this field as part of the search criteria.

‘HIDE_INC_LOC’ set to ‘Y’

‘HIDE_INC_LOC’ set to ‘N’
Follow the instruction <Create Record>, using either the ‘Insert Record’ icon or ‘F6’ and FC793 will display with all fields empty.

If FC793 has been quick started it is not possible to create new records while in FC987, new records may be created in FC793 if the form is in ‘Change’ mode.

Although the form consists of multiple tabs only the ‘Incident’ needs to be updated in order to create and save a record.

Note: Tabs which are not required can be removed as detailed later in this document.
2.2 Incident Tab:

The Incident tab is used to record the basic Incident details and as much information as possible should be entered, however, a record can be saved after entering:

- ‘Incident Date’
- ‘Location’ and/or ‘External Location’
- ‘Reported by’ or ‘Reported by Outsider’ (only one of these may be entered)

It is possible to determine whether or not only one of the Location/External Location fields may be entered by setting the CON_DEF ‘INCIDENT_LOC_EITHER_OR’

If this CON_DEF is set to ‘Y’ these fields become mutually exclusive and only one may be entered.

If the CON_DEF is set to ‘N’ then a value may be entered in both fields to allow more flexibility in the reporting.

‘Reported by’ requires that a valid Employee number be entered and the standard Employee Look-up is available. ‘Reported by Outsider’ is a text field. The same applies in the case of the ‘Reported to’ and ‘Reported to (Non-Employee)’ fields.

Key points to note are:-

- The Incident Number will be allocated automatically when the record is saved. The allocated number will be 8 characters however the first character can be specified by entering a value (alpha or numeric) against the CON_DEF ‘INCIDENT_PREFIX’. If a more complex numbering system is required the actual Sequence would need to be updated and maintained by your Technical Support Staff. As an alternative an ‘Alternative ID’ may be entered to conform with individual reporting/numbering conventions.

- When entering times these should be in the format HH:MM using the 24 hour clock.

- The ‘Date Registered’ may be entered but if left blank will be updated with the date on which the record is saved.
2.3 Additional Details Tab

This tab is optional but allows details of any investigations, permit breaches and counselling to be recorded if required.

The three comments fields in this tab allow free text details to be recorded, up to 2000 characters in each field.

2.4 Witness Tab

This tab is optional but allows details of any witnesses to the incident to be recorded if required.
In order to save Witness Details the ‘Witness Status’ is mandatory. If the Witness is an employee the Employee# should be entered and the remaining details will be populated from the Employee record.

In the case of the Witness not being an employee all of the available details need to be entered.

Multiple Witness records may be entered by using <Insert Record>

### 2.5 Environment Tab

This tab comprises the Incident Environment and Substances Involved sections. Both of these are optional but allow more details of the Incident, such as any environmental factors which may have contributed to the Incident, to be recorded.
2.6 Equipment Tab

This tab comprises the Plant and Equipment and Safety Devices Used sections and both of these are optional but allow more details of the Incident to be recorded. These might include, for example, the Type and Serial Number of a Fire Extinguisher which was used.

![Equipment Tab](image)

2.7 Action Tab

This tab is optional but allows details of any Actions which may be required, either as a result of the Incident or to prevent further similar Incidents, to be recorded if required. It includes fields to record who will be responsible for any Actions as well as relevant dates in order to ensure that review and follow up can occur.

Although only two records will display additional records can be inserted using the <Create Record> icon.

![Action Tab](image)
2.8 Hazards Involved Tab

This tab is optional but has two functions.

Firstly it can be used to record that a Location Hazard, which may have some bearing on the Incident has already been recorded. The Look-up for 'Location Hazard ID' will list details of Location Hazard records and one of these may be selected if it is relevant to the Incident.

It can also be used to add a Location Hazard record if this should be necessary as a result of the Incident. This is done by pressing the “Add Hazard” button which will open FD925 Location Hazards. Once the Hazard record and the Hazard ID has been allocated this will be displayed on returning to the Incident Location Hazard tab.

