



## A GUIDE FOR UNISA EMPLOYEES AND THEIR MANAGERS

### Introduction

The University of South Australia, a self-insured employer under the Return to Work Act 2014 (the Act), is committed to providing a sound 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 with regard to 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 human resources managers.

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### Processes

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 and their manager on receipt of an incident report. It is strongly recommended that the injury management handbook is read through and any questions are asked of the university's Injury Management team (contact details at the end of this handbook).

### Claim for Worker's Compensation

If the injured employee lodges a claim for compensation the following is required in support of the claim:

1. The completed worker's compensation claim form
2. A work capacity certificate from the employee's doctor
3. An authority to exchange information form signed by the employee and a witness
4. Acknowledgement Slip (last page of this document)

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

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

The claims manager will generally 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 explaining the outcome and the reasoning. Wherever possible a face to face meeting or telephone call will precede the letter. If the claimant believes the determination process has been unacceptably slow, they can apply to the Tribunal to have the determination expedited. The Tribunal 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
- 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.



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In some circumstances there may be 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 from work and seek compensation for your loss the amount you receive will be calculated according to the requirements of Section 5 of the Act. There are some limits that may apply and the accredited claims manager can explain those limits as they apply to you.

Apart from income support payments, if you are not at work for your normal hours, you can claim reasonable medical expenses that you incur to treat or manage your condition. You may also be able to claim for travel, pharmacy and other 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 such time as 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 make a claim for worker's compensation.

### 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.

You will be assigned an accredited case manager whose role it is to liaise with you and your manager to develop a recovery and return to work plan. This will take into account 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:

- have your claim determined in accordance with the Return to Work 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 the Injury Management team to request a treatment plan from your health care providers if there is no improvement in your injury or illness
- expect your claim records to be kept confidential



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- be provided with copies of documents relating to your claim, for example, determinations (decisions) or medical reports requested by the university
- access your claim file
- 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.
- be supported by another person or advocate.
- 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 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 help you to progress your recovery
- participating in the development and implementation of agreed actions that will assist your recovery and return to work as described in your return to work plan
- attending medical appointments outside of working hours unless prior negotiated with your supervisor or case manager
- 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 with guidance and advice on your role in assisting your employee to recover and return to normal duties.

### Financial

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.

### Return to Work Support

The Case Manager will communicate with you in relation to 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



# UNISA INJURY/ILLNESS MANAGEMENT HANDBOOK

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- be notified of a potentially work related injury
- investigate the incident that is alleged to have caused the injury or illness
- communicate with the injured or ill employee
- require regular current work capacity certificates for the duration of the claim

### **Employer Obligations**

- determine the claim for compensation in accordance with the Return to Work Act SA
- comply with the Return to Work Act SA
- provide information to the injured or ill employee in relation to their claim
- maintain confidentiality of all information related to an injured or ill employee
- provide copies of documents related to the claim to the injured or ill employee, for example, determinations (decisions) or medical reports requested by the university
- adopt and apply service standards in accordance with Schedule 5 of the Return to Work Act that aim to encourage positive relationships between employees and the university with a view to early intervention and the return to work of the injured employee
- participate in regular reviews of return to work plans
- provide a safe work environment and ensure that the duties provided do not exceed employee's capacity; modify workplace where necessary
- assist in identifying suitable permanent alternative duties, if this is the ultimate outcome of the rehabilitation process.
- investigate any complaints related to the injury management program and take appropriate action.

### **Injury Management Team Contact Details**

Jenny Hardy  
Associate Director: Wellbeing and Employee Benefits  
Telephone: 8302 1635  
Email: [jenny.hardy@unisa.edu.au](mailto:jenny.hardy@unisa.edu.au)

Pam Gomes  
Return to Work Case Manager  
Telephone: 8302 1634  
Email: [pam.gomes@unisa.edu.au](mailto:pam.gomes@unisa.edu.au)

Deirdre Black  
Claims Manager  
Telephone: 8210 2805  
Email: [deirdre.black@lawsonrisk.com.au](mailto:deirdre.black@lawsonrisk.com.au)

# 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 on your behalf

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

To submit a workers compensation claim the following documents need to be sent to the Injury Management Team  
→ Workers compensation claim form  
→ Work capacity certificate from a GP  
→ Authority to exchange information form  
→ Acknowledgement Slip (from the Injury Management Handbook)

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 for determination

The Claims Manager contacts injured employee for further information based on which the claim is either accepted or rejected. Work has to be the significant cause for a claim 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 established 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  
Associate Director – (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.wmc@unisa.edu.au](mailto:hsim.wmc@unisa.edu.au)

- Workers compensation claim form
- Work capacity certificate from their GP
- Authority to exchange information form
- Acknowledgement Slip (from the Injury Management Handbook provided in the injury information email sent to employee)

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) 8302 2459  
Associate Director – (08) 8302 1635  
Return to Work Case Manager – (08) 8302 1634  
WHS Consultant City West – (08) 8302 0242  
WHS Consultant City East – (08) 8302 2813  
WHS Consultant Magill – (08) 8302 4051  
WHS Consultant Mawson Lakes – (08) 8302 3071



(Employee to complete)

## ACKNOWLEDGEMENT SLIP

I ..... acknowledge that I have received a copy of the UniSA Injury/Illness Management Handbook.

I have read the handbook and understand my rights and responsibilities under the Return to Work Act 2014 as outlined in this handbook.

I agree to comply with my responsibilities as outlined in this handbook.

Signature ..... Date .....

***Please return this completed slip to the Injury Management team via e-mail [hsim.wmc@unisa.edu.au](mailto:hsim.wmc@unisa.edu.au) along with the claim form and supporting documents within one week of receipt.***