INJURY AND ILLNESS MANAGEMENT PROCEDURES 2024

Issued by: Chief Health and Safety Officer
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Signature: Kim Grady

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1 Purpose and application

(1) These procedures give effect to the *Injury and Illness Management Policy* (the Policy) and the *Return to Work Program*.

(2) These procedures:

(a) apply to all University staff including casuals who:

(i) are unable to perform their normal duties because of an injury or illness; or

(ii) who need medical treatment or support because of an injury or illness resulting from work.

(b) do not apply to affiliates or students;

Note: see *Affiliates Policy*.

Note: See *Student life, wellbeing support* and the *Student Critical Incident Procedures* for information on support for students.

(c) do not apply to initial first aid response.

Note: See *Emergencies and personal safety* for guidance on initial response to medical emergencies.

(3) These procedures are arranged in the following parts:

(a) **Part 1** applies to cases where the injury or illness is covered by workers’ compensation.

(b) **Part 2** applies to all other cases of personal injury or illness.

2 Commencement

These procedures commence on 31 January 2024

3 Interpretation

(1) Words and phrases used in these procedures and not otherwise defined in this document have the meanings they have in the policy.

Note: See clause 6 of the *policy*.

**PIAWE**

Pre-Injury Average Weekly Earnings. When a worker has a work-related injury or illness, and they are unable to do their full pre-injury duties, they may be paid a percentage of their pre-injury average weekly earnings (known as PIAWE) for a set period.

**SolvInjury**

cloud based injury and claims management software system used by the University to securely record and store injury and illness cases.

**Workday**

online platform used by the University to manage staff members leave and other human resource activities.
PART 1 – COMPENSABLE INJURIES AND ILLNESSES

4 Early intervention, lodging a claim and return to work

(1) Staff Health Support, after becoming aware of an injury or illness should:
   (a) notify the insurer within 48 hours of the University becoming aware of a potential compensable injury;
   (b) lodge a claim on behalf of the staff member once the staff member has provided staff health support with a certificate of capacity;
   (c) make contact with the staff member and their supervisor at significant points during recovery, including where applicable:
      (i) initial contact to obtain details of the injury and determine necessary support;
      (ii) provide advice on workers’ compensation, the return to work process, weekly entitlements and use of leave options where these are applicable;
      (iii) initial stages of establishing a claim, including claim lodgement once a certificate of capacity is available;
      (iv) obtaining signed information consent form;
      (v) negotiating suitable duties;
      (vi) setting up and implementing the return to work plan; and
      (vii) regular intervals throughout the life of the injury claim as needed.
   (d) monitor progress of the recovery, including:
      (i) when a new certificate of capacity is issued;
      (ii) when there is a change in capacity; and
      (iii) when a final certificate is issued.
   (c) notify the relevant safety partner if the injury has, or is expected to result in medical treatment or time away from work of one day/shift or more.

5 Medical treatment and reimbursement

(1) A staff member who needs medical treatment for an injury or illness should seek treatment promptly.

(2) To receive medical or related benefits under workers’ compensation, staff must:
   (a) provide a current certificate of capacity that states the treatment required to the Staff Health Support Partner; and
   (b) submit all requests for treatment to the insurer.

Note: All medical records will be treated confidentially in accordance with clause 11 of the Injury and Illness Management Policy.
(3) Treatment will be:
   (a) reviewed by the insurer and approved by the insurer where it is found to be reasonable and necessary;
   (b) provided by an independent provider; and
   (c) provided consistently with statutory obligations.

6 Weekly workers’ compensation benefits

(1) To calculate the applicable Pre-Injury Average Weekly Earnings (PIAWE) weekly benefit rate, Staff Health Support will:
   (a) access the staff member’s payment history; and
   (b) provide this information to the insurer for calculation of the PIAWE.
(2) After a claim is accepted, weekly workers’ compensation benefits will be paid through the normal payroll system.
(3) Staff may choose to access appropriate leave entitlements instead of claiming weekly workers’ compensation benefits. Staff Health Support will provide the staff member with information on the available options.
(4) Staff members using leave entitlements must enter their leave into Workday.
(5) Staff Health Support may direct the staff member to provide a completed Record of Hours Worked form for the duration of the injury or illness.
(6) All inquiries about payment of weekly benefit entitlements should be directed to the Staff Health Support Partner.