2.9 Notes Tab

This tab is optional but allows any notes or details recorded elsewhere to be entered in a free text format.

Although only three records will display, additional records can be inserted using the <Create Record> icon.
2.10 **Supporting Docs Tab**

This tab is optional but allows relevant documents such as the Incident Report, Witness Statements etc to be attached.

The full filename of the document, including the file extension (eg .doc or .pdf) should be recorded. These documents can then be accessed in future by double clicking on the file name.

**Note:** The set up necessary for this functionality to be used requires assistance from your Technical Support or Database Administrator and is detailed in the Occupational Health and Safety User Guide.

**Codes**

A number of ‘Kinds’ of Codes are required to be set up specifically for use in recording Incident details.
Note: Ideally these Codes should be set up using the codes defined in AS1885 where applicable.

2.11 Updating an Incident Record - FC793 Incident Management Details (Add/Change)

It is unlikely that all of the information to be recorded about an Incident will be available at the time that the Incident record is created and there will be a requirement to update records at a later date. There will also be a requirement to review records and both of these functions are performed in this form.

The Incident record is accessed through FC793 Incident Management Details which will open FC987 Incident Selection Screen. There are a number of search parameters which may be used to access the required record. These include:

- Incident Number
- Alternative ID
- Location
- Type of Incident etc

The Incident Number, generated by the system, is the most effective parameter as it will always be unique. Alternative ID should also be unique, however, since this is manually entered, this may not always be the case. When entering search parameters it is advisable not to try and enter too many details. The use of the ‘Wildcard’ (%) may be helpful (full details on the use of this function is detailed in the standard Alesco User Guides).

The ‘Claim?’ field on the far right of the ‘Search Results’ block indicates incident records that already have a claim attached to them.
If an Incident has resulted in any injuries these may be entered through Menu 0950 - Injury Management. Multiple Injury records, relating to both employees and non-employees may be attached to a single Incident record.

3.1 Adding an Injury Record – FC794 Injury Management Details (Add/Change)

Injury records are added, and subsequently updated and reviewed, through FC794 Injury Management Details – Add/Change.

Selecting this from the Menu opens FC987 Incident Selection Screen and the required Incident record should be selected as outlined above.

This will open FC794 Injury Management Details with details of the selected Incident shown in the header record. If an Injury record already exists this will also display and <Insert Record> should be used to display a blank screen.

Although the form consists of multiple tabs only the ‘Personal Details’ and ‘Injury Details’ tab need to be updated in order to create and save a record.

Note: Tabs which are not required can be removed as detailed later in this document.
3.2 **Personal Details:**

If the Injury relates to an employee the Employee# and Person Status should be entered, the standard lookup is available to select the Employee number, and the remaining fields will be populated from the Employee and Occupancy record.

Note: These details cannot be changed in this form – if any details are seen to be incorrect they should be changed in either the Employee Details (FC798) or Occupancy (FC790).

If the Injury relates to a non-employee the details need to be entered manually. The Person Status and Surname are the minimum requirements.

3.3 **Injury Details:**

This tab contains additional key information on the injury and must be completed. The ‘Mechanism’ and ‘Injury Agent’ will be populated from the initial Incident record. These may be changed but this would not normally be necessary unless the Incident record is also changed. The following additional fields must also be entered:

- ‘Nature’,
- ‘Bodily Location’
- ‘Date Notified’

All other fields are optional.
Once the record has been saved an Injury Number will be allocated automatically by the system.

### 3.4 Additional Details:

This tab is optional but may be used to record additional information such as whether or not the injury occurred at the employee’s normal workplace and what the employee was actually doing at the time.

### 3.5 Initial Treatment:

This tab is also optional and may be used, if required, to record details of any initial treatment the injured person may have received.
3.6 **Notes:**

This tab is optional but allows any notes or details recorded elsewhere to be entered in a free text format.

