



INJURY MANAGEMENT PROGRAM

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1 Introduction

The University of Wollongong recognises the value of its employees and is committed to preventing injury and illness to its employees by providing a safe and healthy working environment.

However, in the event that an employee sustains a work related injury or illness, the University is equally committed to providing an efficient workplace injury management program with the aim of restoring the injured employee to the fullest physical, psychological, social, vocational and economic usefulness of which they are capable, consistent with their pre-injury status.

Subject to medical advice, injury management for workplace injuries aims to return injured employees to work according to the following hierarchy of injury management goals, as outlined by WorkCover NSW: -

1. Pre-injury duties/Pre-injury employer
2. Modified or reasonably adjusted duties/Pre-injury employer
3. Different duties/Same employer
4. Pre-injury duties/Different employer
5. Modified or reasonably adjusted duties/ Different employer
6. Different duties/ Different employer

The University of Wollongong's injury management commitment extends to assisting employees with non-work related injuries by offering access to a graduated return to work process similar to that for work related injuries where practicable. Injury management of non-work related injuries will be offered with the expectation, supported by medical evidence, that the employee will be able to return to their pre-injury position within a reasonable timeframe. Where the nature of the injury affects the capacity of the employee to perform their duties on a permanent basis, the University will make an attempt, where feasible, to find an alternative position.

This Workplace Injury Management Program has been developed in consultation with employees through the OH&S Committee and relevant unions within the workplace.

2 Principles

In accordance with the NSW Workers Compensation (Workplace Injury Management Programs) Regulation, the Workers Compensation Act (1987) and the Workplace Injury Management & Workers Compensation Act (1998) (amended 2001) the University of Wollongong recognises the following commitments:

1. Prevention of injury or illness through the provision of a safe and healthy working environment is the primary aim.
2. Informing staff and supervisors of their responsibilities under the Workers Compensation Act 1987 and the Workplace Injury Management and Workers Compensation Act 1998.
3. Ensuring that the injury management process is commenced as soon as practicable following injury, irrespective of an injured employee's compensation claim status.
4. Ensuring that return to work following injury is a normal practice and expectation.
5. The provision of suitable duties as part of an injured employee's return to work plan, is an integral part of the injury management process.
6. Consultation with employees and relevant industrial unions to ensure that the University injury management program operates effectively.
7. Ensuring that participation in an injury management program will not, in itself, prejudice or disadvantage an injured employee.
8. Ensuring that all injury management information is treated confidentially, in accordance with WorkCover NSW guidelines.

3 Definitions

3.1 Workplace Injury Management

“The process that comprises activities and procedures that are undertaken or established for the purpose of achieving a timely, safe and durable return to work for employees following workplace injuries.”

(Section 42: *Workplace Injury Management and Workers Compensation Act 1998 amended 2001*)

3.2 Workplace Return to Work Program

This is a series of return to work commitments and procedures developed by the employer, aimed at ensuring timely, safe and durable return to work of injured employees that must be consistent with the Insurer’s Injury Management Program.

(Section 52: *Workplace Injury Management and Workers Compensation Act 1998 as amended 2001*)

3.3 Injury Management Program

The Injury Management Program is “a coordinated and managed program that integrates all aspects of injury management (including treatment, rehabilitation re-training, claims management and employment management practices) for the purpose of achieving optimum results in terms of a timely, safe and durable return to work for injured employees.”

(Section 42: *Workplace Injury Management and Workers Compensation Act 1998 as amended 2001*)

3.4 Injury Management Plan

An Injury Management Plan is a plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation and retraining of an injured employee, for the purpose of achieving a timely, safe and durable return to work for injured employees. An Injury Management Plan is written for all employees with significant injuries within 20 days of notification of being a significant injury and then as required.

3.5 Injury

Physical and psychological injuries are covered by the NSW *Workplace Injury Management and Workers Compensation Act 1998 as amended 2001*)

The definition of injury is as follows;

- (a) Means a personal injury arising out of or in the course of employment, and
- (b) Includes:
 - i) A disease contracted by a employee in the course of employment, where the employment was a contributing factor to the disease, or
 - ii) The aggravation, acceleration, exacerbation or deterioration of any disease where the employment was a contributing factor to the aggravation, acceleration, exacerbation or deterioration, but
- (c) Does not include (except in the case of a worker employed in or about a mine to which the *Coal Mines Regulation Act 1982* applies):
 - i) A dust disease, or
 - ii) The aggravation, acceleration, exacerbation or deterioration of a dust disease.

