

Injury Management Procedure

Policy Code: HR1462

Table of Contents

Purpose	1
Scope	1
Definitions	1
Actions	4
1. Injury/Illness reporting and investigation	4
2. Injury management	5
3. Return to Work (RTW) Issue Resolution	8
4. Lodgement of a WorkCover claim	11
5. Injury management - non work related injuries or illness	12
Responsibilities	15
Policy Base	17
Supporting Documents	17
Records Management	18
Promulgation	18
Implementation	18

Purpose

To provide the implementation procedure for Federation University Australia's (the University's) [Injury Management Policy](#).

To outline the roles and responsibilities of the University and its staff members with regard to the management of work-related injuries and return to work processes for work and non-work related injuries.

Scope

This policy applies to all Federation University Australia staff

Definitions

Term	Definition
Alternative Duties/Alternative Workplace	Duties or employment that differ from those that are detailed in the staff member's pre injury position description.
Certificate of Capacity (COC)	A specific form of medical certificate that relates to a claim for compensation. A valid Certificate of Capacity must be provided for any WorkCover claim for compensation that seeks payments for time lost.
Compensation Entitlements	Payment of wages and/or medical and like expenses relating to an accepted WorkCover claim.

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Authorised by: Chief Operating Officer and Chief Financial Officer | Document Owner: Director, Human Resources | Original Issue: 28/05/2009 | Current Version: 30/11/2017 | Review Date: 30/11/2020 | Policy Code: HR1462

CRICOS Provider Number: 00103D

Term	Definition
Current work capacity	Under the Workplace Injury Rehabilitation and Compensation Act 2013, means a present inability arising from an injury or illness such that the staff member is not able to return to their pre-injury employment but is able to return to work in suitable employment.
Employment Obligation Period	The total period of 52 weeks, commencing on receipt of a WorkSafe Certificate of Capacity or claim for weekly payments (whichever is earlier), where the University has a legal obligation to provide an injured staff member with suitable or pre-injury employment, to the extent that it is reasonable to do so. The employment obligation period is not necessarily 52 consecutive calendar weeks as it only includes those periods where the staff member cannot do their full pre-injury duties and hours.
Insurer	Agent appointed by WorkSafe Victoria to: <ul style="list-style-type: none"> • register and maintain employer insurance policies • collect premiums • manage claims in accordance with WorkCover legislation, the Agency Agreement and policies, procedures and standards set by WorkSafe • provide claims and risk management services to employers
Medical Approval	A health practitioner's agreement that the suitable duties offered are within the staff member's current work capacity and should not cause harm to the injured/ill staff member. Approval from an independent medical examiner appointed by the University's Insurer may also be used where appropriate.
Medical Restrictions	Directions provided by a health practitioner regarding the injured/ill staff member's current work capacity and physical and/or psychological limits to be put in place to assist with recovery. Medical restrictions may include but are not limited to the number of hours to be worked, physical work capacity or preventing work in certain areas of the University.
Modified Duties	Duties that a staff member undertakes as part of their usual position that have been modified or restricted (eg the provision of support tools or equipment, reduced hours, rest breaks, working with the support of a colleague) to take into account the staff member's current medical condition, as detailed on a WorkSafe Certificate of Capacity and/or other medical advice.
Occupational Rehabilitation Provider (ORP)	A return to work professional who is experienced in dealing with workplace injuries and helping people back to safe work. For WorkCover claims, an OR is independent of all parties involved in the claims process, including WorkSafe, the Agent managing the claim and the University.
Personal Illness or Injury	An injury, illness or disease that is not related to employment. A medical certificate(s) may be submitted.
Pre-Injury Duties	Duties undertaken by a staff member, as per their position description and/or duties undertaken prior to a work-related injury occurring.
Productive Duties	Any suitable duties performed by an injured staff member that provide meaningful employment and contribute to the operation of the School/ Centre/Institute/Directorate.
Return to Work Hierarchy	A sequence of return to work possibilities following injury or illness. <ul style="list-style-type: none"> • Normal job • Modified version of normal job