Although only three records will display additional records can be inserted using the <Create Record> icon.

3.7 **Supporting Docs Tab**

This tab is optional but allows documents such as the Incident Report, Medical Certificates etc to be attached.
The full filename of the document, including the file extension (eg. .doc or .pdf) should be recorded. These documents can then be accessed in future by double clicking on the file name.

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> 4 Compensation Claims

The third stage of the process, once the initial Incident and Injury records have been entered, is the Compensation Claim where this is applicable. As multiple Injury records may potentially be attached to an Incident there could therefore be a number of Claims attached to that Incident. Although it is possible to record them in the system it is unlikely that more than one Claim would result from a single Injury.

4.1 Adding a Claim - FC581 Worker’s Compensation Claims (Add/Change)

Compensation records are added, and subsequently updated, through FC581 Worker’s Compensation Claim – Add/Change which is found on Menu 0920 – Claim Management.

Selecting this from the Menu opens FC988 Injury Selection Screen and the required Incident record should be selected. There are a number of search parameters which may be used to access the required record. These include:

- Injury Number
- Incident Number
- Alternative ID
- Employee Injured
- Injured Public Surname

The Injury Number or Incident Number, generated by the system, are the most effective parameters as these will always be unique. Alternative ID should also be unique however, since this is manually entered, this may not always be the case. When entering search parameters it is advisable not to try and enter too many details. The use of the ‘Wildcard’ (%) may be helpful.
Alternatively, the ‘Existing Claims Only’ check box may be used to restrict the search to existing records.

Once the record has been selected FC581 Workers Compensation Claim will open. This is also consists of multiple tabs however, in this case none of the tabs may be removed.
4.2 **Claim Details:**

This tab is used to record details of the Claim, including the ‘Severity’ and the ‘Claim Status’ and ‘Claim Date’, which are mandatory fields. The ‘Claim Status’ details should be updated as the Claim progresses.

Details relating to the Administrator, Rehabilitation and Investigation are all optional but should be recorded where possible.

Although system generated Claim# will be allocated when the Claim is saved there is provision override this if the CON_DEF ‘OW_CLAIM#’ is set to ‘Y’.

There is also provision to record a Reference# and WorkCover# as other forms of reference, including reference numbers which may be allocated by Insurers.

Pressing the <Show Claims History> button on the ‘Claim Details’ tab will bring up a summary, display only, screen showing details of the Incident and Injury and the most current Claim Status.
4.3 **Claim Financials:**

This tab is used to record financial details related to the Claim and there are two versions, one for Organisations who self-insure and one for those who do not.

The version which will display is determined by the CON_DEF ‘WC_SELF_INSURE’.

**Self Insured = ‘Y’**

This version of the form allows the ‘Estimated Liability’ amount to be entered but all other values will be picked up from details recorded elsewhere in the system. The number of ‘Days Lost to Date’ is derived from FE379 – Workers Compensation Medical Certificates, **FC954 Workers Compensation Salary**, and **FC952 Injury Lost Time** and ‘Payments to Date’ from FC954 Workers Compensation Salary and FE385 - Provider and General Expenses.
Details of the Estimated Liability for Claims related to the same type of Injury may be viewed by pressing the <Show Estimate Breakdown> button.

The value displayed may be entered in the Estimated Liability field and the Outstanding Liability will be calculated as the difference between the Payments to Date and the Estimated Liability.

**Self Insured = ‘N’**

This version of the form will pick up the Days Lost and payment details from details recorded elsewhere in the system. The number of ‘Days Lost to Date’ is derived from FE379 – Workers Compensation Medical Certificates, FC954 Workers Compensation Salary, and FC952 Injury Lost Time and ‘Paid’ from FC954 Workers Compensation Salary, FE385 -
Provider and General Expenses and *Lump Sum Settlements – FE376 Employee Lump Sum Settlements*.