Note: See the Health and Safety intranet for the relevant Health Support Partner

7 Return to work

(1) After an injury or illness has been reported, the staff member must make themselves available to discuss suitable work options with their supervisor and a Staff Health Support Partner.
(2) If a staff member requires adjustments to return to work, Staff Health Support will, upon receiving the certificate of capacity:
   (a) develop a suitable return to work plan in consultation with the following stakeholders as relevant:
      (i) the staff member;
      (ii) the staff members supervisor;
      (iii) the staff member’s treating medical practitioner; and
      (iv) any allied health professional(s) treating the staff member.
   (b) provide a copy of the plan to all relevant stakeholders
   (c) provide support and advice throughout the implementation of the plan.
(3) If a staff member requires adjustments to return to work, the supervisor should:
   (a) arrange suitable duties and supervision of those duties; and
   (b) actively support and assist the staff member’s recovery at work.
(4) If suitable duties cannot be provided in the substantive work area, alternate duties may be sought in another work area.

(5) The substantive work area is responsible for paying the staff member’s wages, regardless of whether the suitable duties are being done in another work area.

(6) Staff Health Support may request a case conference with the staff member and their treating medical practitioner to discuss:
   (a) the plan of treatment for the staff member;
   (b) the terms of any return to work plan;
   (c) progress made in implementing the return to work plan;
   (d) timeframes for upgrades in capacity for work; and
   (e) any barriers to implementing the return to work plan, and proposals for overcoming them.

(7) Staff Health Support may coordinate an independent medical examination consistent with Part K of the *Enterprise Agreement* and clause 10 of *Policy*.

(8) The insurer may appoint an external rehabilitation provider to assist the staff member to return to work.

8 Claiming medical expenses

(1) Medical expenses will only be reviewed and approved by the insurer once a certificate of capacity is provided to the insurer. See clause 14 of the *Policy*.

(2) Staff members will be provided with a claim number at notification which can be used to access approved treatment.

(3) Staff members should retain any tax receipts for expenses and submit them directly to the insurer for approval and reimbursement.

(4) The insurer will liaise directly with the staff member regarding claims, however Staff Health Support can provide guidance to the staff members as needed.

9 Finalisation of claims

(1) The insurer is responsible for finalising a workers’ compensation claim.

(2) The staff member must notify the insurer and Staff Health Support of any outstanding issues when they receive the insurer’s notice of intention to finalise a claim.

(3) To finalise the claim, Staff Health Support should:
   (a) confirm with the staff member that they have returned to pre-injury duties and obtained a copy of a pre-injury final certificate of capacity;
   (b) upload all relevant information and supporting documents including the certificates of capacity into SolvInjury;
   (c) delete personal and private information about the claim contained in emails;
   (d) process outstanding accounts and wages;
   (e) complete wage reimbursement schedules, submit these to the insurer and ensure these are remitted; and
   (f) close the case on all relevant University information systems.
PART 2 – PERSONAL ILL HEALTH

10 Initial referral

(1) A staff member who requires support for an injury or illness should:
   (a) initially meet with their supervisor to discuss how support can be
       implemented, such as flexible work arrangements, adjustments to their work
       working environment or duties.
   (b) contact their HR Partner or Staff Health Support for additional support if
       required.

(2) The HR Partner or supervisor may refer the staff member to Staff Health Support if
    they are unable to resolve health support matters locally.

(3) Where a supervisor is making a referral on a staff member’s behalf, they must:
   (a) advise the staff member of the referral; and
   (b) provide any relevant supporting documents to the Staff Health Support
       Partner.