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Term	Definition
	<ul style="list-style-type: none"> • Alternative duties in same department • Alternative duties in different department/school/Centre/Institute/Directorate • Assistance to find other employment.
Return to Work Issue	<p>An issue relating to the return to work of a staff member with an accepted WorkCover claim. Such issues may include but not be limited to:</p> <ul style="list-style-type: none"> • unreasonable delay or refusal by the University to plan an injured staff member's return to work; • inadequate planning by the University of an injured member's return to work; • the injured staff member not agreeing with the University's proposed suitable employment and/or return to work arrangements; • the University refusing to offer the injured staff member pre-injury or suitable employment; • the University refusing to provide or providing inadequate return to work related documentation to an injured staff member; • the Return to Work Advisor not being considered to have adequately performed their functions; • the University breaching the confidentiality of an injured staff member's personal information as it relates to return to work; • the University refusing to consult or consulting inadequately with other parties about the return to work of an injured staff member. <p>but excludes the following complaints:</p> <ul style="list-style-type: none"> • about WorkSafe; • the Agent; • claim liability; • payment of a claim or entitlement; • termination or suspension of a claim; • reimbursement of an expense; • a conciliation, court or Medical Panel referral outcome; or • other general matters of policy and practice applying across the University and not directly and particularly related to the staff member's return to work. <p>These excluded issues may be resolved by using other University Policies or Procedures.</p>
Return to Work Issue Resolution Procedure	<p>The agreed procedure aimed at resolving issues that may arise in relation to return to work processes for staff members with an accepted WorkCover claim, in a timely and constructive manner and in a way that will assist the injured staff member to return to their pre-injury employment or suitable duties.</p>
Return to Work (RTW) Plan	<p>A written plan detailing how the University will assist a staff member stay at/return to work while recovering from a work-related injury or illness.</p>
Scheduled Fee	<p>The fees directed by WorkSafe Victoria for payment by the insurer for any medical accounts, travel or other related expenses.</p>

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Staff member	A person who is an employee of the University. This includes any person who holds a current contract of employment with the University.
Suitable Duties (SD) offer (referred to as Suitable Employment in the WIRC)	A written offer of duties to a staff member, detailing the hours and duties that are suitable to the staff member's medical condition, capacity for work, skills and experience. These duties may be modified normal duties or alternative duties.
Supervisor	Any Head of School, Head of Department, Director, Manager or Supervisor who has the responsibility for the management of staff.
Treating Health Practitioner	A properly registered health care provider who is providing treatment to an injured staff member for an injury/illness. For treatment of injuries being claimed under WorkCover, the treating health practitioner must hold WorkSafe Approved Provider status.
WorkCover Claim	If a staff member has a work-related injury or illness, they may be able to receive compensation from WorkSafe Victoria. To do this they must lodge a Worker's Injury Claim Form and, if claiming compensation for time lost from work, a valid Certificate of Capacity. These forms should be sent to the University's Injury Management Coordinator.
Work Related Injury	Any injury, illness or disease arising out of or in the course of employment or, where applicable, where employment is a significant contributing factor as defined by the Workplace Injury Rehabilitation and Compensation Act 2013.
WorkSafe Victoria	Statutory authority set up by the Victorian Government to manage Victoria's workplace safety system and:- <ul style="list-style-type: none"> • help avoid workplace injuries occurring • enforce Victoria's occupational health and safety laws • provide reasonably priced workplace injury insurance for employers • help injured workers back into the workforce • manage the workers' compensation scheme by ensuring the prompt delivery of appropriate services and adopting prudent financial practices.

Actions

This Section Outlines the Steps to be Taken Following Workplace Injury

1. Injury/Illness reporting and investigation

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Reporting a work related injury or illness	Staff member, Supervisor	1. Injury occurs – Report to supervisor as soon as possible. Complete an Injury Report Form (refer to Incident and Emergency Management Procedure)
B.	Taking action when receiving a report of injury or illness	Supervisor	1. If staff member attends doctor, physiotherapist or chiropractor

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>in regard to the injury, ask the staff member to obtain a Certificate of Capacity (COC) so the University can properly assess whether normal duties are suitable to support the injury recovery. Ask the staff member to inform their treater that the University can provide suitable duties based on the COC.</p> <p>2. Contact the Injury Management Coordinator and provide details of the injury.</p>