The remaining amounts, Outstanding, Excess and Net Incurred should be entered.

### 4.4 Misc Costs:

This tab is used to record any miscellaneous costs relating to the Claim. It should be noted that Costs recorded here do not pass through to the Financials tab.

#### Codes

A number of ‘Kinds’ of Codes are required to be set up specifically for use in recording Claim details.
4.5 FC954 Workers Compensation Salary Change Add/Change

This form records the details of payments associated with a period of lost time resulting from a Claim and is accessed from Menu 0920 Claim Management.

Selecting this FC594 from the Menu opens FC989 Claim Selection Screen and the required Claim record should be selected. There are a number of search parameters which may be used to access the required record if the Claim number is not known. These include:

- Claim Number
- Injury Number
- Incident Number
- Employee Injured
- Injured Public Surname

When the form is accessed details of the employee's current Job and Occupancy will be displayed. All other fields will contain either null or zero at this stage.

When the relevant date, such as the Incident Date, is entered in the Proportion Details section the employee’s Hourly Rate and Standard Hours per Day will display – this information is determined from the current Occupancy record.
The next three fields are used to record details of payments which are to be made and cater for situations where an Employee returns to work either on reduced hours or on Alternate Duties which attract a rate lower than his normal pay.

Where the Employee is allocated to Alternate Duties the rate at which he will be paid, as a percentage of his normal pay, should be entered in the Supernumerary %age field and the difference to make this up to his normal pay should be entered in the Make Up %age field. These values must add up to 100% (a warning will display if this is not the case). Where the Employee returns to work on reduced hours the amount of his reduced earnings, as a percentage of his normal pay, should be entered in the On Duty %age field and the difference to make this up to his normal pay should be entered in the Make Up %age field. Again these values must add up to 100%.

Once these values have been completed the Compensation Details may be entered. Once the Date fields and the Days Lost have been entered the value of earnings over the period will be derived on the basis of the details entered above. The value of any Make Up payment will pass through to the Workers Compensation Financial Details.

4.6 FC952 Injury Lost Time Add/Change

This form may be used to record Lost Time and Medical Certificate details associated with a Claim. The form is accessed from Menu 0920 Claim Management.

Details of any Lost Time should be recorded and the system will determine the Time Lost on the basis of the number of days between the Start and End Dates (Note: This will be in whole days regardless of the Time which may be entered). The Claim# will not be automatically updated but can be accessed using the look up icon.
If there is a Medical Certificate covering the Lost Time the details of the Dates, the status of the Certificate and the Provider Code should be entered.

Note: Details recorded in this form will also display in FE379 Workers Compensation Medical Certificate and vice versa. However, if the functionality which allows the link between Medical Certificates and Leave Bookings is to be used, FE379 should be used rather than FC952.

4.7 FE385 Provider and General Expense Acc Add/Change

This form may be used to record Medical and other costs associated with a Claim. The form is accessed from Menu 0920 Claim Management.

The Form is accessed using the standard Claim Selection process

The form consists of two sections:

Provider Accounts – this allows details of Medical/Hospital expenses by Provider Number and Service to be recorded together with payment details. The AMA Scheduled Fees for the various services may be recorded in FD935 and, if this facility is used, the current Fee will display in the Schedule field.

There is also provision for a custom electronic interface of these records therefore there are details relating to ‘process date’ etc on this form.

General Expenses – this allows other details such as transport and accommodation etc to be recorded.
When either Provider or General Expenses are recorded the amount will be compared with the Claim Estimate. These amounts will be included in the payment details shown in the Claim Financial tab of the FC581 Workers Compensation Claim.

4.8 FD935 AMA Schedule of Fees

This form may be used to record AMA Scheduled Fees for each Service if required and is accessed from Menu 0970 OH & S Maintenance. These values will be used in FE385.

