



Injury Management Information Pack

For Managers/ Supervisors

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Introduction

If you have a staff member who has been injured at work, this guide will help you to understand what you need to do and what you can expect during their recovery and return to work.

Griffith University is committed to ensuring employees' health and safety in the workplace. This includes supporting workplace rehabilitation and employees' return to work following an injury or illness. The experience of injury or illness can be stressful, and the university is committed to providing employees with support through this process. As managers/supervisors, you will have additional support through the Injury Management and Wellbeing Partner (IM&W Partner), Associate Director of Health & Wellbeing, Complex Case Procedure, and EAP, all of which are detailed in this guide.

What is a non-work-related injury/illness?

A non-work-related injury or illness (NWR) is one that has been suffered or sustained outside of the workplace. Significant NWR illness/ injuries may require support for staff to manage their health while remaining at or returning to work. This can result in periods of planned, unplanned leave and in some cases temporary incapacity.

The University is not obligated to provide rehabilitation for non-work-related injury/ illness and will only do so if it is likely to benefit the staff member and does not create an undue hardship for the work area. Non-work-related injury or illness rehabilitation will be offered on a case by cases basis.

If the University decides there is the capacity to offer rehabilitation, case management is undertaken via a partnership between IM&W Partners, HR Adviser/Business Partners, yourself as direct manager/supervisor, and always under the guidance of their treating Doctor. It will mirror the workplace rehabilitation process, relying heavily upon continuous engagement and cooperation by yourself and treating professionals. Rehabilitation for non-work-related injury/ illness will be assessed regularly and may cease at any time if the University decides there is no longer the capacity to offer rehabilitation.

What are the leave entitlements for non-work-related injury/illness?

For periods of partial or total incapacity, the staff member may be able to access available sick leave. Other paid leave may be available to cover these absences when sick leave has been exhausted. Where the staff member has no available leave and is unfit for work, sick leave without salary will be initiated.

For long-term absences (usually longer than 3 months), the staff member may have an entitlement to partial or total incapacity payments through their superannuation fund. The staff member is encouraged to contact the IM&W Partner, Payroll Partner, or their superannuation fund to enquire about their entitlement.

Independent Medical Assessments

In accordance with the Enterprise Agreement, the University may direct staff members (with NWR or work-related illness/ injury) to undertake an independent medical assessment. Independent medical assessments may be required where the treating Doctor's recommendations are known, and further information is required to clarify the staff member's medical condition with regard to work capacity. For example, where factors suggest that the staff member's health and safety might be at risk or there may be a risk to other staff/students.

Referral for an independent medical assessment will be at your Element/Group expense. The injured/ill staff member is not required to cover any of the costs associated with the independent medical assessment, including lost time from work to attend the appointment.

What is Workers Compensation?

The University maintains a workers' compensation insurance policy with *WorkCover Queensland*. The policy ensures that employees have access to workers' compensation if they sustain an injury or illness where their employment was a 'significant contributing factor'. For psychological illnesses, employment must be the 'major significant contributing factor'. Workers Compensation benefits may include:

- Payments made to an employee or employer (where the employer has continued to pay the employee) for lost wages or medical expenses relating to the injury or illness.
- Fair and appropriate costs of medical treatment, weekly payments, and rehabilitation.

What are “Journey Claims”?

If an employee suffers an injury while they are traveling to or from work, it may be covered by WorkCover Queensland. This is referred to as a “journey claim”. A journey claim includes journeys between:

- their home and workplace;
- their workplace and a place of trade or training which they are required to attend for work;
- their workplace and a medical or rehabilitation appointment; and
- their employment with one employer and employment with another employer

However, an injury sustained while on a “journey” may not be covered if they were driving while intoxicated or recklessly, they broke road rules, the journey after a significant delay or deviation from their normal route or they are still within their home boundaries.

What is workplace rehabilitation?