(Section 4.1: *Workplace Injury Management and Workers Compensation Act 1998 as amended 2001*)

Note: Where a person suffers from a dust disease, compensation is provided in the *Workers Compensation (Dust Diseases) Act 1942*.

3.6 Significant Injury

A significant injury is when an injured employee cannot undertake their usual duties for a continuous period of more than 7 days.

3.7 Return to Work Plan

A written, agreed and time limited plan stating “suitable duties, restrictions, hours worked, supervision arrangements” including steps that will be taken to help the injured employee return to work. This plan must be regularly monitored and reviewed.

(Refer to WorkCover NSW: Guidelines for Employers Return to Work Programs 2000)

3.8 Suitable Employment (Duties)

Suitable employment, in relation to a worker, means employment in work for which the worker is suited, having regard to the following:

- | | | |
|-----|-----------------------------------|--|
| (a) | employment, | The nature of the worker's incapacity and pre-injury |
| (b) | (c) | The worker's age, education, skills and work experience,
The worker's place of residence, |
| (d) | worker, | The details given in the medical certificate supplied by the |
| (e) | worker, | The provisions of any injury management plan for the |
| (f) | received rehabilitation training, | Any suitable employment for which the worker has |
| (g) | employment, | The length of time the worker has been seeking suitable |
| (h) | | Any other relevant circumstances. |

In the case of employment provided by the worker's employer, suitable employment includes:

- | | | |
|------|--|--|
| (a) | Employment in respect of which: | |
| i) | work, or | The number of hours each day or week that the worker performs |
| ii) | | The range of duties the worker performs, is suitably increased in stages (in accordance with a rehabilitation plan or return-to-work plan or otherwise), and |
| (b) | If the employer does not provide employment involving the performance of work duties suitable training of a vocationally useful kind provided: | |
| i) | employer, | By the employer at the workplace or elsewhere, or |
| ii) | employer, | By any other person or body under arrangements made with the |
| iii) | | But only if the employer pays an appropriate wage or salary to the worker in respect of the time the worker attends the training concerned. |

(Section 43, Workers Compensation Act, 1987)

Suitable duties are intended to provide productive work for staff members to assist them in returning to their maximal work capacity at the University, consistent with pre-injury status. Suitable duties are proposed after consideration of varied factors including, skills, experience, and access to the work area and medical restrictions.

3.9 Injury Management Consultants

Injury Management Consultants are registered medical practitioners experienced in occupational injury and workplace-based rehabilitation. They are approved by WorkCover to review an injured worker's fitness for employment, assess proposed suitable duties and discuss return to work with the nominated treating doctor.

3.10 Approved Medical Specialists

Approved Medical Specialists (AMS) are senior practicing specialists with a sound knowledge of the NSW workers compensation system and workplace-based injury management. AMS are appointed by the Workers Compensation Commission to assess disputes about medical issues for workers compensation claims lodged on or after 1 January 2002.

3.11 Independent Medical Assessments

Independent Medical Assessors are registered medical practitioners who provide impartial medical assessments of an injured worker to assist decisions about:

- accepting a claim;
- ongoing liability;
- the employee's level of fitness for work.

The employee, their solicitor, or the employer's workers compensation insurance company can request an independent medical examination.

3.12 Accredited Rehabilitation Providers

Accredited Rehabilitation Providers are organizations accredited by WorkCover to offer specialized services to help injured workers to return to work.

Accredited Rehabilitation Providers:

- assess the needs of the injured worker and the workplace requirements to develop a rehabilitation plan of action, listing the services needed to return the injured worker to work
- employ different health professionals, such as occupational therapists, physiotherapists, psychologists and rehabilitation counselors
- are referred to by the employer, insurer or the treating doctor to help in complex cases
- are nominated by the employer in the return-to-work program.