4.9 FD806 Liability Components - Change

This form may be used to record the estimated liability for Claims based on previous experience of similar injuries to particular combinations of Injury Nature and Bodily Location.

The estimate includes the number of Work Days Lost and costs of various components of a Claim, such as Medical, Hospital, and Medications etc.
This form may be accessed from the FC581 Workers Compensation Claims - Claim Financials tab, where the ‘Self Insured’ option is being used and a Claim is being updated for the same Injury Nature/Body Part combination, and the values recorded in the Estimated Liability field.
5.1 FE379 Workers Comp. Medical Certificate - Change

This form is accessed from Menu 0920 Claim Management and is used in order to link the booking of lost time, through the Leave Management Module, to the actual Workers Compensation Claim and to ensure that time booked as Workers Compensation is covered by a valid Medical Certificate.

To use this functionality it is necessary to define all Workers Compensation Leave Codes in the following Code Rule:

Rule Group: WCOMP – Workers Compensation Rules
Rule Kind: LV_CODE – Leave Codes
Code Rule: WCOMP - Workers Compensation Leave Codes

**NOTE:** If this Code Rule is set up the specified Workers Compensation Leave Codes may only be entered through FE379 and not through the standard Leave Booking process.

Selecting this FC594 from the Menu opens FC989 Claim Selection Screen and the required Claim record should be selected. There are a number of search parameters which may be used to access the required record if the Claim number is not known. These include:

- Claim Number
- Injury Number
- Incident Number
- Employee Injured
- Injured Public Surname

When the form is accessed the Lost Time Details section will display any Lost Time which had already been recorded (Note: This will include any details recorded through FC594 Workers Compensation Salary).

The Medical Certificate section will show details of any Medical Certificates which have already been entered and the Leave Booked field will be checked if a booking has been processed.
Details of any additional Lost Time should be recorded and the system will determine the Time Lost on the basis of the number of days between the Start and End Dates (Note: This will be in whole days regardless of the Time which may be entered)

If there is a Medical Certificate covering the Lost Time the details of the Dates, the status of the Certificate and the Provider Code should be entered.

To enter a leave booking for a medical certificate click on the button at the end of the record to go straight to FD938 Leave Booking Form.

The 'Leave Booked' check box indicates which medical certificates already have a leave booking against them, if the leave booking has been confirmed the check box will be ticked automatically.

The Leave Code entered must be a valid Workers Compensation Leave Code and the Start and End Dates must be in the period covered by the Medical Certificate.

If the CON_DEF, DEF_CERT_DATES, has been set to 'Y' the leave booking dates, medical certificate dates and provider name will be passed from FE379 to FD938, defaulting into the leave booking dates and the Medical Certificate Details pop-up.

If the CON_DEF is set to ‘N’, the leave booking dates, medical certificate dates and provider name will not be defaulted in.
When the Medical Certificate field is reached the Medical Certificate Details pop-up will display and the necessary details should be completed.

Once the Leave Booking has been completed and saved exiting will return to FE379

5.2 FE563 Period of Incapacity

This form is accessed from Menu 0920 Claim Management and allows all Leave Bookings related to a Claim to be viewed.

The Form is accessed using the standard Employee Selection process.
The Enquiry Date and Claim Number should be entered. If the Claim Number is not known a look-up is available and will display the standard Claim Selection Screen to allow the required number to be found.

Bookings related to that Claim with a Start Date earlier than the Enquiry Date will then be displayed.

5.3 FE564 Workers Comp Rate of Pay Calculation

Once a Workers Compensation Leave Booking has been processed the Payroll Process will pay this at the employee’s normal rate of pay.

There may however be a requirement to pay the Leave at a different rate, for example to include additional payments the employee may have received had he not been injured or, alternatively to pay at less than the normal rate.

This can be done using FE564 Workers Compensation Rate of Pay Calculation which may be accessed from Menu 0920 Claim Management.

