



Injury Management Information

A guide for UniSA employees injured at work

Introduction

UniSA is a self-insured employer under the terms of the Workers Rehabilitation and Compensation Act, 1986. This means WorkCover SA has delegated responsibility to the University to make decisions about its workers compensation claims, so the university finances all workers compensation payments including lost time claims, medical and travel expenses.

The primary objective of the Workers Rehabilitation and Compensation Act, 1986 is to rehabilitate injured employees back to safe employment and to the community.

Policy statement

The University is committed to providing and maintaining a healthy environment for employee, students, contractors and visitors, and to the continuous improvement of injury prevention and injury management programs with the goal of achieving the highest possible standards. In the event of a work related injury, the University will provide effective claims management and rehabilitation assistance aimed at supporting injured employees through their period of illness or injury and then promoting optimal recovery and a safe return to work (where possible). In many cases employees are assisted to remain at work and undertake rehabilitation after sustaining an injury.

Injury Management refers to rehabilitation and workers compensation activities. It is a coordinated and managed process to facilitate recovery and restore injured employees to their pre-injury work capacity. It includes some or all of the following functions:

- Acute and ongoing medical treatment, rehabilitation and care
- Managed return to work (including retraining where necessary)
- Management of the workers compensation claim relating to recovery from injury and return to work
- Employment management practices relating to recovery from injury and return to work.

If you are injured at work but do not lose time from work and you do not consult a treating medical practitioner

Employees are encouraged to notify their supervisor/manager immediately an injury or illness has occurred at work, to ensure that appropriate medical treatment and early rehabilitation and return to work is provided where required. The following steps should be undertaken:

- obtain first aid treatment/assistance from the workplace designated first aid officer or Security for any injuries sustained
- complete and submit an online [OHSW Incident Report](#) within 12 hours of the incident occurring

If you are injured at work, consult a medical practitioner, or lose time away from work, you will need to complete a workers' compensation claim form to claim for time lost, medical or travel expenses. It is important that you undertake the following steps:

- report the injury to your supervisor/manager immediately
- complete and submit an online [OHSW Incident Report](#) within 12 hours of the incident occurring
- obtain a prescribed WorkCover Medical Certificate (WMC) from your treating medical practitioner or hospital and e-mail or fax it immediately to OHSW & IM Services on 8302 1380
- complete a UniSA [workers' compensation claim](#) form (available from the OHSW website) and email WMC@unisa.edu.au or fax it to OHSW & IM Services 8302 1380 immediately
- send any medical accounts for your work injury to Lawson Risk Management (PO Box 309, Rundle mall SA 5000)
- provide a copy of your WMC to your supervisor

If you are unable to carry out these steps due to your work injury or some other cause, please seek assistance from your supervisor, OHSW & IM Consultant, work colleague, health and safety representative, employee representative, family member or OHSW & IM Services.

Claim Determination

What happens to your claim?

Upon receipt of your claim for workers compensation OHSW & IM Services will forward your claim for compensation within 3 business days to our Claims Management Unit (Lawson Risk Management) to allow your claim to be determined as promptly as possible. They will advise you in writing of the decision of the

claim within 7 working days of receiving the claim.

Any time lost from work in relation to this injury/illness prior to the notification of acceptance of your claim, will be considered as leave, (sick and/or annual leave). If your claim is accepted, then all leave utilised during this period will be reinstated and you will receive workers' compensation payments. (**NOTE:** Casual employees are not entitled to paid personal and/or annual leave).

Some claims may require deferral while further investigation is conducted. There may be reasons that your claim has been deferred such as, a medical report may be required from your treating medical practitioner, or there may not be enough information about your condition and another medical diagnosis may be required.

If your claim is not accepted all medical accounts will be returned to you for payment, you will be responsible for all costs incurred.

Accepted claims

If your claim is accepted you will be entitled to payments for medical treatment, travel expenses and income maintenance.

Income Maintenance

Income maintenance refers to your normal wages and maintaining your income if you are absent from work due to a work injury / illness and not earning a salary for work. An employee who is totally incapacitated for work will receive compensation based on their average weekly earnings. The amount will be calculated as "Notional Weekly Earnings" or an amount the employee would expect to receive were they at work.