2. Injury management

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Taking action when receiving a report of injury or illness	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Obtain details of the injury/illness from the supervisor including normal work duties, available modified duties and workplace supports. 2. Contact the injured staff member by phone to provide contact details and outline the University's injury management processes. Provide the injured staff member with a WorkSafe Worker's Injury Claim Form if required. 3. Initiate written contact if unable to establish contact by telephone or if telephoning is deemed inappropriate. 4. Provide assistance as required in completing claim paperwork. Obtain a copy of the Injury Report form.
B	Contact with employer	Staff member	<ol style="list-style-type: none"> 1. Maintain contact with the employer and actively participate in return to work planning. 2. Promptly forward COCs to the Injury Management Coordinator and inform the Injury Management

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	ACTIVITY	RESPONSIBILITY	STEPS
			Coordinator of any changes to your injury or work capacity.
C	Return to work consultation.	Injury Management Coordinator.	<ol style="list-style-type: none"> 1. Commence the consultation process with the injured staff member, their supervisor, treating health practitioners (when authorised) and occupational rehabilitation provider (ORP) (if appointed).
		Injury Management Coordinator, staff member, supervisor, treating health practitioner.	<ol style="list-style-type: none"> 1. Commence planning a staff member's return to work, to the extent that it is reasonable to do so, as soon as: <ul style="list-style-type: none"> • the first WorkSafe Certificate of Capacity (COC) is received; or • when a Worker's Injury Claim Form for weekly payments is received, or • the University is advised by their insurer that they have received either of these documents from a staff member.
		Injury Management Coordinator.	<ol style="list-style-type: none"> 1. Initiate discussions regarding returning to work, making all reasonable efforts to consult with the parties involved. <ul style="list-style-type: none"> • When initiating return to work discussions with the injured staff member, consider the nature of the staff member's injury or illness and begin consultation at an appropriate time. Advice on whether or not it is appropriate to commence return to work discussions may be sought from the treating doctor prior to commencing those discussions with the injured staff member. • The consultation process, involving the staff member, supervisor and Injury Management Coordinator will discuss potential medical restrictions and available return to work options that

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>can be offered within those restrictions. These discussions can be done individually, although discussion as a group is the preferred method of consultation.</p> <ul style="list-style-type: none"> • The injured staff member may be assisted by a representative during any consultation. • The injured staff member can request the participation of an approved ORP during the consultation process.
D.	Developing Return to Work Plan	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Develop a Return to Work (RTW) Plan based on the information gathered during the consultation process and provide this to the staff member, treating health practitioners, and supervisor for review and approval. The RTW Plan will detail identified suitable employment, medical restrictions and return to work goals. 2. A RTW Plan cannot commence without medical approval and the appropriate COC or supporting medical advice being provided. 3. Any issues arising from the RTW process may be dealt with under the University's RTW Issue Resolution Procedure.
E	Monitoring Return to Work Plan	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Monitor and update the RTW Plan in accordance with the COCs provided by the injured staff member. 2. Maintain contact with the injured staff member, supervisor, treating health practitioner(s) and ORP and continue the consultation process as the RTW Plan progresses.

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	ACTIVITY	RESPONSIBILITY	STEPS
		Supervisor	1. Monitor staff member's compliance with the suitable duties and restrictions.
		Staff member	1. Inform supervisor as soon as reasonably practicable if work capacity changes or performance of work duties causes any increase in symptoms.
F	Complete Return to Work Process	Staff member	<ol style="list-style-type: none"> 1. Provide a COC from the treating doctor or other medical advice indicating fitness to resume normal duties. 2. If an injured staff member is unable to ever return to their pre-injury duties, the University will consider offering alternative employment at the University, within the staff member's ongoing medical restrictions. Any alternative employment offered will be in accordance with the University's operational requirements. If no suitable alternative employment is available within the University, the University, through their Insurer, may engage an ORP to assist the staff member in finding alternative employment with another organisation.