4 Roles & Responsibilities

4.1 Management Responsibilities

- Demonstrate commitment to the injury management process.
- Develop a Workplace Injury management program and display summary copies of this program prominently in the workplace. The workplace injury management program will include injury management procedures to be followed to ensure prompt assessment of individual requirements following injury.
- Ensure that a suitably qualified, experienced and accredited person is appointed to the role of Designated Injury Management Co-ordinator, in accordance with WorkCover NSW guidelines (WorkCover NSW, 05/97) for Category 1 employers.
- Provide information and/or training to employees regarding the University workplace injury management program principles and procedures, to encourage employees' support.
- Provide Accredited Rehabilitation Providers involved with an injured employee's injury management reasonable access to the workplace, for effective facilitation of the injury management process.

4.2 Supervisor/Line Manager Responsibilities

- Ensure that the injured employee receives, or is referred to, first aid &/or medical assessment, as appropriate for the injury/illness and injury severity. If the supervisor is in doubt, they are to err on the side of caution, and refer the injured/ill employee for medical assessment.

- Ensure that employees complete all sections of the Incident Report form including corrective action, risk assessment and the control measures used as soon as possible following the accident or onset of a work-related medical condition.
- Refer any injured employee who requires medical assessment or treatment to the Occupational Health & Safety Unit for advice regarding workers compensation and injury management following injury.
- Immediately notify the University Injury Management Co-ordinator if an injured employee presents a medical certificate indicating that they have any restrictions are not fit for pre-injury or normal duties.
- Assist the Injury Management Co-ordinator (and Rehabilitation Provider if involved) with identification and assessment of potential suitable duties for consideration in the injured employee's return to work plan.
- Ensure that any training and/or workplace modifications as agreed to as part of an injured employee's return to work plan is completed.
- Monitor the injured employees' return to work plan progress, and liaise with the Injury Management Co-ordinator (and Rehabilitation Provider if involved) regarding this.

4.3 Employee Responsibilities

- Take reasonable care and comply with University policies, procedures and instructions in the performance of work, so as to prevent workplace injuries to themselves and others.
- Report any hazardous condition, incident, injury or illness whether it is work related immediately if possible or as soon as practical to their supervisor. All incidents should be reported by the end of the working day, and an incident report form completed within 24 hours where possible
- Seek first aid &/or medical treatment where indicated following work or non work-related injury or illness. Request that the examining medical practitioner on a WorkCover medical certificate document any recommendations regarding capacity for work. In the case of non-work related injury / illness the employee must obtain a medical certificate that reflects the nature of the injury / illness and details any work restrictions as a consequence of their injury or illness.
- Present any documentation relevant to their workers compensation &/or in return to work process (eg: medical certificates, leave forms) to their supervisor as soon as possible. If a situation arises where an injured/ill employee feels uncomfortable presenting such documentation to their direct supervisor, they may submit the documentation directly to the OH&S Unit or submit the documentation through a chosen representative. (Union, WAC, colleague)
- Co-operate with the University to enable it to meet its employer Occupational Health & Safety and injury management obligations.
- Actively participate in any agreed individual return to work plan of appropriately modified or suitable duties.
- Co-operate with reasonable workplace changes designed to assist the injury management of fellow employees.
- Support the principles and procedures of the University Workplace Injury Management Program.
- Attend any medical examination arranged by the University or the University's workers compensation insurer for the purpose of assessing or reviewing their condition.
- Ensure that the scheduling of any medical treatment appointments take into consideration the operational requirements of their department/unit; and liaise with their supervisor regarding this. This may include attending treatment times outside of work time.

- The University acknowledges that employees undergoing injury management have the following rights: -
 1. To participate in consultations regarding all decisions and actions relating to their injury management.
 2. To involve a union representative or other person of their choice at any time during their injury management.
 3. To be provided with an appropriate injury management service (in-house) and to be able to choose their rehabilitation provider. They should also be able to change service provider where their intervention is unsatisfactory, as deemed by WorkCover.
 4. To be treated by the medical and health professionals of their choice. At the initial medical consultation, the employee is required to nominate the doctor they wish to be their treating doctor for the purpose of developing their Injury Management Plan and for injury management purposes. The nominated treating doctor can only be changed following discussion with and agreement of the University Injury Management Co-ordinator. Potential reasons for an employee requesting a change of nominated treating doctor include:
 - i) The treating doctor or the injured employee changes physical location;
 - ii) The nominated treating doctor recommends a change in medical practitioner;
 - iii) The injured employee expresses concerns regarding their medical treatment and/or progress;
 - iv) Any other reasonable circumstances agreed to by both the injured employee and the Injury Management Co-ordinator.