If an employee is partially incapacitated for work (i.e. undertaking reduced hours of work) they will receive salary for the hours worked and workers compensation weekly payments for the remaining hours or income maintenance.

Income maintenance is payable at 100% of the amount you were earning prior to being injured (pre-injury earnings for 13 weeks). At 13 weeks there is a reduction in payments to 90%, followed by a further reduction to 80% at 26 weeks.

Where the period of incapacity (whether total or partial incapacity) continues for more than 13 and 26 weeks the Claims Manager will conduct a review of the amount of weekly payments being paid.

Time away from work

You are required to provide a prescribed WorkCover Medical Certificate (WMC) for any time away from work as a result of your work related injury/illness and advise your supervisor/manager. The WMC must be provided within 24 hours of you receiving it and emailed to OHSW & IM Services via WMC@unisa.edu.au or faxed to 8302 1380. In most circumstances treating medical practitioners can fax WMC's to OHSW & IM Services, however if you are unable to work you will need to arrange for the WMC to be sent.

Should your medical practitioner prescribe modified duties you must provide regular WMC's until you are fit to undertake pre-injury workplace duties. If you have been prescribed modified hours you must complete and submit a Record of Attendance form for your supervisor to sign and email or fax a copy to OHSW & IM Services within 36 hours of end of pay fortnight.

Once your injury stabilises and should your medical practitioner deem that you have a permanent restriction, it should be noted on the WMC.

Travel

Employees who have an open claim or are undertaking rehabilitation, who intend to travel, must obtain permission from their doctor that they are fit to do so.

If you have an accident or illness whilst working overseas, please follow the [Incident Reporting procedure](#) and complete and submit the online [OHSW Incident or Hazard Report](#) within 12 hours so that we can provide assistance if required.

Please note employees also MUST complete an [Overseas Business Travel form](#) a [Business Travel Request form](#) (FS 87) and Line Managers should ensure that all employee travel is appropriately approved.

Medical / Treatment Expenses, Surgery

All medical and rehabilitation expenses for your work-related injury will be approved by the Claim Manager and paid by the University based on the costs being reasonable and necessary. Legitimate costs may also include **approved** medical aids, travel or other services. The Claims Manager will determine reimbursement for costs on a case-by-case basis. A referral from the treating medical practitioner is required for approval of any form of treatment such as physiotherapy, chiropractor, acupuncture, or hydrotherapy. The medical practitioner should provide the referral on the WMC.

If you require surgery for your work related injury, you are required to obtain approval prior to the surgery from the Claims Manager.

Independent Medical Examination

The Claims Manager may request you to attend consultations with non-treating medical experts throughout the

period of your claim. An appointment may be organised for you with a medical specialist, occupational therapist, or psychologist. This is for the purpose of reviewing your progress and considering alternatives to ensure that your rehabilitation is being managed effectively and the nature of your injury is fully understood. If you fail to attend these appointments, your compensation payments could be discontinued for non-attendance.

Leave or Interim Payments

The legislation allows for interim payments to be paid at the discretion of the University and when compensation cannot be determined within 7 business days. It can be paid where an injured employee has no leave entitlements or further medical information is required. If your claim for compensation is rejected these payments are recoverable from you.

The leave utilised will be reinstated if the claim for workers compensation is accepted.

Provisional Liability

Provisional liability provides an early intervention mechanism for meeting medical expenses and income maintenance payments before a claim is determined. More information can be obtained from the Claims Manager.

Lump Sum Entitlements

Once your injury has stabilised and your medical practitioner has deemed that you have a permanent disability, you may be entitled to a lump sum payment. In accordance with Section 43 of the Act there is a schedule that defines the payment and that medical reports are required to determine what loss of function has occurred.

You may apply in writing or verbally to the Claims Manager for your entitlement to be assessed.

If you do not agree with the amount calculated you may apply for a review with the Workers Compensation Tribunal.

Rejected claims

If after due consideration of all relevant information, your claim is rejected, the Claims Manager will notify you in writing of the reasons for the rejection and advise you of your right to have the decision reviewed by the SA Workers Compensation Tribunal. Details of this process will be outlined in the letter to you.