3. Return to Work (RTW) Issue Resolution

	ACTIVITY	RESPONSIBILITY	STEPS
A	Reporting an issue (within the Return to Work Issue definition) in the Return to Work Process	Staff member; or Supervisor; or Injury Management Coordinator; or ORP; or the injured staff member's treating health practitioner(s).	<ol style="list-style-type: none"> 1. The incident should be reported within 10 working days of the incident occurring. 2. If an incident is being reported by the injured staff member, this should be reported to their direct supervisor or the Injury Management Coordinator or Human Resources. 3. If an incident is being reported by a staff member's treating health practitioner or the staff member's supervisor or ORP

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			<p>(if appointed), the issue should be reported to the Injury Management Coordinator or Human Resources</p> <p>4. If an issue is being reported by the Injury Management Coordinator, this report may be made to the staff member's supervisor, the insurer, the ORP (if appointed) or to the Director, Human Resources.</p>
B	Report the Return to Work Issue in writing	<p>Staff member; or</p> <p>Supervisor; or</p> <p>Injury Management Coordinator; or</p> <p>ORP; or</p> <p>the injured staff member's treating health practitioner(s).</p>	<ol style="list-style-type: none"> 1. Written notification of the issue and a proposed resolution is submitted to the appropriate person within ten (10) days of the RTW Issue arising. 2. If the written notification is received by the supervisor, the supervisor is required to forward the form to Injury Management Coordinator within three (3) working days of receipt. 3. If a RTW Issue is raised by anyone other than the injured staff member, a copy of the written notification and proposed resolution must be provided to the staff member within five (5) working days of receipt along with a copy of this procedure.
C	RTW Issue Resolution meeting	<p>The Injury Management Coordinator is responsible for arranging the meeting.</p> <p>The injured staff member, their supervisor and the Injury Management Coordinator are required to attend the meeting.</p>	<ol style="list-style-type: none"> 1. As soon as possible but no longer than twenty (20) days after a RTW Issue is reported, a meeting will be arranged between the parties to the RTW Issue to discuss the issues and seek a resolution 2. If the issue has been raised by a party other than the injured staff member, their supervisor or the Injury Management Coordinator, this person will be invited to attend the meeting. 3. All reasonable steps will be taken in arranging the meeting to enable all parties to attend. 4. The procedure will be conducted in a manner and in

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>a language that is agreed to be appropriate by persons who can raise a RTW issue</p> <p>5. The staff member may be represented, assisted and supported during the issue resolution process.</p>
D	RTW Issue Resolution Procedure	All parties to the issue resolution meeting	<p>1. In order to resolve the RTW Issue quickly and effectively, the parties who are participating in the issue resolution process must have regard to:</p> <p>2. <ul style="list-style-type: none"> • return to work planning for the staff member; • the staff member's progress in recovering from the injury or illness; • the University's return to work obligations and employment obligation period as set out in the Workplace Injury Rehabilitation and Compensation Act 2013; and • the staff member's return to work obligations. </p>
E	Conduct of Issue Resolution Meeting	All parties to the issue resolution meeting	<p>1. The Issue Resolution meeting seeks to ensure that:</p> <p>2. <ul style="list-style-type: none"> • all parties clearly understand the issue(s) raised in the meeting and resolutions being sought; • all discussions are conducted in a reasonable and respectful manner by all parties; • only issues relevant to the issue resolution meeting are to be considered; • all suggestions for resolution to the issue(s) are discussed and fully considered by all parties; and • all parties to the issue resolution meeting have sufficient delegated authority to make decisions or commitments that will allow </p>

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	ACTIVITY	RESPONSIBILITY	STEPS
			resolution of the issue to occur, where possible.
F	Corrective actions are agreed to by all parties	All parties to the issue resolution meeting.	<ol style="list-style-type: none"> 1. The issue resolution meeting aims to have all parties agree to a resolution. 2. In some circumstances it may be necessary for the parties to re-convene the meeting at a later date (to be mutually agreed) to allow for private discussion or further advice to be sought from the insurer, treating health practitioners etc. 3. If no corrective actions can be agreed to, assistance to resolve the matter can be sought from the insurer or the WorkSafe Advisory Service.
G	A written summary of the RTW Issue and the outcome of the Issue Resolution Meeting to be provided to all parties	Injury Management Coordinator	<ol style="list-style-type: none"> 1. The Injury Management Coordinator will provide all parties with a written summary of the RTW Issue and outcomes following the conclusion of the meeting(s). This information will be provided to all parties within ten (10) working days of the final meeting taking place.
H	At any stage during this process the RTW Issue Resolution Process can be suspended to allow for the appointment of an ORP	Staff member, or Injury Management Coordinator	<ol style="list-style-type: none"> 1. Parties can agree to suspend the RTW Issue Resolution Process and request that the Insurer appoint an ORP to facilitate the return to work process. 2. The staff member will be given a choice of three (3) approved ORPs by the Insurer or they may chose a provider from the WorkSafe approved list. <p>If parties cannot reach agreement, assistance to resolve the matter can be sought from the Insurer or the WorkSafe Advisory Service.</p>