4.4 Injury Management Coordinator Responsibilities

- Act as the link between all principle parties involved in the injured employee's injury management & rehabilitation, and provide impartial advice, to facilitate the employee's return to work as soon as is practically and safely possible consistent with medical information provided.
- Provide information regarding the injury management process and associated workers compensation benefits to injured employees injured in the workplace (or in the case of the latter, refer them to the Senior Workers Compensation Administrator for such information).
- Abide by WorkCover NSW Confidentiality of Rehabilitation Information guidelines (WorkCover NSW, 09/95) for employers in relation to access to injury management records and consent to obtain/release information.
- Liaise with the following parties, as required, in assessing the needs of the injured employee, co-ordinating services necessary to meet those needs and in nominating suitable duties:
 - i) Injured employee;
 - ii) Treating doctor/s;
 - iii) Manager/s or supervisor/s;
 - iv) Accredited Rehabilitation Provider (if involved);
 - v) Treating health professionals/therapists;
 - vi) Senior Workers Compensation Administrator;
 - vii) Union representative (where requested by employee).
- Ensure that for significant injuries, contact is made with the injured employee and the treating doctor within 3 days, and an injury management plan developed.
- Ensure that employees returning to work on suitable duties have an individual written injury management (return to work) plan in accordance with WorkCover NSW guidelines, (WorkCover NSW, 10/98) which is distributed to involved parties. The Return to Work Plan should clearly identify the agreed upon Injury Management goal.
- Monitor employee progress at regular intervals, at least fortnightly. Where a Rehabilitation Provider as been engaged, progress may be monitored differently to this.

- The Injury Management Co-ordinator is to complete an Injury Management Performance Summary Report, which outlines new cases, closed cases, status of current cases and cases approaching 3 month and 6-month duration. This is to be completed at the end of each month for submission to the OH&S Manager and relevant areas.
- Ensure that the injured/ill employee's return to work plan is appropriately integrated with the Injury Management Plan (initiated within 3 days) according to the Workplace Injury Management & Workers Compensation Act (1998).
- Where an employee has sustained a non-work related injury or the claim is denied, the Injury Management Coordinator should advise Personnel so it can ascertain the availability and use of sick leave.

4.5 Workers Compensation Administrator Responsibilities

- Ensure that the requirements of Workers Compensation legislation, and WorkCover NSW are met, in terms of reporting requirements and procedures for workers compensation claims.
- Provide information to employees regarding their entitlements under Workers Compensation legislation and workers compensation claim procedures.
- Advise the Injury Management Co-ordinator of any reported injury or illness, which may require absence from work and/or workplace modifications.
- At the time of writing, the University utilises the services of QBE to provide specialist workers compensation personnel to conduct this function. However, it should be noted that every effort is made to ensure integration into the University's self insurance processes.

5 Procedures – Work Related Injuries

5.1 When An Injury Occurs

Injuries must be reported by the employee to the supervisor as soon as practical, and no later than the end of the day/shift. An incident report should be completed and forwarded to the OH&S Unit and Supervisor within 24 hrs. The incident report is to be completed by the employee where possible, or on the employees behalf by the supervisor. This incident report form is the University's Register of Injuries and can be used as one way to notify of an injury. The online incident report form, [SafetyNET](#), can be found on the OH&S website.

For specific details regarding incident reporting, please refer to the University of Wollongong [Hazard and Incident Reporting Guidelines](#).

Depending on the severity of the injury and the employee's preference, the injured employee should attend one or more of the following to seek appropriate first aid/medical attention:

- i) A University first aid officer
- ii) Wollongong Hospital - Emergency department (if required)
- iii) Their treating/local doctor

Supervisors should be aware that the injured employee retains the right of choice of medical services. The injured employee is required to nominate the doctor they wish to be their treating doctor for the purposes of injury management and returning to work, on the initial WorkCover medical certificate.