You can obtain a Notice of Dispute form from a Union Official or the Workers Compensation Tribunal regarding:

- a compensation claim
- a rehabilitation plan
- compensation payments being stopped or reduced
- any determinations or delays made on claims

Rights of employees

If you sustain a work related injury / illness you have a right to:

- have your claim determined, wherever possible, within 7 business days of lodging a claim form with your WorkCover Medical Certificate attached
- be advised about the possibility of payment of interim benefits or provisional liability
- be paid weekly payments once your claim is accepted
- have medical and other expenses paid promptly eg medication or travel
- have an individual rehabilitation program or rehabilitation and return to work plan developed if you are incapacitated and unable to return quickly to work
- be meaningfully involved in all decisions regarding your rehabilitation program / plan
- have a current copy of your approved rehabilitation program / plan
- to raise any dissatisfaction you have with the person managing your claim or rehabilitation plan (see [Complaint Management Procedure](#))
- have a treating medical practitioner / specialist of your choice and provide WMC's to continue your rehabilitation program or return to work plan
- obtain a second opinion from a specialist
- be provided with copies of all medical reports concerning your claim within seven days of the Claims Manager receiving them
- have a representative present at any meeting or hearing about your claim (e.g. union, employee advocate, solicitor)
- have any personal information kept confidential
- apply to have most decisions reviewed by Worker's Compensation Tribunal e.g. rate of pay
- have an interpreter at meetings and appointments
- have information about rehabilitation provided in a manner and language that you can understand
- access to counselling through the University [Employee Assistance program](#)

Responsibilities of employees

- submit work-related injuries/illnesses using the on-line [hazard/incident reporting](#) and investigation system within 12 hours after the occurrence, and participate in the incident / injury investigation process
- report work-related injuries/illnesses to your supervisor immediately
- promptly provide a prescribed WMC to OHSW & IM Services and a copy to your supervisor to cover all time lost from work or throughout the duration of your claim, within 24 hours of your medical appointment
- attend medical appointments reasonably made for you
- actively participate in an established rehabilitation program or rehabilitation and return to work plan with the agreed primary goal being a return to work
- accept duties and restrictions specified for the duration of the program or plan
- provide a copy of your WorkCover Medical Certificate(s) to your supervisor for the duration of the incapacity, that is, from the time of incident to a return to work to pre-injury duties. WMC's also need to be provided after medical reviews if you are undertaking modified duties until your medical practitioner recommends that you can return to pre-injury workplace duties
- complete the electronic leave form and submit to your supervisor for any leave taken whilst you are receiving income maintenance payments
- avoid disruptions to return to work activities by arranging, appointments outside agreed working hours if you are working normal hours
- abide by the agreed medical restrictions as outlined by your treating medical practitioner at work and at home
- notify your supervisor and the Rehabilitation Consultant immediately if you are unable to attend for work
- inform your supervisor of the circumstances if you need to leave work before completing the nominated hours prescribed by your treating medical practitioner. You should contact the Rehabilitation Consultant within 24 hours of the difficulties or aggravation to enable early corrective action to be taken. A change to duties may be necessary and the treating medical practitioner contacted and the rehabilitation plan altered
- undertake [OHSW & IM online training](#) ie Injury management for employees
- ensure that you do not provide any false or misleading information about a claim (NOTE: it is an offence to provide false or misleading information about a claim)

Rights of the University

The University has a right to:

- seek assistance in the employee's rehabilitation and return to work
- review a claim if the Claims Manager believes that weekly payments to an employee should be stopped or reduced
- ask the Claims Manager to arrange for an injured employee to attend an examination by a recognised medical expert
- ask the Claims Manager to provide copies of medical reports and a report on an injured employee's medical progress and incapacity for work
- seek a review of the decision made about the claim
- ask the Claims Manager to consider any other relevant factors