The Form is accessed using the standard Compensation Claim Selection process and once the ‘As at Date’ is entered basic Occupancy Details will display.
In the Pay Calculation Details Section enter:
- Income Maintenance Type eg Salary, Overtime, Allowances
- Amount
- Pay Type eg Hourly, Weekly, Fortnightly etc
- Percentage to be paid

The Weekly Amount for each of the Income Types and a Total will be calculated automatically by the system.
The calculated amount can then be entered in the Rate of Pay Details section together with the Date until which this rate is to apply and the Leave Code for which it is to be paid. When this detail is entered the ‘Update Override Rate’ should be checked and the record saved.
The message ‘The Overriding Leave Rate will be Updated’ will display.

This can be confirmed using FD794 Overriding Leave Rate.

The rate determined in this way will then apply to any Leave Booking against the nominated Leave Code which applies between these dates. Bookings outside these dates will be paid at the normal rate.
Once a record has been saved in FE564 it cannot be changed, however it may be deleted if necessary.
Note: If a record is deleted it will also be necessary to delete the Overriding Leave Rate in FD794.

5.4 FE561 Workers Comp Payment History

To assist in the process of determining what additional payments may apply in the above process, it is possible to display an employee’s payment history using FE561 Workers Compensation Payment History which may be accessed from Menu 0920 Claim Management.

The Form is accessed using the standard Employee Selection process and will prompt for the Incident Date and the Number of Weeks of History to be displayed. The Payment History Start Date will be derived from these two fields.

![FE561 Form Image]

The Payment Details will be displayed by Pay Period and payments will be displayed in a number of different categories. The particular Paycodes which are included in each of these categories is determined by the following Code Rules:

Rule Group: WCOMP – Workers Compensation Rules

Rule Kind: PAYCODE – Paycode

Code Rule: NORMAL_SAL – Normal Salary Payments
OVERTIME – Overtime Payments
ALLOW_PRES – Prescribed Allowances
ALLOW_OTHER – Other Allowances
ALLOW_HDA – HDA Payments
ALLOW_BONUS – Bonus Payments

Note: Care should be taken when setting up these Code Rules to ensure that Paycodes are not attached to more than one Rule. If a Paycode is duplicated the earnings will be counted twice.

5.5 FE562 Workers Comp Occupancy

This form, which is accessed from Menu 0920 Claim Management using the standard Employee selection process.

The form provides basic information relating to the employee’s Occupancy as at the Date entered. This includes the Classification, Step, Position Title, Fraction and Annual Salary and, where applicable, the Next Step details are also shown.

5.6 FE376 Lump Sum Settlements

This form allows details of any Lump Sum Settlements resulting from a Claim to be recorded. It is accessed from Menu 0920 Claim Management.

The Form is accessed using the standard Compensation Claim Selection process and the necessary details may be recorded.
5.7 **FC585 First Aid Certificate – Change**

This form allows details of an Employees First Aid Certificates to be recorded and, if required, may also be used to update the Employee’s Occupancy in order to pay a relevant First Aid Allowance. Use of this functionality is determined by the CON_DEF’s ‘USE_CERT_START’ and ‘LINK_CERT_ALLOWANCE’.

The form is accessed from Menu 0970 OH & S Maintenance and is selected using the standard Employee Selection process.
The Certificate Type, Level, Issue and Renewal Dates should be entered. The use of the remaining two fields Allowance and Reason Code will depend on whether there is a requirement to update the Employee’s Occupancy Allowance record.

- **CON_DEF ‘LINK_CERT_ALLOWANCE’** set to ‘1’ indicates that an Allowance record is not to be created and the final two fields may not be accessed.

- **CON_DEF ‘LINK_CERT_ALLOWANCE’** set to ‘2’ indicates that an Occupancy Allowance is to be created in the Employee’s current Occupancy record and the relevant Allowance code should be entered.

