



### 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/illness 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 an injury management information kit is sent to the injured employee on receipt of an incident report. The Manager is sent a checklist designed as a guidance tool to assist with managing the injury/illness and providing appropriate care and support to the employee to recover from their injury/illness. It is strongly recommended the injury management handbook is read thoroughly. The Injury Management team can be contacted for any questions or 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 Case Manager 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. The completed worker's compensation claim form – to be completed by the employee.
2. A work capacity certificate – obtained from a doctor (GP).

The claim is 'determined' (decision made) to establish whether the university has liability for the injury, taking into account the requirements of the RTW Act 2014, the incident investigation and medical information obtained.

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

Upon receipt of the claim documents, the claims manager will contact you to discuss the claim and seek further information as required before making the determination. Once the decision is made you will receive a letter via email explaining the outcome and the reasoning. If the claimant believes the determination process has been unacceptably slow, they 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 five possible determinations:

- The claim is denied.
- The claim is accepted.
- The claim is accepted for medical expenses only.
- The claim is accepted for a closed period only (if time 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 may apply for interim payments to be made to you if your claim is not determined within 10 business days after 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 (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 retain you at work in your normal role or return you to it as soon as possible assuming you are medically well enough. You can continue to recover back to normal whilst working but if required we can also make modifications to your duties or hours based on medical advice. The university is committed to returning you to meaningful work, so 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 case manager 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 supported by another person or advocate at any time.
- have your claim determined in accordance with the RTW Act.
- choose your doctors and allied health practitioners e.g. physiotherapist, but if you don't have preferred providers the university may be able to offer information on providers that we have experience with.
- expect your claim records to be kept confidential.
- be provided with copies of documents relating to your claim e.g. determinations (decisions) or medical reports requested by the university.
- early intervention services from the university to assist your physical or mental recovery and return to work even if your claim has not yet been determined.
- have a permanent impairment assessment by 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 supervisor and advising on the progress of your recovery.
- undertaking appropriate medical treatment to facilitate a safe return to work.
- abiding by medical restrictions both at work and at home.
- providing ongoing work capacity certificates to the case manager and your supervisor until you have been cleared for normal duties and hours.
- where necessary attending one or more medical appointments with a specialist of our choice to establish our liability for your illness or to assist us to help you to progress your recovery.



## A GUIDE FOR UNISA EMPLOYEES AND THEIR MANAGERS

- participating in the development and implementation of agreed actions that will assist your recovery and return to work as described in your recovery/return to work plan.
- attending medical appointments outside of working hours unless prior negotiated with your supervisor. If you are attending medical appointments during working hours you are expected to submit personal leave for those hours.
- advising the case manager and claims manager immediately if you resign from the university or other employment.

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

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

Return to Work 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 case manager 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 potential work-related injury.
- investigate the incident that is alleged to have caused the injury or illness.
- communicate with the injured or ill employee.
- obtain ongoing work capacity certificates for the duration of the claim.
- request a treatment plan from your health care providers if there is no improvement in your injury or illness.

### **Employer Obligations**

- determine the claim for compensation in accordance with the RTW Act.
- comply with the RTW Act 2014.
- provide information to the injured/ill employee in relation to their claim.
- maintain confidentiality of all information related to an injured/ill employee.
- provide copies of documents related to the claim to the injured/ill employee, for example, 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 employee's capacity 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 Staff portal under Safety & Wellbeing)  
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 Case Manager 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 lost, personal leave is reversed to workers compensation claim leave

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 1635  
Case Manager – (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 Staff portal under Safety & Wellbeing)  
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 provided on claim management process

For further assistance or advice contact Safety & Wellbeing  
Enquiries – (08) 830 22459  
Manager, Work Health and Safety – (08) 830 21635  
Return to Work Case Manager – (08) 830 21634  
WHS Consultant City West and Magill – (08) 830 20242  
WHS Consultant City East – (08) 830 24051  
WHS Consultant Mawson Lakes – (08) 830 23071