

Injury Management Procedure

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Purpose

To outline the roles and responsibilities of the University and its staff members in the management of work related injuries or illness and supporting staff with work and non work related injuries or illness in safely remaining at or returning to work.

Scope

This policy applies to all Federation University Australia staff.

Definitions

Term	Definition
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Alternative Duties/ Alternative Workplace	Duties or employment that differ from those detailed in the staff member's pre-injury position description.
Certificate of Capacity (COC)	A specific WorkSafe medical certificate that provides information about a staff member's capacity for work and any medical restrictions. A valid Certificate of Capacity must cover any period where loss of income is being claimed under WorkCover.
Compensation Entitlements	Payment of wages and/or medical and like expenses relating to an accepted WorkCover claim.
Current work capacity	Under the Workplace Injury Rehabilitation and Compensation Act 2013, (the WIRC Act) this means a present inability arising from an injury or illness so that the staff member cannot perform their full pre-injury duties but is able to perform modified or alternative duties.
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	A WorkSafe appointed agent who is responsible for: <ul style="list-style-type: none"> managing claims in accordance with WorkCover legislation, the Agency Agreement and policies, procedures and standards set by WorkSafe; and providing claims and risk management services to employers.
Medical Approval	A health practitioner's agreement that the 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 an 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 advice in respect to reasonable adjustments.
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 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 to safely return to work. This person 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.

Pre-Injury Duties	Duties included in a staff member's Position Description and/or duties undertaken by the staff member prior to a work-related injury/illness.
Productive Duties	Duties performed by an injured staff member that provide meaningful employment and contribute to the operation of the Institute/directorate.
Return to Work Hierarchy	<p>A sequence of return to work possibilities following injury or illness.</p> <ol style="list-style-type: none"> 1. Normal job 2. Modified version of normal job 3. Alternative duties in same Institute/directorate 4. Alternative duties in different Institute/Directorate 5. Assistance to find other employment.
Return to Work Issue	<ul style="list-style-type: none"> • 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: • 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 staff 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 Injury Management Consultant 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>It does not include complaints about:</p> <ul style="list-style-type: none"> • 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 Panelreferral 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	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.
Return to Work (RTW) Plan	A written plan detailing how the University will assist a staff member stay at/return to work while recovering from an injury or illness.
Scheduled Fee	The fees directed by WorkSafe Victoria for payment by the insurer for any medical accounts, travel or other related expenses.
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	Often included as part of a RTW plan, a suitable duties offer details the hours and duties that are suitable to the staff member's medical condition, capacity for work, skills and experience. The duties may be modified normal duties or alternative duties. (Referred to as Suitable Employment in the WIRC Act 2013)
Supervisor	A staff member who has designated responsibility for managing and/or overseeing the performance and workplace behaviours of other workers.
Treating Health Practitioner	A 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.
Work Related Injury	Any injury, illness or disease arising out of or in the course of employment or, where applicable, employment is a significant contributing factor as defined by the WIRC Act 2013.
WorkCover Claim	If a staff member has a work-related injury or illness, they may be able to receive compensation under WorkCover. To do this they must lodge a Worker's Injury Claim Form and a valid Certificate of Capacity if compensation is being claimed for loss of income. These forms should be sent to the University's Injury Management Consultant at pc@federation.edu.au .
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.

Procedure Statement

Federation University Australia (the University), through the application of its Health and Safety Governance Documents is committed to providing and maintaining, as far as is reasonably practicable, a healthy and safe environment for its staff members and members of the University community.

If a staff member sustains a work caused injury or illness, the University will provide support and assistance in accordance with the *Workplace Injury Rehabilitation and Compensation Act 2013* and this Procedure .

The University can also support any staff member with a personal injury or illness by making reasonable adjustments to assist them in safely remaining at or returning to work. This might include offering reduced or flexible work hours or the provision of equipment or other supports. Further details can be found in the [Workplace Adjustments for Staff with Disability Procedure](#).

The University encourages early injury reporting to support its early intervention approach to injury management.

Injury management is a shared responsibility, requiring cooperation and collaboration between the key stakeholders in order to achieve the most successful outcomes.

Work related injury/illness

The University supports work based recovery which aims to enable staff to safely remain at work whilst taking into account all aspects of their injury or illness. If a staff member ceases work due to injury, the University will apply the return to work hierarchy in providing suitable duties to support a safe return to work.

The injury management process will commence as soon as possible after the injury/illness is reported.