4. Lodgement of a WorkCover claim

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	ACTIVITY	RESPONSIBILITY	STEPS
A	Claim lodgement	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Advise and assist the staff member, as necessary, in completion of all necessary paperwork. 2. Obtain copy of the Injury Report form.
B	Claim lodgement	Staff member	<ol style="list-style-type: none"> 1. Send all WorkCover claims paperwork (ie Worker's Injury Claim Form, Certificates of Capacity and a copy of the Injury Report form) to:- Injury Management Coordinator, Federation University, Human Resources, PO Box 663, Mt Helen, 3350. Or email to humanresources@federation.edu.au
C	Claim lodgement	Supervisor	<ol style="list-style-type: none"> 1. Any original paperwork given directly to the Supervisor should be promptly emailed to the Injury Management Coordinator. Originals can be sent in the internal mail.
D	Claim processing and receipt	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Forward the completed claim form and associated Certificate(s) of Capacity within ten (10) days of receipt, to the insurer for recording and determination of liability. 2. Confirm receipt of the claim form to the staff member in writing.

5. Injury management - non work related injuries or illness

Most people are able to resume their normal work duties after an injury or illness. In some circumstance though, workplace modifications, work restrictions, and/or a return to work plan may need to be put in place to support a safe return to work

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Report injury or illness	Staff member Staff member Supervisor	<ol style="list-style-type: none"> 1. Inform supervisor of the injury or illness and provide medical evidence (medical certificate(s)) for the duration of the injury or illness. If the absence from work has been for an extended period (more

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			<p>than four weeks), the supervisor may ask for a medical clearance to return to work.</p> <ol style="list-style-type: none"> 2. Prior to returning to work, advise supervisor if modifications or restrictions may be necessary to enable a safe return to work, or if the injury/illness has potential to impact on your work. 3. Notify the Injury Management Coordinator who will contact the staff member to discuss return to work options including normal work duties and available modified duties.
B	Return to work consultation	Staff member, supervisor, medical professional and Injury Management Coordinator.	<ol style="list-style-type: none"> 1. When a staff member has not been cleared as fully fit for normal duties, the Injury Management Coordinator (IMC) may request a medical authority from the staff member, to allow the IMC to contact the doctor to clarify details of the staff member's work capacity. 2. The staff member must provide a medical certificate from their doctor indicating their capacity for work. This certificate should clearly specify any applicable medical restrictions. Where possible the University will always try to accommodate restrictions (physical restrictions and/or reduced hours of work), which will generally be assessed on a case-by-case basis, having regard for operational business requirements. 3. The Injury Management Coordinator will commence the consultation process with the injured staff member, their supervisor, treating health practitioners (when authorised) and Occupational

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	ACTIVITY	RESPONSIBILITY	STEPS
			<p>Rehabilitation Provider (if appointed).</p> <ol style="list-style-type: none"> 4. The consultation process, involving the staff member, supervisor and Injury Management Coordinator will discuss potential medical restrictions and available return to work options that can be offered within those restrictions. These discussions can be done individually, although discussion as a group is the preferred method of consultation. 5. The injured staff member may be assisted by a representative during any consultation. 6. Any shortfall in hours worked as part of a return to work plan need to be paid as personal leave, covered by a medical certificate and signed off by the supervisor. Necessary arrangements should be discussed and agreed in the return to work planning.
C	Developing Return to Work Plan	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Develop a Return to Work (RTW) Plan based on the information gathered during the consultation process and provide this to the staff member, treating health practitioners and supervisor for review and approval. The RTW Plan will detail identified suitable employment and medical restrictions. The Return to Work Plan must be signed by all parties to the agreement. 2. A RTW Plan cannot commence without medical approval and the appropriate medical certificate or supporting medical advice being provided.
D	Monitoring Return to Work Plan	Injury Management Coordinator	<ol style="list-style-type: none"> 1. Monitor and update the RTW plan in accordance with the medical certification being