5.2 Initial Claims Management Procedures

An incident / injury report must be submitted to the University Occupational Health & Safety Unit, and must include a range of information as outlined in Appendix 2.

Additional information may be requested and the employee should ordinarily complete a Compensation Claim form within 48 hours according to the University's Claims Management procedures. Workers Compensation Claim forms are obtained from their supervisor or the Workers Compensation Administrator in the OH&S Unit and must be signed by the employee in the presence of an OH&S unit staff member or their direct supervisor or divisional manager.

The Workers Compensation Administrator will determine the staff member's eligibility for Provisional Liability benefits and any ongoing benefits, which may cover wages, treatment and medical costs. Eligibility will be determined by gathering medical information to verify the employee has suffered a workplace injury and to determine the expected period of incapacity, as outlined in Appendix 3. The Workers Compensation Administrator has 7 days from initial notification to determine whether the University will accept provisional liability. It is expected in most cases this will occur. Provisional liability can be accepted for up to \$5000 of reasonable medical expenses and for wages, up to a period of 12 weeks.

If, on the basis of a reasonable excuse, provisional liability is not accepted, the employee will be advised of the matter.

A claim form should ordinarily be accompanied by a WorkCover Medical Certificate supplied by the employees nominated treating Doctor as part of the claims process. Failure to do so will place the claim at risk of being denied.

When an employee submits a WorkCover certificate to the supervisor, the supervisor must immediately notify the Senior Workers Compensation Administrator and indicate whether the certificate asserts if the injured employee is fit for normal duties or has restrictions in regards to their normal duties (eg: restricted, selected, suitable, modified, alternate or 'light' duties).

The Workers Compensation Administrator will then, if necessary, make a referral to the Injury Management Coordinator to begin the process of injury management. The Workers Compensation Administrator will also send a request for information to the treating doctor.

The supervisor should then ensure that any given medical restrictions are adhered to. If the supervisor is unsure of the nature of the restrictions, the employee should not commence duties until the restrictions are clarified with the Injury Management Co-ordinator, and a Return to Work Plan developed.

Injury Management is then provided as outlined in the flow chart in Appendix 1. Further information is provided in section 5.3.

Any accounts or receipts received by the supervisor should be forwarded to the OHS Unit, Workers Compensation Claims Administrator for settlement or reimbursement.

If the WorkCover certificate recommends treatment such as physiotherapy or other ancillary services, the referred treating practitioner will need to contact the University's Senior Workers Compensation Administrator prior to the commencement of treatment to confirm approval of their services.

If liability is ~~denied~~ ~~declined~~ a letter is sent to the employee that provides information regarding the reason for the decline. (see section 5.8 for dispute resolution)

Relevant WorkCover brochures relating to Injury Management will be distributed to the injured ~~staff member~~ ~~employee~~ and their supervisor.

Independent translators and translated documents will be provided to ~~staff member~~ ~~employees~~ if required.

As a part of the claims management process, the Workers Compensation Administrator may refer an injured employee for an independent medical assessment. The referral will be made after a

review of treating medical practitioner information and discussion with the Injury Management Coordinator.

5.3 Following A Work Related Injury - The Return To Work Process

If the injury is not significant and requires a period of short or no convalescence the ~~worker~~ ~~employee~~ will return to pre-injury duties as soon as practicable.

If during the process of reviewing the incident report and or claim form, or on receipt of a Work Cover medical certificate WorkCover it appears that the nature of the employee's injury precludes them from returning to normal pre-injury duties a referral will be made to the Injury Management Co-ordinator.

Referrals to the Injury Management Co-ordinator may also be made directly by the injured employee, their doctor, their union, or by other person who feels a referral appropriate given the employees circumstances. Once notified, the Injury Management Co-ordinator will liaise with the injured employee to ascertain diagnosis and prognosis, expected capacity for work and current treatment. If it appears likely that the employee will be unable to resume their pre-injury duties, and/or usual hours of work the Injury Management Co-ordinator will, after obtaining the employee's consent, contact the treating practitioners to determine the employee's likely needs and restrictions.