If it is considered that in the long term, an injured staff member will be unable to resume their pre-injury duties with reasonable adjustments, the University will consider offering alternative employment at the University, in a position that complies with the staff member's ongoing medical restrictions. Any alternative employment offered will be in accordance with the University's operational requirements. An Occupational Rehabilitation Provider may be engaged through the University's WorkSafe insurer to assist the staff member in finding alternative employment within another organisation.

Personal injury or illness

The University will make reasonable adjustments and modifications to support and assist a staff member to remain at or return to work following a personal injury or illness. This may require presentation of a medical certificate or other medical advice, stating what adjustments are necessary and the period for which these are applicable.

Actions

Federation University Australia (the University) is committed to providing and maintaining, as far as is reasonably practicable, a healthy and safe environment for its staff members and members of the University community.

If a staff member sustains a work caused injury or illness, the University is committed to providing them with support and assistance pursuant to the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* and in accordance with this document.

The University encourages early injury reporting to support its early intervention approach to injury management. The injury management process will commence as soon as possible after a work-related injury/illness is reported, taking into account the injured staff members' psychological and physical recovery.

The University aims to support its staff in safely remaining at work whilst they recover from an injury or illness. If a staff member ceases work due to injury, the University will support a safe return to work, considering the staff member's current work capacity and applying the return to work hierarchy to provide suitable duties.

Whenever possible, the University will aim to support an injured staff member in their normal position with modifications as necessary.

If an injured staff member is unable to ever resume their pre-injury duties, the University will consider offering alternative employment at the University, in a position that complies with 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, an Occupational Rehabilitation Provider may be engaged through the University's WorkSafe insurer to assist the staff member in finding alternative employment within another organisation.

The University will, subject to operational requirements, aim to provide support and assistance to a staff member resuming work following a personal injury, illness or disease. This would be upon the presentation of a medical certificate certifying the staff member fit to undertake modified pre-injury employment.

Injury management is a shared responsibility, requiring cooperation and collaboration between the key stakeholders in order to achieve successful outcomes for both the injured staff member and the University

1. Injury/Illness reporting and investigation

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Reporting a work related injury or illness	Staff member	1. Report injury or illness, complete first page of Injury Report and give to supervisor as soon as possible.
		Supervisor	2. Complete the Injury Report Form and forward to Risk Health and Safety
B.	Taking action when receiving a report of injury or illness	Supervisor	<p>1. Check whether the staff member needs medical treatment or first aid.</p> <p>2. If the staff member is attending doctor, ask for a Certificate of Capacity as this will provide information as to whether any adjustments or modifications might be necessary to support their recovery.</p> <p>3. If the staff member is attending a provider such as a physiotherapist, they can also provide information around any adjustments or modifications that could support the staff member in remaining at or returning to work.</p>

			<p>Contact the Injury Management Consultant and provide details of the injury.</p> <p>4. Maintain contact with the staff member.</p>
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2. Injury management

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Taking action when receiving a report of injury or illness	Injury Management Consultant	<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 to provide contact details and outline the University's injury management processes. Advise the injured staff member of the Injury Management Procedure and provide 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 University and actively participate in return-to-work planning. 2. Promptly forward Certificates of Capacity (COC) to the Injury Management Consultant and inform the Injury Management Consultant of any changes to your injury or work capacity. 3. NB The staff member is responsible for providing a valid COC covering any period where compensation is claimed for time off work.

			<p>Compensation will not be paid without a valid COC and arrears will be paid in the first payrun after the certificate is submitted.</p>
C	Return to work consultation	Injury Management Consultant	<p>1. Commence the consultation process with the injured staff member, their supervisor, treating health practitioners (when authorised) and occupational rehabilitation provider (ORP) (if appointed).</p>
		Injury Management Consultant, staff member, supervisor, treating health practitioner	<p>Begin planning a staff member's return to work, to the extent that it is reasonable to do so, as soon as:</p> <ul style="list-style-type: none"> • the first Certificate of Capacity 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 Consultant	<p>Initiate return to work discussions, making all reasonable efforts to consult with the parties involved.</p> <p>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 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.</p> <p>The consultation process, involving the staff member, supervisor and Injury Management Consultant will involve discussing potential medical restrictions and available return to work options that can be offered within those restrictions. A</p>

