



Policy: Rehabilitation and compensation

Purpose

This policy sets the direction for the University's rehabilitation and claims management systems through a documented commitment by senior executive which is aligned to the organisation's overall values, vision and business objectives.

Overview

The University is committed to helping our people return, as soon as possible, to full and gainful employment following injury or illness. In the event an employee makes a claim, the University will ensure that a prompt and independent determination is made. The University's aim is to provide rehabilitation and claims management services which are fully compliant with legislation and the performance standards and measures for Comcare workers compensation self-insurance licensees, as detailed by the Safety Rehabilitation and Compensation Commission (SRCC). Rehabilitation and claims management services are continuously reviewed and monitored to improve injury management activities and minimise time away from the workplace for staff. In developing injury management plans, together with injured or ill employees, consideration will be given to individual circumstances.

Scope

This policy applies to all staff across the University.

Policy statement

1. The University is committed to the following:
 - Preventing workplace injuries and illnesses by providing a safe and healthy working environment.
 - Providing early reporting systems and intervention procedures that will enable injured staff to stay at work or return to work as soon as possible in line with medical guidelines.
 - Working with a delegated authority for claims management services to

ensure that claims are determined promptly and all stakeholders are informed of determinations in a clear manner and to be fully compliant with the requirements of the *Safety Rehabilitation and Compensation Act 1988* (Cth).

- Assisting an external claims management provider to manage claims in an equitable, timely and efficient manner, consistent with applicable legislation and self-insurance requirements.
- Facilitating the durable return to work of employees, by assisting with the safe and early integration back into the workplace, and minimisation of time away from the workplace.
- Defining, documenting and communicating the areas of accountability and responsibility for executive, senior managers and employees involved in the rehabilitation and claims management process.
- Facilitating participation in an injury or illness management program appropriate to an injured or ill employee's medical recovery.
- Providing our people with relevant information about claims and injury management including their rehabilitation rights and obligations.
- Maintaining confidentiality of personal information in accordance with applicable legislation.
- Engaging appropriately qualified experts, both internally and externally, to assist in the management of claims and injury / illness.

Leadership and culture

2. At the University, we promote excellence in health and safety leadership and a positive culture of health and safety through:

- Encouraging and supporting innovative and effective rehabilitation and practices.
- Ensuring compliance with the *Safety, Rehabilitation and Compensation Act 1988* (Cth).
- Determining, in consultation with our employees, their best rehabilitation requirements and outcomes.
- Improving the University's claims and rehabilitation performance.

Responsibility and authority

3. Responsibility and authority under this policy operates at three levels:

- **Executive:** provides leadership to ensure communication of this policy and effective implementation.
- **Senior Managers:** supports managers and supervisors in fulfilling their responsibilities and accountabilities.
- **Employees:** comply with this policy and the associated procedures as well as report injuries as soon as practicable and actively participate in workplace rehabilitation.
- **Work Environment Group:** delegated rehabilitation authority to ensure that the provisions of the legislation are met for ill and injured staff members requiring rehabilitation services.
- **Claims Management Provider:** delegated authority for claims management services, to ensure the provisions of the legislation are met for ill and injured staff members with a workers compensation claim.

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