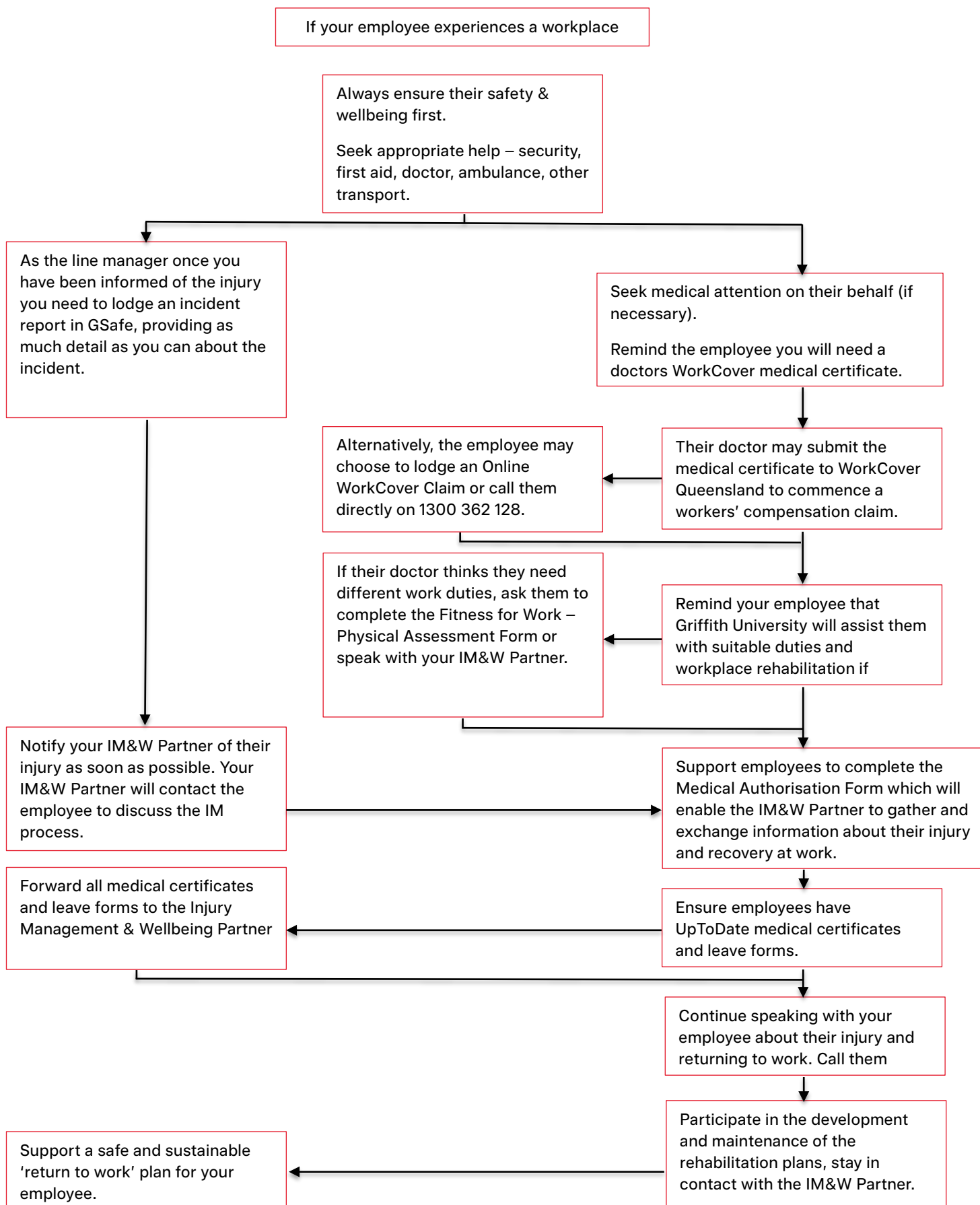
Workplace rehabilitation is a process that has been designed to facilitate the safe and early return of injured or ill employees to work, whilst maximising their recovery. It is a system of support that has been accredited by the Workers' Compensation Regulator and is managed by Griffith University.

The workplace rehabilitation process may include:

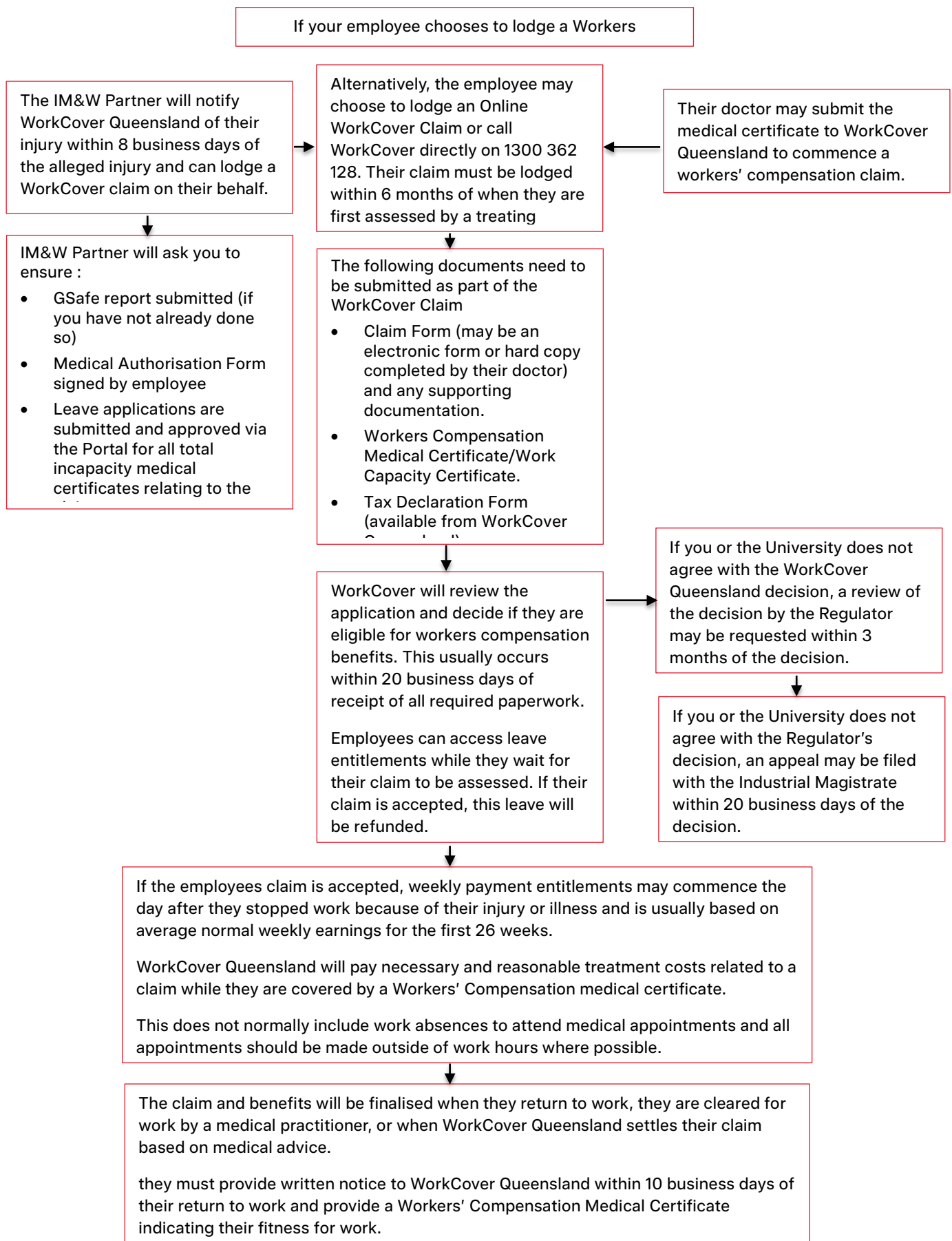
- **Suitable Duties Program:** modification to their role, tasks, or work hours during the rehabilitation process. Suitable duties are specially selected to match their capacity for work. They may be a modification to the hours or tasks within their normal role, or you may even create a different role for them for a period. These suitable duties will be documented in the Suitable Duties Plan and will be developed in consultation with you, your employee, the IM&W Partner, their treating healthcare professional(s), and other key parties. The suitable duties plan will be reviewed and modified as their needs and capacities change.
- **Rehabilitation Services:** treatment or services provided to support the employee's recovery. These may include but are not limited to physiotherapy, occupational therapy, psychology, rehabilitation counselling, podiatry, osteopathy, or chiropractic services.
- **Aids or equipment:** employees may also be provided with equipment to support them in their role and rehabilitation. These may include ergonomic office equipment, voice-to-text software, screen readers, lifting aids, braces and splints and so on.

Workplace rehabilitation aims to speed their recovery, improve function and symptoms, and provide employees with job and financial security. It also helps the university to retain their expertise and skills, demonstrate a commitment to employee safety and wellbeing, and reduce costs associated with workplace illness or injury.

Workplace Rehabilitation Process



Workers Compensation Process



How Griffith will support you

Your IM&W Partner

Your Injury Management & Wellbeing Partner sits within the Health and Safety Team and is the link between you and the various people involved in supporting your employee's return to work (e.g., their treating medical practitioner(s), WorkCover Queensland). If a direct report experiences a workplace injury or illness, the IM&W Partner will reach out to both you and the injured employee to guide you both through the workplace rehabilitation and/or workers' compensation process.

Your IM&W Partner can help you by:

- Providing workers' compensation forms and information, including helping you understand the application for workers' compensation.
- Providing you with information about your responsibilities, claims administration, and workplace rehabilitation roles.
- Will, speak to the employee's doctor or health professionals about their progress and return to work options, allowing you to then formulate the best RTW / Suitable duties plans.
- Develop suitable duties plans in consultation with you.
- Support you in seeking assistance from Payroll Services with leave inquiries.
- Ensure you are managing workers' compensation claims and workplace rehabilitation in accordance with relevant legislation and University policy.
- Speak with you about other support options available within Griffith – such as the Employee Assistance Program and Human Resources Services and Griffith's Early Intervention program.

How your IM&W Partner will manage confidentiality

Information obtained during the workers compensation and workplace rehabilitation process will be treated with sensitivity and confidentiality.

