



INJURY MANAGEMENT POLICY

Workplace Return to Work Program

Appendix B: Roles and Responsibilities

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1. University Rehabilitation Coordinator

The University Rehabilitation Coordinator is a key person in the injury management process and acts as the focal point with all of the principal parties involved.

The role of the Rehabilitation Coordinator includes the following:

- Overseeing the provision of these services from Accredited Rehabilitation Providers
- Complying with WorkCover training requirements for Rehabilitation Coordinators
- Developing and implementing the return to work program, educating the workforce, keeping injury and return to work statistics and consulting on policy development.
- Providing information on the return to work process and associated workers compensation benefits to injured staff members
- Obtaining the injured staff member's consent before obtaining or releasing rehabilitation information about the staff member
- Determining the injured staff member's return to work needs by discussion with the staff member, the nominated treating doctor and other treatment practitioners
- Liaising with the insurer as they develop and monitor an injury management plan for the injured staff member
- Identifying appropriate suitable duties with the employing department and assisting the injured staff member to return to work as soon as possible
- Preparing a return to work plan to document suitable duties and work restrictions so that all parties are informed and managing the return to work process
- As approved by the insurer, coordinating referral to external specialist services.

2. Accredited Rehabilitation Providers

- At times the University will utilise the services of external accredited rehabilitation providers to assist in establishing and monitoring the return to work process. The Rehabilitation Coordinator will orientate these providers to the University and monitor their performance.
- The University's current nominated Rehabilitation Providers are detailed in Appendix A Injury Management Procedures.
- The term "provider" refers to an approved multi-disciplinary team which provides rehabilitation services, not to individual health professionals.
- The provider liaises with the staff member's treating professionals and ensures rehabilitation in the workplace is consistent with their recommendations.
- The University will facilitate reasonable access to the workplace by any accredited provider who is involved in the rehabilitation of a staff member.

3. Staff Members

Staff members on return to work programs should be aware of their rights and responsibilities. The University acknowledges staff are entitled:

- to be actively involved in their rehabilitation at all stages

- to involve a union representative or other person of their choice at any time but not a solicitor or barrister
- to be consulted about any proposed change in their employment conditions and/or work organisation
- to be treated by the health professionals of their choice
- to nominate an accredited rehabilitation provider of their choice as long as they are accredited by WorkCover NSW, as approved by the Workers Compensation Insurer.

Staff members:

- will advise their Head of Department or supervisor immediately of any injury/illness which they consider may be work-related or which affects their ability to perform their duties
- must participate and co-operate in the establishment of their injury management plan
- must co-operate with the obligations of an appropriate injury management plan designed to facilitate their rehabilitation
- must nominate a medical practitioner who is prepared to participate in the development and ongoing arrangements of the return to work plan
- will provide authorisation for the treating doctor to release relevant information to the University or insurer
- will cooperate in recommended treatment and follow advice on overall management, and attend approved treatment outside work hours wherever practicable
- will report their progress at regular intervals as required including:
 - advise their supervisor and the Rehabilitation Coordinator immediately if their condition becomes worse
 - reporting to their supervisor and ceasing any task which adversely affects their condition and report the problem without delay
 - inform the Rehabilitation Coordinator of any changes in their treatment
- will submit all medical certificates and reports relevant to the return to work program
- will submit leave forms for all absences from work together with relevant medical certificates (see Appendix A: Injury Management Procedures Section 12)
- will attend any rehabilitation assessments arranged with sufficient notice by the University, the University's insurer or the rehabilitation provider for the purpose of facilitating progress in a return to work program.

Non-Compliance

- If a staff member unreasonably refuses to comply with their workplace injury management program after being requested to do so by the insurer, the staff member has no entitlement to weekly payments of compensation during any period that the failure continues. This action can only occur if the insurer has given the staff member written notice to that effect, together with a statement of the reasons for entitlement ceasing and the action that the insurer considers the staff member must take to be entitled to the resumption of weekly payments.
- Subsequent reinstatement of weekly payments does not entitle the staff member to payments for the period of non-compliance. (*Section 57, Workplace Injury Management and Workers Compensation Act 1998*).

4. Heads of Departments

Heads of departments or their nominees are responsible for:

- ensuring the University's obligations under the *Occupational Health and Safety Act 2000* and other relevant legislation are met within the department by providing safe

systems of work, information, instruction, training and supervision and by maintaining a place of work which is safe and without risk to health