			<p>group meeting is preferred, although this process can be achieved through individual meetings if necessary.</p> <ul style="list-style-type: none"> • The injured staff member may be assisted by a support person or 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 (RTWP)	Injury Management Consultant	<ol style="list-style-type: none"> 1. Develop a RTWP 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 RTWP will detail identified suitable duties, medical restrictions and return to work goals. 2. A RTWP cannot commence without a Certificate of Capacity 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 Consultant	<p>Monitor and update the RTWP in accordance with Certificates of Capacity provided by the injured staff member.</p> <p>Maintain contact with the injured staff member, supervisor, treating health practitioner(s) and ORP and continue the consultation process as the RTWP progresses.</p>
		Supervisor	Support the staff member's return to work, monitor and allocate work in accordance with the agreed RTWP.
		Staff member	<ol style="list-style-type: none"> 1. Inform the 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	<p>Provide a Certificate of Capacity or other medical advice indicating fitness to resume normal duties.</p> <p>If an injured staff member is unable to ever return to their pre-injury duties with reasonable adjustments, 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 external employment.</p>

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 Consultant or ORP or the injured staff member's treating health practitioner(s).	<ol style="list-style-type: none"> 1. The issue should be reported within 10 working days of the issue arising. 2. If an issue is being reported by the injured staff member, this should be reported to their direct supervisor or the Injury Management Consultant or a People and Capability Partner. 3. If an issue is being reported by a staff member's treating health practitioner or the staff member's supervisor or ORP (if appointed), it should be reported to the Injury Management Consultant or a People and Capability Partner. If an issue is being reported by the Injury Management Consultant, this report may be

			made to the staff member's supervisor, the insurer, the ORP (if appointed) or to the Director, People and Culture.
B	Report the Return to Work Issue in writing	Staff member or Supervisor or Injury Management Consultant or ORP or the injured staff member's treating health practitioner(s).	<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 notification to the Injury Management Consultant 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	Return to Work Issue Resolution meeting	<p>The Injury Management Consultant is responsible for arranging the meeting.</p> <p>The injured staff member, their supervisor and the Injury Management Consultant 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 issue 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 Consultant, 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 a language that is agreed to be appropriate by persons who can raise a RTW issue. 5. The staff member may be represented, assisted and

			supported during the issue resolution process.
D	Return to Work Issue Resolution Procedure	All parties to the issue resolution meeting	<p>To resolve the RTW Issue quickly and effectively, the parties who are participating in the issue resolution process must have regard for:</p> <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 WIRC Act 2013; and • the staff member's return to work obligations.
E	Conduct of Issue Resolution Meeting	All parties to the issue resolution meeting	<ul style="list-style-type: none"> • The Issue Resolution meeting seeks to ensure that: • 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 resolution of the issue to occur, where possible.
F	Corrective actions are agreed to by all parties.	All parties to the issue resolution meeting.	<p>The issue resolution meeting aims to have all parties agree to a resolution.</p> <p>In some circumstances it may be necessary for the parties to reconvene at a later date (to be mutually agreed) to allow for</p>

			<p>private discussion or further advice to be sought from the insurer, treating health practitioners etc.</p> <p>If no corrective actions can be agreed to, assistance to resolve the matter can be sought from the insurer or the WorkSafe Advisory Service.</p>
G	A written summary of the Return to Work Issue and the outcome of the Issue Resolution Meeting to be provided to all parties.	Injury Management Consultant	The Injury Management Consultant 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 Return to Work Issue Resolution Process can be suspended to allow for the appointment of an ORP.	Staff member or Injury Management Consultant	<p>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.</p> <p>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> <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

	ACTIVITY	RESPONSIBILITY	STEPS
A	Claim lodgement	Injury Management Consultant	<p>Advise and assist the staff member, as necessary, on completion of all necessary paperwork.</p> <p>Obtain copy of the Injury Report form.</p>
B	Claim lodgement	Staff member	Send WorkCover claims paperwork (ie Worker's Injury Claim Form, Certificates of

			<p>Capacity and a copy of the Injury Report form) to:-</p> <p>Injury Management Consultant Federation University People and Culture PO Box 663 Mt Helen, 3350</p> <p>Or submit paperwork to Health Safety and Wellbeing through the People and Culture ServiceNow Portal.</p>
C	Claim lodgement	Supervisor	<p>Any original paperwork given directly to the Supervisor should be promptly emailed to the Injury Management Consultant. Originals can be sent in the internal mail.</p>
D	Claim processing and receipt	Injury Management Consultant	<p>Forward the completed claim form and associated Certificate(s) of Capacity within 3-10 days of receipt, to the insurer for recording and determination of liability.</p> <p>Confirm receipt of the claim form to the staff member in writing.</p>

5. Injury management - non work-related injuries or illness

Most people are able to resume their normal work duties after an injury or illness. Sometimes though, reasonable adjustments, workplace modifications, work restrictions and/or a return to work plan (RTWP) can help to support a safe return to work. This section should also be reviewed in conjunction with the [Workplace Adjustments for Staff with Disability Procedure](#).