Responsibilities of Managers / Supervisors

- facilitate appropriate management of injured or ill employees
- consider whether early intervention is required for an acute or chronic injury / illness (see Accident and Incident Reporting flow chart)
- notify OHSW & IM Services of an injury/illness if time is lost and an employee is unable to submit an Incident Report or claims documents
- ensure copies of injured employees WMC's and signed Record of Attendance (if an employee is working partial hours) are forwarded to OHSW & IM Services within 24 hours
- assess the need for rehabilitation promptly following a work related injury
- provide a safe work environment
- ensure an incident investigation is conducted within 5 working days of the incident occurring and complete the online investigation form outlining findings and corrective action to prevent a recurrence
- provide safe, suitable work duties and be actively involved in an employee's rehabilitation
- pay fortnightly income maintenance payments if an employee is off work or undertaking modified hours once notification of a claim is approved
- participate in the establishment of a rehabilitation program or return to work plan
- keep personal information confidential
- undertake OHSW & IM Online training i.e. Injury management for managers / supervisors

Workers Compensation & Rehabilitation Complaint Management Procedure

If you are dissatisfied with any aspect of your claim or rehabilitation you should immediately discuss your

concerns with the Claims Manager, Rehabilitation Consultant or OHSW & IM Manager. You can also seek independent advice or representation from your union or solicitor if the issue cannot be resolved. A copy of the Workers Compensation and Rehabilitation Complaint Management procedure can be found on the OHSW & IM website.

Breach of Mutuality

This refers to a refusal or failure by you to undertake work that has been offered to you by the University that you are capable of performing.

It is expected that you will follow University procedures and communicate with all key parties regarding the Injury Management process. If you do not fulfil these obligations your weekly payments of income maintenance can be discontinued. For example compensation can be discontinued if:

- you do not abide by, or comply with the agreed rehabilitation program, rehabilitation and return to work plan guidelines, or behave in a way that frustrates the objectives of the program / plan
- refuse to undertake suitable duties
- unreasonably discontinue suitable employment

Workplace Rehabilitation

You are entitled to a rehabilitation program if you sustain a work-related injury / illness in accordance with the Workers Rehabilitation and Compensation Act 1986 (WR&C Act).

Workplace rehabilitation is a managed process involving early intervention, appropriate, adequate and timely medical and occupational rehabilitation based on assessed needs to:

- return injured employees to safe and suitable work in a timely and proactive manner to achieve a safe and durable return to work
- enable injured employees to remain at work
- achieve the best practicable level of recovery following a work related injury or illness
- reduce the impact of a serious work injury or illness
- ensure early medical assessment and treatment occurs
- analyse the cause of the injury or illness and provide information for prevention strategies

When does rehabilitation commence?

After you submit the online [OHSW Incident Report](#) and claim for workers compensation, your Supervisor/Manager, Incident Investigator or Rehabilitation Consultant may recommend whether you require assistance with rehabilitation. Not all injured employees require rehabilitation, but for those who do, an assessment is usually made within three working days of receipt of notification of the injury. The Rehabilitation Consultant and Claims Manager may contact you:

- if a Rehabilitation Return to Work plan (RRTWP) or Rehabilitation Program (RP) has been requested e.g. by a medical practitioner, supervisor or;
- if an injured employee is absent from work or likely to be absent for a period of 5 days or more
- if your doctor prescribes modified hours and/or modified duties
- to discuss your injury, your return to work prospects, suitable duties and any other relevant issues
- to discuss your work capacity with your treating medical practitioner, but only with your written authorization.

What will the process involve?

Should you require rehabilitation the initial stages of the process are:

- the University Rehabilitation Consultant will work with you and your medical experts and supervisor/manager to coordinate a safe return to work. They will also identify any special needs that you may have.
- you will be asked to complete an 'Authority to Exchange Information' form. This form permits medical information about your rehabilitation to be exchanged between the Claims Manager, Rehabilitation Consultant, Human Resources Manager (or delegate) your treating medical practitioner, other treating medical experts and supervisor.
- after an initial meeting or discussion with the Rehabilitation Consultant a rehabilitation return to work plan or rehabilitation program may be established.

What is a 'Return to Work Plan' and 'Rehabilitation Program'?

The rehabilitation program (RP) and rehabilitation and return to work plan (RRTWP) are documents used to provide a step by step guide documenting the action that each party is required to undertake during the course of your rehabilitation. Approved services and medical equipment are also noted in the plan / program. In most cases your Rehabilitation Consultant will develop and prepare this in consultation with you, your supervisor, treating medical practitioner and medical experts. The rehabilitation program and return to work plan complies with standards and requirements set out in the WR&C Act and once established the requirements become binding on both you and the University. A copy of the document will be provided to you, your supervisor and doctor.