- **CON_DEF ‘LINK_CERT_ALLOWANCE’** set to ‘3’ indicates that a new Occupancy record will be inserted and in this case it is necessary to enter both the Allowance Code and Reason Code (Occupancy Commence Reason).

The **CON_DEF ‘USE_CERT_START’** determines the Start Date that will be used for the record. If set to ‘Y’ the Certificate Start Date will be used, otherwise the system date will be used.

In order to use this process the Allowance Code must be defined and must be valid for the Employee’s Award/Classification and must also be defined in the following Code Rule:

- **Rule Group:** OHS_CODE_RULES – Occ Health and Safety Code Rules
- **Rule Kind:** PAYCODE – Paycode
- **Code Rule:** FIRST_AID_CERTIFICATE – First Aid Certificate Allowances

Validation to ensure that the employee has a current Occupancy, covering the Start and End Dates, or that there are no overlapping records will be carried out on saving the Certificate record.
A Certificate record may not be changed once an Allowance has been added. The record can be deleted and a warning will display indicating that an Allowance record may also need to be deleted.

There is a second version of the First Aid Certificate form FC402

5.8 FC402 First Aid Certificate – Change

This version of the First Aid Certificate form does not include the Allowance and Reason Code fields but is otherwise the same as FC585.

The form is accessed from Menu 0950 Injury Management and is selected using the standard Employee Selection process.

Details recorded in this form will be seen in FC585 and vice versa and it may be appropriate to use this in conjunction with FC585. The situation may exist where a section of Employees are eligible to receive an Allowance if they hold a First Aid Certificate whilst others, possibly due to a different Agreement, are not. FC585 would then be used for the first group and FC420 for the remainder.
Claims Administration

As part of the Claims process Alesco provides a Claims Administration function to keep track of the status of Claims, by Administrator.

6.1 FD928 Claims Audit Checklist Maintenance

The form is accessed from Menu 0970 OH & S Maintenance, and provides the ability to create a master checklist of the Tasks or Actions which make up the Claims process.

The Time Table column reflects the number of days after the Claim is created that each of the Administration Tasks or Actions should be completed. This will allow the relevant dates to be created automatically in the Checklist screen.

The Order column is used to determine the sequence in which the Tasks are to be actioned.

<table>
<thead>
<tr>
<th>Action</th>
<th>Code Description</th>
<th>Time Table</th>
<th>Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Compensation Claim Form</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>002</td>
<td>snil-employer report form</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>003</td>
<td>FTC medical certificate or prescribed medical</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

6.2 FE569 Administrators Claim Details and Check List

This form provides the ability to select an Administrator from the list which is derived automatically from the details record in the Workers Compensation Claim FC581.

The required Administrator can be selected by entering ‘Y’ in the ‘View Details’ column.
The following form FD569 will display showing all of the Claims currently being handled by the selected Administrator. Details of any of these Claims can be viewed by checking the View Check List field.

The Check List for the Claim selected will display. This can be modified by adding or deleting records if required and the Action Required flag can be updated if necessary.

The screen provides a means of checking the status and progress of actions completed or overdue and reports or emails could be triggered from these dates.
Note: Changes made in this form will be reflected in FD929.

6.3 FD929 Claims Audit Checklist

This form is accessed from Menu 0920 Claim Management using the standard Claim selection process. It provides details of the status of the Claim and can be used to record the date on which the Task or Action is completed. The Date Actioned is the only field which may be updated.
> 7 RC620 OHS – KPI Measurements Report

This report produces the OHS KPI Summary in accordance with the standards defined in Australian Standards AS 1885.1 and shows the following:

7.1 Incident Rate

This is the number of occurrences of injury or disease, which result in one or more days of lost time during a specified period, for each 100 workers employed. The number of workers is defined as the average number of workers who worked during the period. The calculation excludes any workers who were absent from work for the entire period on either paid or unpaid leave.