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			<p>provided by the injured staff member.</p> <ol style="list-style-type: none"> Maintain contact with the injured staff member, supervisor, treating health practitioner(s) and Occupational Rehabilitation Provider, (if appointed) and continue the consultation process as the RTW Plan progresses.
E	Complete Return to Work Process	Staff member	<ol style="list-style-type: none"> Provide a medical certificate from the treating doctor or other medical advice indicating fitness to resume normal duties. If an injured staff member is unable to ever return to their pre-injury duties, the University will consider offering alternative employment at the University, within the staff member's ongoing medical restrictions. Any alternative employment offered will be in accordance with the University's operational requirements.

Responsibilities

Injury Management Coordinator

The Injury Management Coordinator is responsible for managing, monitoring and reviewing the [Injury Management Policy](#), Injury Management and Return to Work Issue Resolution Procedures and for ensuring that injury and claims management processes comply with the requirements of the Workplace Injury Rehabilitation and Compensation Act 2013.

The Injury Management Coordinator is required to:

- manage, monitor and review the [Injury Management Policy](#), Injury Management and Return to Work Issue Resolution Procedures.
- ensure that the confidentiality of information is maintained and appropriate disclosure authorities are obtained before releasing any information to third parties.
- develop sustainable working relationships with the relevant insurer Case Manager, supervisors, injured staff members, treating health practitioners, rehabilitation and other service providers;
- ensure staff members are aware of their rights and responsibilities in the event of a work related injury or illness;
- consult, to the extent that is reasonable, with the injured staff member, supervisors, treating doctors and rehabilitation providers in planning return to work options;
- provide injured staff members with clear, accurate and current details of their return to work arrangements;

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- ensure staff members who are participating in return to work plans have suitable and productive duties that make a contribution to the University's operations and are within their identified medical capacity;
- manage, monitor and review return to work plans and suitable duties in consultation with the injured staff member, their supervisor, treating health practitioner(s) and rehabilitation providers;
- participate in the Return to Work Issue Resolution Process should it be required;
- ensure compliance with legislative requirements in relation to employee compensation and return to work processes;
- ensure staff members receive appropriate compensation entitlements for a work related injury or illness;
- promptly process all paperwork relating to a worker's compensation injury; and
- liaise with staff members who have a personal illness or injury and their supervisors, where appropriate, to facilitate their safe return to the workplace.

Supervisors

All Supervisors have a responsibility to participate in the return to work process, when it affects staff members in their School/Centre/Institute/Directorate .

Supervisors are required to:

- ensure an injured staff member receives appropriate first aid or medical treatment;
- promptly advise the Injury Management Coordinator via telephone or email as soon as they become aware of any work-related injuries that require medical treatment and/or time off work;
- comply with the requirements of the [Incident and Emergency Management Procedure](#).
- promptly forward any paperwork received (including a copy of the Injury Report) relating to a workplace injury to the Injury Management Coordinator ;
- facilitate and/or implement changes as needed to provide a workplace that is safe and free of any risks to health and safety;
- facilitate the necessary advice and/or training to the staff members with regard to preventing work-related injuries;
- stay in contact with the injured staff member while they are away from the workplace;
- participate in return to work planning discussions with an injured staff member and the Injury Management Coordinator;
- participate in Return to Work Issue Resolution Processes should they be required;
- ensure that staff under their supervision observe University policies and procedures; and
- provide appropriate supervision to all staff members.

Injured Staff Members

Staff members with work caused injuries/illness have a responsibility to make reasonable efforts to return to work in suitable or pre-injury duties, to make reasonable efforts to participate and co-operate in return to work planning and to actively participate in assessments or other activities reasonably required by the Insurer under the Workplace Injury Rehabilitation and Compensation Act 2013.