If the injury is 'significant' the commencement of the development of an Injury Management Plan must started within 3 days of notification by the employee, insurer and nominated treating doctor. The return to work process will follow WorkCover NSW guidelines as per the "Injury Management Flow Chart" (see appendix 1), adapted from WorkCover NSW (2000) - Guide to Injury Management and Workers Compensation. The University of Wollongong Injury Management Procedure is briefly summarised in ~~Appendix 1:the University Workplace Injury mManagement fFlow Cehart,;~~ ~~as attached.~~

Injury management may not be necessary in all cases of work-related injury. However, early assessment of the need for injury management is imperative. Initial injury management contact will be made for all workers compensation claims.

5.4 Involving An Accredited Rehabilitation Provider

Rehabilitation Providers are multi-disciplinary teams of health professionals who can assist the University Injury Management Co-ordinator with injury management of injured employees. Rehabilitation Providers need to be accredited by WorkCover NSW. The following nominated accredited Rehabilitation Providers are available to assist when required in the injury management of employees who have sustained a workplace injury or illness:

1. Injury & Occupational Health
32 Swan St
2. IRS - Total Injury Management
Level 3, 83-85 Market St

Injured employees and/or their representatives retain the right to nominate an accredited rehabilitation provider of their own choice. Generally, the University Injury Management Co-ordinator will complete referral to a Rehabilitation Provider. However any other parties in the injury management process may refer an injured employee to a rehabilitation provider in conjunction with University approval.

5.5 Provision Of Suitable Duties

Provision of suitable duties where practicable, is an integral part of the University Workplace Injury Management Program. Suitable duties are to be provided by the University where it is reasonably practical to do so, on a temporary basis only.

There are occasions where it is not reasonably practical to provide suitable duties for an injured employee. This is determined by the Injury Management Co-ordinator and the injured employee's supervisor. The injured employee is to be advised immediately if suitable duties are not able to be provided.

Where it is medically identified that the employee will be unable to resume their full pre-injury duties, consultation regarding suitable duties as part of a return to work plan will involve all parties, with the following considered: -

- a) The range of activities the injured employee is capable of performing given the medical restrictions.
- b) The abilities and expertise of the injured employee.
- c) Availability of meaningful tasks, and the capacity of the workplace to accommodate graded return and alternate duties programs.

Injured employees have a responsibility to actively participate in their injury management plan, as outlined in Section 3.3 of this program.

The initial focus will be on maintaining the employee in, or returning the employee to their pre-injury employment. It should be recognised that the injured employee's pre-injury faculty/department maintains responsibility for their injured employee. In the event of a workers compensation claim dispute, the provision of injury management/suitable duties should not be taken as an admission of liability, but as a proactive approach to injury management and return to work for the injured employee. When planning a return to work process, there are three aspects of injury management and return to work that may be considered either separately or jointly. These are: -

- a) Job Modification - which involves hours, shifts, work organisation. Alterations such as change or reduction in shifts, return to work on initially reduced hours and upgrading, or re-organising work patterns to avoid specific activities that may aggravate the injury/illness.
- b) Employee Assistance - which includes the provision of aids to assist an employee carry out their work, eg: lumbar rolls, splints, specific tools. Training such as a specific fitness program, functional education regarding work technique may also be necessary.
- c) Workplace Modification - which includes all structural and environmental changes to the workplace to accommodate the injured employee, eg: mechanical lifting aids. Alternatively, part of a process may be altered to eliminate or modify a task that may place excessive physical demands on an employee.

5.6 Conclusion Of Injury Management

The conclusion of workplace injury management is a consultative process through which the injured employee's progress in achieving the initially agreed upon injury management goal is reviewed by parties involved.

Workplace injury management will conclude when an injured employee: -

- i) Resumes all pre-injury duties & hours; OR
- ii) Returns to full employment in his/her pre-injury position, but with modified duties acceptable to the employee and their department; OR
- iii) Is appointed to another established position within the University consistent with the employees work capabilities; OR
- iv) Withdraws from their injury management plan, in which case the appropriate parties will be notified; OR
- v) Is considered by a medical or injury management professional as unlikely to gain any further benefit from continued injury management; OR

- vi) Ceases to be employed by the University. In this case the injured employee's injury management needs will be assessed through the Workers Compensation Insurer, and an accredited rehabilitation provider involved if appropriate.

