



### Introduction

The University of South Australia is a self-insured employer under the [Return to Work \(RTW\) Act 2014](#) and is committed to providing an efficient and effective injury management program for all employees. The program is focused on early intervention and return to pre-injury work. Its objective is to provide a high-quality service that supports injured/ill employees financially and the provision of suitable and sustainable work, wherever possible, reducing the impact on the university. Employees and their managers are supported by the university's injury management team and their local People, Talent and Culture managers.

### Process

The injury management program is triggered by the logging of an injury/illness report on the online [Health Safety & Injury Management System](#). The system is monitored by the Injury Management team and upon receipt of a work-related injury/illness incident report, an injury management information email is sent to the injured/ill employee. The manager of the injured/ill employee is sent a checklist designed as a guidance tool to assist with providing appropriate care and support to the injured/ill employee in the workplace. The Injury Management team can be contacted for further information.

### Injury Management Team Contact Details

<p>Rickie Kelly WHS Manager Telephone: (08) 8302 1635 Email: <a href="mailto:rickie.kelly@unisa.edu.au">rickie.kelly@unisa.edu.au</a></p>	<p>Pam Gomes Return to Work Consultant Telephone: (08) 8302 1634 Email: <a href="mailto:pam.gomes@unisa.edu.au">pam.gomes@unisa.edu.au</a></p>	<p>Jenny Bosnakis Claims Manager Telephone: (08) 8210 2801 Email: <a href="mailto:jenny@lawsonrisk.com.au">jenny@lawsonrisk.com.au</a></p>
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### Claim for Worker's Compensation

If the injured employee lodges a claim for compensation, the following documents are required to support the claim:

1. Workers compensation claim form – to be completed by the employee
2. Work capacity certificate – to be completed by a doctor (GP/Surgeon)

The claim is processed by the Return to Work consultant and sent to the university's claims management unit, Lawson Risk Management, to be determined (decision made) to establish whether the university has liability for the injury/illness, taking into consideration the requirements of the RTW Act 2014, incident investigation and medical information obtained. The injured employee is expected to pay for their medical consults until their claim has been determined.

### What can you, the employee (claimant) expect?

Upon receipt of the claim documents, the claims manager from Lawson Risk Management will contact you to discuss the claim and seek further information, as required, before making the determination. A claim should be determined within 10 business days of receipt. If there is a delay in determining the claim, you will receive a letter via email from the claims manager explaining the reason for the delay. When the decision is made you will receive a letter via email explaining the outcome and the reasoning. If you believe the determination process has been unacceptably slow, you can apply to the South Australian Employment Tribunal (SAET) to have the determination expedited. SAET will either instruct the university to make the decision or make the decision itself. There are four possible determinations:

- The claim is denied.
- The claim is accepted for medical expenses only.
- The claim is accepted for a closed period only (if time is lost).
- The claim is accepted and classified (as far as is reasonably assessable at the time) as a serious injury in accordance with Section 21 of the Act.



You have the right to challenge a decision if you do not agree with it, and the letter you receive will explain the process for challenging. In some circumstances, there may be a reason to re-determine your claim if, for example, new information is provided, or an error has been identified.

### Financial Support

If you lose time off work, your personal leave will be reversed to workers compensation leave in the form of income support. You are required to provide a work capacity certificate indicating the days/hours you are unable to work for this leave to be processed. Apart from income support, you can claim reasonable medical, pharmacy and travel expenses.

You can apply for interim payments to be made to you if your claim is not determined within 10 business days of receipt of your claim. These payments may be recovered from you if the claim is denied.

Unless you are seriously injured (as defined in the legislation) your income support payments will cease within two years of your claim being submitted (the first year at 100% and the second year at 80% of salary) and your payments for medical expenses will cease within 12 months of your entitlement to your income support ceasing. If you are seriously injured the payments will continue at 80% until you recover. If, however, an assessment indicates that you do not meet the serious injury definition these payments will cease 8 weeks after the assessment is made.

If you are injured or ill whilst working overseas you will initially be supported by our travel insurance but if you still require support on your return to South Australia, you may claim workers compensation.

### Recovery/Return to Work Support

Our goal is to support you to achieve the best possible recovery and return to work outcomes. You will be supported while you work in your normal role or return to it as soon as possible, assuming you are medically well enough to do so. Based on medical advice we can make modifications to your duties/hours. The university is committed to returning you to meaningful work. If for any reason you are unable to return to your pre-injury duties, we will help you to find a suitable alternative wherever possible. The Return to Work consultant will liaise with you and your manager to develop a recovery/return to work plan. This will consider any advice from your treating health care professionals to establish how we can best assist your return to pre-injury duties.

### Your Rights

You have the right to:

- be treated with dignity and respect.
- be supported by another person or advocate at all times.
- have your claim determined in accordance with the RTW Act 2014.
- choose your doctors and allied health practitioners e.g., physiotherapist/chiropractor/hand therapist. If you do not have a preferred provider, the university can refer you to a known provider.
- expect your claim records to be kept confidential.
- be provided with copies of documents relating to your claim e.g., claim determinations (decisions) or medical reports requested by the university.
- early intervention services from the university to assist with your physical/mental recovery and return to work even if your claim has not yet been determined.
- have a permanent impairment assessment with a practitioner who holds a current accreditation.
- make a complaint if you are unhappy with the injury management process by referring to the [workers compensation complaint management procedure](#).