Injured staff members are required to:

- report any workplace injuries/illnesses to their supervisor immediately or if immediate reporting is not possible, as soon as reasonably practicable and within the requirement of the [Incident and Emergency Management Procedure](#);
- advise their supervisor within three (3) hours of the commencement of their usual working day if they are unable to attend work due to a workplace injury/illness. If notification within the specified time period is not possible, notification should be made as soon as practicable;

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CRICOS Provider Number: 00103D

- promptly complete all necessary paperwork relating to their workplace injury/illness;
- when choosing to claim WorkCover for a work related injury/illness, complete a Worker's Injury Claim Form and forward this to the Injury Management Coordinator.
- provide Certificates of Capacity to cover any period of modified duties/hours or time lost from work. These certificates should continue until the staff member is fully cleared to resume normal duties.
- advise their treating health practitioner that the University will provide suitable duties and discuss with their treating health practitioner any duties they will be able to complete while injured/ill;
- submit all medical accounts for work related injuries to the Injury Management Coordinator for payment until advised otherwise.
- ask the treating health practitioner to issue their invoice to Federation University unless advised otherwise. Medical accounts relating to a workplace injury should not be paid for by the staff member because there is a chance that they may not be fully reimbursed if the provider has charged above the scheduled fee specified by WorkSafe.
- abide by the doctor's medical restrictions both at work and at home;
- actively participate and co-operate in any work capacity, rehabilitation or vocational assessments.
- contact the insurer as soon as possible if unable to attend an assessment appointment that has been made by the insurer. An unreasonable refusal to attend such an appointment may result in suspension of compensation payments.
- make any medical appointments concerning their injury outside of work hours where possible. Where this is not possible, provide their supervisor with reasonable notice of their absence from work prior to the absence occurring;
- regularly communicate with their supervisor and/or the Injury Management Coordinator in relation to the status of their injury and their return to work program;
- make reasonable efforts to participate in a Return to Work Issue Resolution Process should it be required; and
- immediately advise their supervisor or the Injury Management Coordinator if they have an aggravation or recurrence of their injury.

For non work related injuries:

- provide a medical clearance to return to work if their absence from work has been more than 4 weeks;
- advise their supervisor if medical restrictions need to apply to their duties so that reasonable adjustments can be made; and
- provide a medical certificate detailing any restrictions.

Policy Base

- [Injury Management Policy](#).

Supporting Documents

- [Federation University Australia Collective Agreement \(UCA\) 2015 - 2018](#)
- [Victorian TAFE Teaching Staff Multi-Enterprise Agreement \(MBA\) 2015](#).
- [Health and Safety Policy](#)
- [Incident and Emergency Management Procedure](#)

Forms.

- [Injury Report Form](#) (PDF 123.8kb)
- [Workers Injury Claim Form](#) (PDF 142.7kb)

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Records Management

Title	Location	Responsible Officer	Minimum Retention Period
<i>WorkSafe Worker's Injury Claim Form</i> <i>WorkSafe Worker's Injury Claim Form (Copy 1)</i> <i>WorkSafe Worker's Injury Claim Form (Copy 2)</i>	Insurer Staff member Human Resources	Insurer Case Manager Injury Management Coordinator	50 Years
<i>Return to Work Plans/Programs</i> <i>Return to Work Plan (Copy 1)</i> <i>Return to Work Plan (Copy 2)</i>	Staff member Insurer Human Resources	Insurer Case Manager Injury Management Coordinator	50 Years
<i>Associated certificates & reports relating to an individual claim</i> <i>Associated certificates & reports relating to an individual claim (Copy 1)</i>	Insurer Human Resources	Insurer Case Manager Injury Management Coordinator	50 Years

Promulgation

The [Injury Management Procedure](#) will be communicated throughout the University community in the form of:

1. An Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy
2. Inclusion on the University Policy, Procedure and forms website
3. Electronic or hard copies provided to supervisors and injured staff members
4. Inclusion in training and development workshops

Implementation

The [Injury Management Procedure](#) is to be implemented throughout the University community via:

1. An Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy
2. Staff Induction sessions
3. Training sessions

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