Redeployment occurs where an injured employee is unable to return to work at the University of Wollongong. Rehabilitation assistance is offered to the employee. It may include utilisation of the work trial and JobCover Placement Programs. These programs are designed to assist injured employees to return to employment via gaining current workplace experience in line with their rehabilitation goal, and offer new employers incentives to employ an individual with a work-related injury.

Information about these programs can be found at the following links:

- [Work Trials](#)
- [JobCover Placement Program](#)

5.7 Consultation With Employees

Employees will be informed of their rights and responsibilities with regard to the University's policy and procedures for injury management. WorkCover NSW information pamphlets for injured employees, and University specific information will be available and discussed with all injured employees. The full workplace Injury Management Program will be made available to all staff via the intranet, and supervisors are requested to bring it to the attention of their staff. A summary version of the program is to be displayed on relevant noticeboards.

Unions will be consulted for feedback of the Workplace Injury Management Program at its review dates, as they were at its inception.

Where requested by an injured employee, union or other representatives will be involved in the development of individual return to work plans as appropriate.

5.8 Dispute Resolution

Successful injury management in the workplace requires co-operation between all parties. Any conflict of interest or dispute should be resolved as quickly as possible in order to ensure continued effective injury management for the injured employee. It should be noted that the University is committed to making all efforts to resolve disputes. In the event of a dispute over an individual injury management case, the dispute shall be handled in the following manner: -

1. The Injury Management Co-ordinator shall attempt to informally resolve the dispute by co-ordinating discussions with, as appropriate, the employee, the injury management team (i.e. doctors, accredited rehabilitation provider if involved), supervisors/managers, and where requested, the employee's union and the OH&S Manager.
2. Should the dispute not be resolved satisfactorily in this manner, the matter may, at the instigation of either party be referred to a WorkCover NSW Injury Management Consultant to facilitate resolution of issues regarding fitness for work and suitability of duties offered to the injured employee.
3. The employee will also be referred to the WorkCover Claims Assistance Service for further information. The Service can be contacted on 131 050.
4. If the matter remains unresolved, the issue should be referred to the Workers Compensation Commission. The Commission can be contacted on 1300 368 040.

5.9 Claims In Dispute

For employees whose workers compensation claim has been denied by the University and while the claim remains in dispute, the University, while under no obligation, will voluntarily offer the opportunity for the employee to participate in the return to work process through its injury management program as set out in Section 6 of this document.

6 Procedures - Non Work Related Injuries

6.1 Following A Non Work Related Injury – The Return To Work Process

As part of its commitment to all its employees, the University of Wollongong offers its employees with non-work related injuries / illnesses, where practicable, access to a graduated return to work process. The provision of suitable duties is temporary only. Suitable duties and associated return to work plans are made available to assist the return to work process.

6.2 Criteria To Participate

To participate in the process the employee must:

- i) Have medical evidence to support the nature of their injury/illness including a medical certificate stating diagnosis and restrictions;
- ii) Self refer to the process either personally or via a chosen representative through personnel or
- iii) Be referred by Personnel Services after consultation with the employee and the supervisor;
- iv) Undertake an initial assessment to determine suitability to participate in a graduated return to work program;
- v) Give written consent for the Injury Management Coordinator to contact all relevant treating practitioners to determine the employee's likely needs and restrictions as well as diagnosis and prognosis, expected capacity for work and current treatment;
- vi) Voluntarily participate in the formulated return to work plan;
- vii) Have a reasonable expectation, given the diagnosis, to return to their pre-injury duties within a reasonable time frame.

6.3 Provision Of Suitable Duties

Suitable duties are to be provided by the University where it is reasonably practical to do so, on a temporary basis only. The provision of suitable duties to employees with non-work related injuries is undertaken with the expectation the employee will return to full and normal duties.

Suitable duties will be time limited, monitored closely and regularly upgraded as set out by the WorkCover Guidelines for return to work programs. On occasions where it is not reasonably practical to provide suitable duties for an injured employee as determined by the Injury Management Co-ordinator and the injured employee's supervisor, the injured employee is to be advised immediately if suitable duties are not able to be provided. Where it is medically identified that the employee will be unable to resume their full pre-injury duties, consultation regarding the Universities ability to provide alternate duties will be evaluated on a case by case basis and will include the following considerations: -

- viii) The range of activities the injured employee is capable of performing;
- ix) The abilities and expertise of the injured employee;
- x) The availability of positions matching i) and ii).