- ensuring any work-related condition requiring medical treatment, time off work or work restrictions is reported to the Risk Management Office without delay
- facilitate and encourage staff to promptly report work related injury or illnesses to the Risk Management Office
- ensuring any accident or incident is reported on the "Occupational Injury, Illness and Incident Report" form and is properly investigated to prevent similar problems occurring in the department or elsewhere in the University (Refer to the University of Sydney Policy on Accident Reporting and Investigation)
- facilitating the staff member's return to work by providing suitable duties where practicable, in consultation with the Rehabilitation Coordinator and/or provider, and arranging flexibility of working hours if required
- must comply with obligations imposed by or under the injury management plan for an injured/ill staff member
- ensuring any necessary modifications to the workplace and/or work practices are made as soon as possible in consultation with relevant staff member representatives to prevent future injury
- employing temporary or relief staff as required to maintain the department's essential operations to minimise risk of injury or illness to other staff members
- seeking the cooperation of other members of the department in implementing reasonable workplace changes designed to assist the rehabilitation of a fellow staff members
- ensuring all those concerned are aware of and observe any work restrictions which apply to a staff member
- assisting and cooperating with those concerned in the design, implementation and supervision of an appropriate return to work program, for example the rehabilitation provider
- continuing to provide suitable duties for six months from report of injury/illness, and beyond this period wherever possible as agreed in the return to work plan
- ensuring leave applications are submitted for all work absences, together with medical certificates as required.

Non-Compliance

Failure of the University to comply with a requirement of injury management legislation can result in the following penalties:

- any increased costs associated with the University's failure can be taken into account with respect to the calculation of the claims experience factor
- as enacted by regulation – a premium surcharge, payable as part of the University's premium.

The University will only be required to comply with this requirement (being Section 56 of the *Workplace Injury Management and Workers Compensation Act 1998*), if the insurer has taken appropriate steps to ensure that the University is aware of its obligations.

5. Injury Management Consultant

- Injury Management Consultants (IMC's) are registered with WorkCover NSW and are medical practitioners experienced in occupational injury and work place based rehabilitation. IMC's are facilitators who will assist the insurer, the University, staff members and treating doctors find solutions to the problems in complex return to work plans and injury management. IMC's are not involved in the treatment of an

injured staff member, nor do they provide any opinion on the current treatment regime.

- Referral to an IMC should be considered when the following situations arise: confused goals; complexity of injury or workplace environment; poor communication between insurer, University and nominated treating doctor; perceived conflict between the nominated treating doctor's recommendations and the workplace requirements; disagreement about the suitability of duties offered to an injured staff member.
- An IMC may be requested to undertake a work site visit to obtain clear information on pre-injury or suitable duties.

6. Nominated Treating Doctors

- The Nominated Treating Doctor is the doctor nominated by the injured staff member to manage their injury and assist them in the return to work. They will:
 - recommend treatment
 - write initial and ongoing WorkCover medical certificates
 - inform the University, insurer and rehabilitation provider (if involved) about the current health condition and progress of the staff member
 - review the staff member's condition regularly
 - assist the insurer to develop an injury management plan
 - advise the University, insurer and rehabilitation provider about suitable work
 - complete a WorkCover medical certificate to advise the University of any work restrictions that may be needed.
- A staff member must notify the insurer of their intention to change Nominated Treating Doctors prior to doing so and discuss their reasons.

7. Staff Support and Development Unit

- The Staff Support and Development Unit is responsible for coordinating the return to work programs for staff with injury/illness that are non compensable.
- Staff requiring such assistance are recommended to refer to the Staff Assistance web information for further guidance on the services available at http://www.ssdu.usyd.edu.au/staffsup/staffsup_home.shtml

8. Workers Compensation Staff

The Workers Compensation Staff, located in the Risk Management Office, are responsible for:

- providing information to staff members about their entitlements under the *Workers Compensation Act 1987 (as amended)*, and the *Workplace Injury Management and Workers Compensation Act 1998*.
- processing reports of work related injury and illness to the University Workers Compensation insurer
- assisting with completion of claim forms if required

- receiving, recording and forwarding to the insurer the following: medical certificates, treating practitioner accounts and reports, receipts, leave and/or record of hours worked forms relating to time lost, and records of any other expenses incurred
- communicating with the following parties regarding claim status: staff member, the University's insurer, Injury Management Unit, Workers Compensation Manager and employing departments
- calculation and processing of time lost and preparation of reimbursement schedules to recover wages from insurer.

9. University Workers Compensation Insurer

The insurer must:

- ensure that the University is made aware of their legislative obligations in relation to the insurer's injury management program
- contact the University, staff member and doctor if necessary within 3 days of being notified by the University that a staff member has sustained a significant injury
- establish an injury management plan in consultation with the University, injured staff member and the staff member's nominated treating doctor and monitor progress on this plan
- provide both the University and the injured staff member with information with respect to the injury management plan
- inform the staff member that entitlements to weekly benefits can be suspended, if the staff member does not reasonably comply with the injury management plan
- inform the staff member regarding procedures for changing the nominated treating doctor
- ensure vocational retraining is provided or arranged for an injured staff member where appropriate, i.e. when a return to pre-injury duties and provision of suitable duties is no longer possible
- approve and monitor necessary and reasonable treatment as per the relevant WorkCover guidelines, to ensure treatment is necessary and reasonable
- manage claims in a cost effective and timely manner.