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Report injury or illness	Staff member	<p>Inform their supervisor of the injury or illness. If claiming personal leave, provide a medical certificate or statutory declaration (as required) for that period.</p> <p>Before returning to work, advise their supervisor if modifications or restrictions are required to enable a safe return to work, or if the</p>

			<p>injury/illness has potential to impact on their work.</p> <p>A medical clearance certificate may be required if the absence from work has been for more than four weeks or where confirmation is required as to their ability to resume their full range of normal duties.</p>
B	Return to work consultation	Staff member, supervisor, medical professional and Injury Management Consultant.	<p>If a staff member requires any modifications or reasonable adjustments to support their return to work, they may be required to provide a medical certificate or information from their treating practitioner that details their work capacity, medical restrictions or reasonable adjustments. The University will aim to accommodate these adjustments, in accordance with the Workplace Adjustments for Staff with Disability Procedure.</p> <p>The consultation process, involving the staff member, supervisor (and the Injury Management Consultant where necessary) will discuss medical restrictions and available RTW options that can be offered within those restrictions.</p> <p>The injured staff member may be assisted by a support person during any consultation.</p> <p>Any shortfall in hours worked as part of a RTWP need to be booked as personal leave, covered by a medical certificate and signed off by the supervisor. Necessary arrangements should be discussed and agreed in the RTW planning.</p>
C	Developing Return to Work Plan (where required)	Injury Management Consultant	<p>Develop a RTWP based on the information gathered during the consultation process and provide this to the staff member and supervisor for review and approval. A medical certificate or</p>

			supporting medical advice may be required to formulate a RTW Plan.
D	Monitoring Return to Work Plan	Injury Management Consultant	<p>Monitor and update the RTW plan in accordance with medical information.</p> <p>Maintain contact with the injured staff member, supervisor, and where required, treating health practitioner(s) and Occupational Rehabilitation Provider, (if appointed). Continue the consultation process as the RTW Plan progresses.</p>
E	Complete Return to Work Process	Staff member	<p>A medical certificate may be requested or other medical advice indicating fitness to resume normal duties. This might be with continued reasonable adjustments and modifications.</p> <p>If an injured staff member is unable to ever return to their pre-injury duties with reasonable adjustments, the University may consider offering alternative employment at the University, within the staff member's medical capacity, subject to that employment meeting the University's operational requirements.</p>

Responsibilities

Injury Management Consultant

The Injury Management Consultant is responsible for managing, monitoring and reviewing the Injury Management and Return to Work Issue Resolution Procedures and for ensuring that injury and claims management processes comply with the requirements of the WIRC Act 2013.

The Injury Management Consultant is required to:

- manage, monitor and review the 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;
- ensure staff members who are participating in return to work plans have suitable and productive duties that contribute 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 workers' 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/directorate.

Supervisors are required to:

- ensure an injured staff member receives appropriate first aid or medical treatment;
- promptly advise the Injury Management Consultant 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 Consultant;
- 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 Consultant;
- 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 cooperate in return to work planning and to actively participate in assessments or other activities reasonably required by the Insurer under the WIRC 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 which requires the completion of an [Injury Report Form](#);
- 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;

- 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 Consultant.
- 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 Consultant 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 Consultant 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 Consultant 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 four (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 (where required).

Legislative Context

- Safety, Rehabilitation and Compensation Act 1988 (Cth)
- Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)
- Workplace Injury Rehabilitation and Compensation Regulations 2014 (Vic)
- Workplace Injury Management and Workers Compensation Act 1998 (NSW)
- Workers Compensation Act 1987 No 70 (NSW)
- Workers Compensation and Rehabilitation Act 2003 (QLD)
- Return to Work Act 2014 (SA)
- Return to Work Regulations 2015 (SA)

Policy Base

[People and Culture Policy](#)

Supporting Documents

- [Federation University Australia TAFE Teaching Staff Agreement 2019](#)
- [Federation University Australia Union Enterprise Agreement 2019–2021](#)
- [Health and Safety Management Procedure](#)
- [Incident and Emergency Management Procedure](#)
- [Workplace Adjustments for Staff with Disability Procedure.](#)
- [Injury Report](#)

Forms.

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

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 People and Culture	Insurer Injury Management Consultant	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>	Insurer Staff member People and Culture	Insurer Injury Management Consultant	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 Staff member People and Culture	Insurer Injury Management Consultant	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 UniversityPolicy, 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