Rehabilitation and Return to Work Plan (RRTWP)

If a change or modification to your hours and duties is recommended by your medical practitioner, a rehabilitation and return to work plan will be developed in consultation with you and your supervisor for an approved workers compensation accepted claim. The plan is designed to identify safe and suitable duties and assist employees to return to work within their physical capacity that has been prescribed by their treating medical practitioner or specialist.

Rehabilitation Program (RP)

A rehabilitation program is provided for injured employees who have no immediate prospect of returning to work after sustaining a work related injury / illness.

The injured / ill employee is expected to participate in a rehabilitation program to assist in the facilitation of an early return to work or the community. Depending on the nature of the injury / illness it may involve a range of treating medical experts.

Who is involved in the rehabilitation process?

Your Supervisor / Manager: is required to facilitate your return to work by:

- being actively involved in your rehabilitation
- providing safe and suitable duties when you return to work
- maintaining communication with you throughout the process
- participating in the development of a rehabilitation program or return to work plan
- conducting an investigation to identify risks and take action to prevent other injuries
- ensure (if necessary) copies of injured employees WMC's and signed Record of Attendance (if an employee is working partial hours) are provided to OHSW & IM Services within 24 hours

The Rehabilitation Consultant: is a person employed by the University to coordinate the management of workplace injuries and support injured employees throughout the rehabilitation and return to work process. The role may be achieved through, but not limited to, the following functions and achieved by:

- developing and implementing rehabilitation and return-to-work strategies
- coordinating the management of workplace injuries
- providing effective case management
- facilitating workplace assessments with stakeholders for an employee's safe return to work
- coordinating and consulting injured employees about issues and suitability to return to work
- providing employees with support and information about the rehabilitation and return to work process
- involving employees in the development of a return to work program or RTW plan and assisting with the identification of safe duties
- liaising with all involved parties e.g. the primary treating medical practitioner, other medical experts, Claims Manager and external vocational providers
- keeping personal information confidential
- assisting employees throughout the rehabilitation process to undertake meaningful duties in a safe and appropriate manner
- conducting case conferences with medical experts
- monitoring and reviewing the RP and RTW Plans and strategies recommending remedial action that is necessary to prevent further injury
- contributing to quality Injury Management Systems
- assisting injured employees with retraining and external work hardening
- maintaining case files and relevant documentation in accordance with the WorkCover Performance Standards

The Claims Manager: is employed by the University to manage injured employee's workers compensation claims and is responsible for coordinating and achieving claim outcomes that facilitate workplace rehabilitation. This role may be achieved but not limited to, the performance of the following functions:

- manage a claim, and provide information regarding the claims process
- communicate with injured employees regarding queries about their claim
- monitor injured employee's progress and provide claims advice to the University
- Collaborate with the Rehabilitation Consultant to determine the need for rehabilitation
- make timely determinations and payments on claims according to the WR&C legislation
- approve travel and medical expenses
- arrange medical appointments
- understand the WorkCover legislative requirements including fourth schedule reporting

Primary Treating Practitioner: a legally qualified general practitioner chosen by an injured employee to participate in the injury management process.

Medical Experts: a medical practitioner, specialist, physiotherapist, dentist, occupational therapist, podiatrist, optician, psychologist, physiotherapist, psychiatrist, speech pathologist who may be involved in treating your injury / illness.

External Rehabilitation Provider: is a suitably qualified person who is appointed by the University to assist you and your treating practitioners to achieve a safe return to work.

If you require information about making a claim for workers compensation, you may contact OHSW & IM Services on 8302 1634 or email WMC@unisa.edu.au, Rehabilitation Consultant 8302 1709 or the Claims Manager on 8210 2805.

For information about rehabilitation please contact the Rehabilitation Consultant on 8302 1709.

ACKNOWLEDGEMENT SLIP

I acknowledge that I have received a copy of the Injury Management Information Handbook.

I have read the handbook and understand my rights and obligations under the Workers Rehabilitation and Compensation Act, 1986 as outlined in this handbook.

Signature Date

***Please return this page to the
OHSW & IM Services at 101 Currie Street
within one week of completing 'Claim Form'***