### **Your Obligations**

If your claim is accepted, you will have certain obligations that include:

- communicating regularly with your manager and advising on the progress of your recovery.
- undertaking appropriate medical treatment to facilitate a safe and healthy return to work.
- abiding by medical restrictions both at work and outside of work.
- providing ongoing work capacity certificates to the Return to Work consultant and your manager until you have been cleared for normal duties and hours.
- where necessary, attending one or more medical appointments with a specialist chosen by the university to establish liability for your injury and assist with progressing your recovery.
- participating in the development and implementation of agreed actions that will assist your recovery and return to work as indicated in your recovery/return to work plan.
- attending medical appointments outside of working hours unless prior negotiated with your manager. If you are attending medical appointments during working hours you are expected to submit personal leave for those hours.
- advising the Return to Work consultant immediately if you change your contact details or resign from the university or other employment.

### **What can you, the manager, expect?**

As the manager of an injured/ill employee, you can expect to be contacted by the Injury Management team and provided advice and guidance on your role in assisting your employee to recover and return to normal duties.

Workers compensation claim expenses are met through a corporate cost centre and may include income support if the employee is not at work, medical services, and other related expenses.

The Return to Work Consultant will communicate with you concerning your employee's progress and will seek your input into providing suitable duties during the recovery phase.

### **Employer Rights**

The employer has the right to

- be notified of a work-related injury/illness as soon as it occurs/is identified.
- investigate the incident that is alleged to have caused the injury/illness.
- communicate with the injured/ill employee.
- obtain ongoing work capacity certificates for the duration of the workers compensation claim.
- request a treatment plan from health care providers if there is no improvement in the employee's injury/illness.

### **Employer Obligations**

- determine the claim for compensation in accordance and compliance with the RTW Act 2014.
- maintain confidentiality of all information related to an injured/ill employee.
- provide the injured/ill employee copies of documents relating to their claim e.g. determinations (decisions) or medical reports requested by the university.
- participate in regular reviews of recovery/return to work plans.
- provide a safe work environment and ensure that the duties provided do not exceed the employee's capacity and modify the workplace where necessary.
- assist in identifying suitable permanent alternative duties if this is the final outcome of the rehabilitation process.
- investigate any complaints related to the injury management program and take appropriate action.

# WHAT TO DO IF INJURED IN THE WORKPLACE

If injury sustained in the workplace:  
First Aid  
Ambulance – Hospital  
Doctor  
Self Care

Advise your supervisor of the injury and, if you are able to, submit an online injury report (link available on the myUniSA staff portal under Support and Resources for Staff)  
NOTE: Your supervisor or even a colleague can report the incident on your behalf

The injury report triggers an email from the Injury Management Team explaining the injury management process

To submit a workers compensation claim the following documents must be to the Injury Management Team. They can be emailed, no hard copies required  
→ Workers compensation claim form  
→ Work capacity certificate from a GP

Further information on the claims management process is provided in the Injury Management Handbook. It is essential that the employee reads and understands the contents of the handbook

The claim is processed by the Return to Work Consultant and forwarded to the Claims Management Unit (Lawson Risk Management) for determination

The Claims Manager contacts the injured employee for further information. The claim is determined in accordance with the Return to Work Act 2014, where work has to be a contributing factor for it to be accepted.

If the claim is accepted, all medical expenses related to the claim are paid for the duration of the claim, and if time is lost, personal leave is reversed to workers compensation claim leave provided a work capacity certificate is provided

A recovery and return to work plan is implemented if:  
→ time lost for more than a week and returning on reduced hours/ modified duties with medical restrictions  
→ on modified duties and medical restrictions  
The plan will stay in place until employee has been indicated fit to return to pre-injury duties by their doctor

Claim will be finalised and closed when employee has final clearance from their doctor to return to pre-injury duties

For further advice contact:  
Safety & Wellbeing – (08) 8302 2459  
WHS Manager – (08) 8302 3071  
RTW Consultant – (08) 8302 1634  
Email: [HSIM.SafetyWellbeing@unisa.edu.au](mailto:HSIM.SafetyWellbeing@unisa.edu.au)

## INJURY MANAGEMENT FOR MANAGERS/SUPERVISORS

### What to do if an employee is injured in the workplace

Arrange care as appropriate:  
First Aid  
Ambulance – Hospital  
Doctor  
Self Care

Employee to submit online injury report within 24 hours (link available on the myUniSA staff portal under Support and Resources for Staff)  
NOTE: Manager/supervisor may report on employee's behalf where required

Injury report triggers an early intervention process in the form of information sent via email to employee on the injury management process by the Injury Management Team

Checklist sent to the manager/supervisor of the injured employee to assist with managing the injury and ensure appropriate support and care is provided

Employee has the option of submitting a workers compensation claim for time lost from work or medical expenses incurred

If submitting a claim, employee has to send the following documents to the Injury Management Team at [hsim.injurymanagement@unisa.edu.au](mailto:hsim.injurymanagement@unisa.edu.au)  
→ Workers compensation claim form  
→ Work capacity certificate – obtained from a GP

When employee submits a claim the manager/supervisor is notified and advice is provided on the claims management process

For further assistance or advice contact Safety & Wellbeing  
Enquiries – (08) 830 22459  
Manager, Work Health and Safety – (08) 8302 3071  
Return to Work Consultant – (08) 8302 1634  
WHS Consultant City West – (08) 8302 0242  
WHS Consultant City East – (08) 8302 4051  
WHS Consultant Magill and Mawson Lakes – 0420265041 and 0406004689