(4) Where Staff Health Support services are required, Staff Health Support will:
   (a) acknowledge receipt of the referral and supporting documents;
   (b) create a case file in SolvInjury;
   (c) review the documents and create an initial plan to support the staff member;
   (d) ask the staff member to complete an information consent form;
   (e) contact the staff member’s supervisor and HR Partner to obtain a copy of the
       staff member’s position description;
   (f) review options for supporting the staff member once the signed information
       consent form is received;
   (g) if further medical information is required, ask the staff member to have their
       treating medical practitioner complete a medical questionnaire provided by
       the University, documenting the staff member’s capacity for work and return
       it to Staff Health Support;
   (h) use the available information to:
       (i) develop a plan for supporting the staff member;
       (ii) manage the staff member’s continuation in or return to work; and
       (iii) engage an external rehabilitation provider where required to assist the
            staff member to return to work.

11 Ergonomic Support

(1) Staff members and supervisors should review the Office Ergonomics intranet page,
    which includes frequently asked questions and a workstation self-assessment
    checklist.

(2) Staff members should complete the Workstation Self-Assessment Checklist and
    review it with their supervisor.
If the workstation self-assessment indicates further assistance is required, the supervisor can refer the employee to Staff Health Support for ergonomic support directly by email shs.admin@sydney.edu.au.

If the staff member is experiencing any symptoms of discomfort or pain, they should lodge a report in RiskWare and attach their completed Workstation Self-Assessment Checklist.

12 Independent Medical Examination

(1) In some circumstances, under the direction of the delegate, Staff Health Support may coordinate an independent medical examination consistent with Part K of the Enterprise Agreement 2023-26.

(2) The Staff Health Support Partner will manage referrals for medical assessments which will be based only on issues related to the relevant injury or illness.

(3) The Staff Health Support Partner will provide the following information to the assessing medical practitioner:
   (a) the basis for the referral;
   (b) the inherent requirements and demands of the staff member’s position;
   (c) an outline of the injury or illness currently affecting the staff member’s ability to perform the requirements of their role;
   (d) specific questions relating to the future management of the injury or illness in the workplace;
   (e) any proposals to accommodate the staff member’s injury or illness in the workplace; and
   (f) details of any previous referrals for treatment for the same injury or illness.

(4) The Staff Health Support Partner will provide the following information to the staff member:
   (a) the reason for the referral; and
   (b) a copy of all information provided to the assessing medical practitioner.

(5) A staff member who attends a medical assessment may be accompanied by a support person and, if required, provided with an interpreter.

(6) The Staff Health Support Partner will provide the staff member with a copy of the report of a medical assessment either directly or through their treating medical practitioner.

13 Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

(1) Injury and Illness Management Procedures 2015 which commenced on 01 January 2015
NOTES

Injury and Illness Management Procedures 2024

Date adopted: 31 January 2024
Date commenced: 31 January 2024
Date amended: 22 April 2024 (administrative amendments)
Administrator: Chief Health and Safety Officer
Current policy owner: Chief Health & Safety Officer
Review date: 31 January 2026

Related documents:

- Anti-Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy and Personal Information Protection Act 1988 (NSW)
- Workers Compensation Act 1987 (NSW)
- Workers Compensation Regulation 2016 (NSW)
- Workers Compensation (Dust Diseases) Act 1942 (NSW)
- Workers Compensation (Dust Diseases) Regulation 2023 (NSW)
- Workplace Injury Management and Workers Compensation Act 1998 (NSW)
- University of Sydney (Delegations of Authority) Rule
- The University of Sydney Enterprise Agreement 2023 - 2026
- Disability Inclusion Action Plan 2019 - 2024
- Injury and Illness Management Policy
- Privacy Policy
- Return to Work Program
- Student Critical Incident Procedures
- Work Health and Safety Policy
- Work Health and Safety Procedures
- SIRA Guidelines for Claiming Compensation
## AMENDMENT HISTORY

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