6.4 Conclusion Of Services

Continued participation in the process of injury management is dependant upon the employee's ability to show progression toward the return to plans goal of pre-injury duties.

The conclusion of workplace injury management is a consultative process through which the injured employee's injury management progress in achieving the initially agreed upon injury management goal is reviewed by parties involved.

Workplace injury management will conclude when an injured employee:

- i) Resumes all pre-injury duties & hours; or
- ii) Returns to full employment in his/her pre-injury position, but with modified duties acceptable to the employee and their department; or
- iii) Is appointed to another established position within the University consistent with the employees work capabilities where available; or
- iv) Withdraws from their injury management program, in which case the appropriate parties will be notified; or
- v) Is considered by a medical or injury management professional as unlikely to gain any further benefit from continued injury management; or
- vi) Ceases to be employed by the University.

If the injury is of a nature that the employee will not be able to return to their pre-injury position the University will make an attempt, but is not obligated to, find an alternative position from the University's current employment vacancy list that match the skill and physical requirements of the employee and require the need for minimal retraining.

7 Self Audit Process

The University of Wollongong will undertake a self-audit of its Injury Management Program on an annual basis. As a self-insurer, the University of Wollongong is required to report results of at least one self audit to WorkCover in the period prior to license renewal. This report can be received any time in the renewal period and must be at least 6 months prior to licence renewal.

The number of claims reviewed will be approximately 50% of the number of significant injury claims in the previous 12 month period.

The WorkCover Injury Management Self Audit Tool will be used to conduct the audit. The Audit report should include a summary of achievements and any non-~~conformance to the~~ ~~indicators conforming criteria~~. The report should also include an action plan, details of those responsible and a time frame for completion.

At least every 6 months there will be a quality review of all files over \$50,000 gross estimate. The review will be undertaken with the Director, Personnel and Financial Services or their delegate, Manager ~~of the OH&S Unit~~, the Injury Management Coordinator and the Workers Compensation Administrator.

8 Endorsements/Agreements

The policies and procedures contained in this Workplace Injury management Program will be effective from ~~June 2009~~. This Workplace Injury Management Program will be reviewed on a bi-annual basis, or as required by legislation changes. This Workplace Injury Management Program may be reviewed and amended before and after this date subject to discussion and agreement by Management and the OHS Committee.

9 References

- WorkCover NSW (04/00). Catalogue 506: Guide to Injury Management & Workers Compensation.
- WorkCover NSW (05/97). The Law has changed - workers compensation and rehabilitation - Category 1 employers.
- WorkCover NSW (09/95). Confidentiality of Rehabilitation Information - guidelines for employers.

- WorkCover NSW (08/96). Handbook for Injury Management Co-ordinators.
- WorkCover NSW (10/98). Introduction to Rehabilitation Co-ordination - Participant Manual, 3rd Edition.
- WorkCover NSW (05/97). Rehabilitation Information for Injured Workers, 3rd Edition.
- WorkCover NSW (02/98). Information for Injured Workers.
- WorkCover NSW (09/98). Rehabilitation Procedures - Guidelines for Insurers, employers and Rehabilitation Providers.
- WorkCover NSW (08/98). Summary of changes - the Workplace Injury Management and Workers Compensation Act, 1998.
- WorkCover NSW (05/97). Guidelines for Workplace rehabilitation programs. Document No.: A. Issue No. 2
- WorkCover NSW. Self-Insurers Injury Management Self Audit Tool

10 Version Control Table

Version Control	Date Released	Approved By	Amendment
1.0	Nov-97	Manager OHS	New document created.
2.0	Apr-03	Manager OHS	Document updated to reflect legislative requirements.
3.0	Apr-07	Manager OHS	Document updated to reflect legislative requirements.
<u>4.0</u>	<u>Jun- 09</u>	<u>Manager OHS</u>	Update to include QBE arrangement and regular review.

11 Appendix 1: Injury Management Flow Chart

