Procedure: Injury management, rehabilitation and compensation

Purpose

To inform staff of the procedure for injury management, rehabilitation and compensation at the University.

Procedure

1. Rehabilitation is a strategic process of intervention in, and management of, workplace injury or illness. It aims to maintain injured/ill staff at work or to assist their early return to their pre-injury position or to a position that suits their capacity and the University's requirements. Rehabilitation commences once an employee advises their supervisor that they have sustained a work related injury or illness and may end when an employee returns to their pre-injury employment or suitable alternative employment within the University or elsewhere, or attains stability. Alternatively, it may end when the University has had to invoke the relevant clause within the Enterprise Agreement relating to termination because of ill health.

2. The University strives to create and maintain a workplace that supports the safety, health and wellbeing of staff. The University is committed to occupational rehabilitation for staff who sustain work related injuries or develop work related illnesses that impact on their ability to perform their work. It will aim to achieve the safe and timely return to work of injured staff through early and appropriate intervention.

3. The University will provide suitable duties wherever possible in order to maintain staff at work or facilitate an early return to work. The University will respect and treat reference information in accordance with the Principles of the Commonwealth Privacy legislation and University Policies and Procedures.

4. This procedure outlines the roles, responsibilities and rights of the various stakeholders in the rehabilitation process, to achieve effective return to work of injured/ill staff.

Roles, responsibilities and rights
5. Deans, Directors and Heads of Budget Units shall:

- Sustain a culture that resources early, active intervention to support and encourage injured/ill staff to a safe and durable return to work;
- Promote a culture of prompt notification of any workplace incidents using the University's OHS Incident Notification process;
- Support managers, supervisors and other staff to ensure effective responses to, and management of, workplace injury or illness;
- Comply with administrative requirements of rehabilitation and compensation claims as required by the University and regulatory bodies;
- Provide workplace flexibility to accommodate suitable duties or employment to support the workplace based rehabilitation of injured/ill staff;
- Ensure that information relating to staff on rehabilitation programs is treated confidentially in line with relevant legislation;
- Ensure the non-prejudicial treatment of staff participating in workplace-based rehabilitation programs in line with legislative requirements;
- Ensure budgetary provision to establish and maintain a safe and healthy working environment within the Budget Unit; and
- Support staff by enabling them to undertake safe work practices and procedures and access appropriate information, training and supervision, to understand their roles and responsibilities with regard to rehabilitation.

6. Area managers/supervisors shall:

- Provide, or promptly refer injured/ill staff for, first aid and/or medical attention, as appropriate;
  - Notify workplace injury or incident promptly using the University's OHS Incident Notification process;
- Maintain appropriate contact with injured/ill staff;
- Ensure that Claim for Compensation forms and associated documentation are submitted as soon as possible to the Injury Management Branch of the Work Environment Group;
- Ensure a safe workplace exists for staff returning to work after injury or illness;
- Assist the ANU Rehabilitation Case Manager and their delegates or approved rehabilitation provider, to determine, implement and monitor suitable return to work options for staff;
• Facilitate support for an injured/ill staff member's Return to Work Program (RTWP);

• Treat information relating to staff on rehabilitation programs confidentially in line with relevant legislation;

• Maintain non-prejudicial treatment of staff participating in rehabilitation programs; and

• Communicate effectively with the relevant ANU Rehabilitation Case Manager regarding rehabilitation of injured/ill staff.

7. The University rehabilitation case manager shall:

• Initiate contact with injured/ill staff within 24 hours of receiving the Incident Notification;

• Ensure that staff rights and obligations relating to rehabilitation are clearly explained;

• Organise an initial assessment of injured/ill staff as soon as possible to identify their rehabilitation requirements;

• Determine and develop the return to work program for injured/ill staff, in conjunction with relevant stakeholders;

• Act as facilitator for injured/ill staff, supervisor, rehabilitation providers and health practitioners;

• Ensure that staff (and their representatives if requested) are consulted during all stages of their rehabilitation process;

• Ensure confidential treatment of information relating to staff on rehabilitation programs in line with relevant legislation;

• Support the non-prejudicial treatment of staff participating in rehabilitation programs; and

• Assist in monitoring and reporting to management on rehabilitation outcomes.

8. Staff are responsible for ensuring their personal safety and that of their co-workers. Staff are required to:

• Report all relevant incidents or illnesses that may affect their ability to perform their work, or affect co-workers, as soon as possible to their supervisor, and submit an ANU Incident Report;

• Seek medical attention promptly when an injury or illness has been sustained or contracted;
• Provide medical certification to their supervisor and ANU Rehabilitation Case Manager of clearance for work duties or details of applicable work restrictions prior to their return to work;

• Actively participate in the development and implementation of their rehabilitation program including the Return to Work Program (RTWP) and any assessments recommended by the ANU Rehabilitation Case Manager;

• Submit promptly all relevant original medical certificates and reports together with leave applications for work absences to area HR and/or ANU Rehabilitation Case Manager;

• Inform their ANU Rehabilitation Case Manager and/or supervisor of their progress including any changes in their circumstances during rehabilitation; and

• Cooperate with the University so it can meet its rehabilitation obligations as an employer.

9. Staff have the right to:

• Choose to have a support person present at any meeting regarding rehabilitation; and

• Seek advice before signing documentation associated with a Rehabilitation Program or a Worker's Compensation Claim, if required.