The Formula used for this calculation is:

\[
\text{Incident rate} = \frac{\text{number of occurrences in the period}}{\text{number of workers in the period}} \times 100
\]

7.2 Frequency Rate

This is the number of occurrences of injury or disease for each one million hours worked. The number of occurrences refers to all injuries which have resulted in one or more days of lost time during the specified period. The number of hours worked during the period is the total number of hours worked, including overtime and extra shifts, by all workers.

The Formula used for this calculation is:

\[
\text{Frequency rate} = \frac{\text{number of occurrences in the period}}{\text{number of hours worked in the period}} \times 1,000,000
\]

7.3 Average Time Lost Rate

This is the average time lost per occurrence of injury. The number of occurrences refers to all injuries which have resulted in one or more days of lost time during the specified period. The number of working days lost is the total number of days, regardless of the number of hours which would have been worked each day, which were lost as a result of an injury with a maximum of 12 months for any individual occurrence. Any occurrences which result in a fatality are assigned a lost time of 12 months or 220 standard working days.

The Formula used for this calculation is:

\[
\text{Average Time Lost rate} = \frac{\text{number of working days lost}}{\text{number of occurrences in the period}} \times 1,000,000
\]
7.4 Code Rules

In order to produce this report the following Code Rules must be defined:

Rule Group: OHS_KPI_REPORT – OHS KPI Report
Rule Kind: PAYCODE – Paycode
Code Rule: OHS_PAYCODES – Working Hours Paycodes

This is used to define which Paycodes should be used in calculating the total hours for the period. These should include Overtime and Extra Shifts but should not include Leave Paycodes.

Rule Group: OHS_KPI_REPORT – OHS KPI Report
Rule Kind: LV_CODE – Leave Codes
Code Rule: OHS_LVCODES – Leave Codes to be included in AS1885.1 Report

This is used to define which Leave Codes should be used to identify lost time for the period.

In addition the Con_Def ‘FATALITY’ should be set to define the Class of Injury (INJURY_CLASS) which will be used for any Fatal Injuries.

The Report is run from Menu 9300 – External Interfaces

When this is accessed the parameter screen will display.

![Parameter Screen]

The Start and End Dates of the reporting period should be entered and the report will display the information as follows:
11-JAN-2008, 02:23pm
RC610
11.0

Incident Rate: 11.11
Frequency Rate: 1080.75
Average Time Lost: 18000000

--------End of Report--------
> 8 Deleting Records

The ability to delete Incident, Injury or Claim records through the application has been added. This process will ensure that all associated records are deleted properly and that ‘orphan’ records are not left in the system.

8.1 RC315 Delete Incidents

This is done by running RC315 Delete Incidents from Menu 0940 Incident Management and as well as deleting the Incident and any Injury records, which may be attached to it, will also be deleted.

When this is accessed the parameter screen will display.

![Parameter Screen](image)

The Incident# should be entered and it is then possible to choose to delete all of the attached Injury records or to enter a specific Injury# and delete only the Injury. The report may be run in either Update or Non-Update mode and, if successful, will display details of the Incident and Injury records which have been deleted.
8.2 FE453 Claim Number Deletion

As indicated in the report this form is accessed from Menu 0970 OH & S Maintenance and uses the standard Claim Selection Screen FC989
The Claim# and Injury# as well as the Employee# will display. Entering ‘Y’ in the ‘Delete this Claim’ field and saving the record will delete the Claim.
> 9 Updating Tab Forms

FC793 Incident Management and FC794 Injury Management are multi tab forms and, if required, some of the tabs may be removed using FA486 Groups – Program Privileges.

This will list all of the tabs which exist in the form and will show which ones are Mandatory. These cannot be removed but any of the others can be by selecting them and using the Delete Record icon or clicking on the single ‘Left Arrow’ button.

Note: Master User access is required to be able to use this function.