Your IM&W Partner will seek permission to access and/or release medical or rehabilitation information by asking employees to complete the Medical Authorisation Form. Only information that is relevant to their specific work-related injury or illness, and their rehabilitation and return to work process will be accessed and shared with you as the manager/supervisor.

The IM&W Partner will release information also to Human Resources only where that information is required for their workplace rehabilitation and return to work.

The IM&W Partner will create a confidential and secure file within SOLV- Griffith University Injury Management Database.

GSAFE

GSafe is Griffith University's cloud-based online incident, injury, hazard, and near-miss reporting system. This system has been developed specifically for the University's use and provides a standardised electronic reporting tool and can be accessed via the Health and Safety intranet site. Griffith managers/ supervisors must ensure Griffith complies with legislative requirements and proactively interrogate our incidents and illness data to reduce the instances of harm by:

- prompt reporting of all incidents involving staff, students, contractors, volunteers, and visitors, and investigate them as required via GSafe;
- recording and reporting of incidents in accordance with the *Work Health and Safety Act 2011* and associated *Regulations*;
- prompt action by supervisors to initiate action to prevent recurrence; and

Injury Management Database (SOLV)

Injury Management Information Pack: For Manager/ Supervisor

When you first connect with the Injury Management Team, they will create a unique SOLV identification number (ID). The SOLV ID will look like this: (GRN-INJ-123).

All email communication regarding the employee's illness/injury will be saved to their individual SOLV case file. To enable this to happen automatically and confidentially, we include their SOLV ID in the subject field of all emails and copy notes@solv.com.au into the CC: address field.

The notes@solv.com.au is not an external inbox, it is a file path that directs emails to their specific SOLV case file (using their individual SOLV ID). These stored emails can only be accessed by the Injury Management Team via the SOLV database.

When you reply to any injury management-related emails, please choose "reply all" so that your response is also sent to notes@solv.com.au. Please don't change the text in the subject field of these emails.

If you are sending us a new email, please include their SOLV ID (in brackets) in the subject line and also CC: notes@solv.com.au into the email.

Payroll/leave submission responsibilities

There are a few processes that need to be followed to ensure our employees are paid correctly when they sustain an illness or injury. The following processes will be managed by the IM&W Partner however you need to understand the process and at times ensure the IM&W Partner and payroll staff have all the information they need.

Non-Work-Related Injuries and Illnesses:

- Staff members enter periods of sick leave or other leave for approval by their manager/ supervisor. If a staff member is unable, you as their manager/ supervisor should email payroll@griffith.edu.au and request leave to be entered.
- Staff members must attach a copy of their medical certificate/Fitness for Work Checklist to the portal. Staff members are to send a copy of their medical certificate to IMWP and their manager/ supervisor.
- For staff who are receiving leave without pay – you as the manager/ supervisor should email payroll@griffith.edu.au to notify them that the period is about to cease and what the next payments should be.

Work-related Injuries and Illnesses:

Casual Staff

- WorkCover medical certificates are required to support a workers compensation claim and should be forward to the IM&W Partner ASAP – workrehab@griffith.edu.au
- IMW Partner will request information from you, payroll, and the injured worker in relation to the following and provide it to WorkCover Qld.:
 - Date commenced work at Griffith.
 - Hours of work, days of work or pay report with total earnings for the previous 12 months- from date of injury.
 - Hourly rate of pay.
- IMW Partner will provide casual staff members with a copy of the Wages Information Form (WIF) and ask that they complete it as needed.
- Causal staff members who are unfit for work will be paid directly by WorkCover Qld (except for the day of the injury and excess period) – IMW Partner to advise payroll of the excess amount once known.
- Casual staff member that returns to work on reduced hours should submit a time sheet for the hours worked only.
- Casual staff member to complete Payroll Information Form (supplied by IM&W Partner), detailing hours of work and unfit days and have this approved by supervisor.
- Casual staff member to forward Payroll Information Form to payroll@griffith.edu.au
- Payroll to complete the form and provide a copy to IMW Partner.
- IMW Partner to provide completed Payroll Information Form to WorkCover Qld

Continuing and Fixed term Staff

Initial Information requested from payroll following lodgement of claim:

IMW Partner requests the following information from payroll within 24hrs of lodgement using Payroll Information Form

- Date commenced Work at Griffith
- Work arrangement: award or contract
- Hours of work (weekly)
- Days of work
- Hourly rate of pay.
- Gross weekly earnings (including allowances – see below)

- IMWP will support the process by providing pay report and the above details to WorkCover Qld when requested.

Ongoing leave entries into Peoplesoft

- IMW Partner or manager/ supervisor receives a new WC med cert from a staff member or WorkCover Qld
- If a staff member is totally unfit, IMW Partner or manager/ supervisor advises payroll via payroll@griffith.edu.au of these dates.
- If a staff member is **partially** unfit, IMW Partner will advise payroll using the new Partial Incapacity Form

UniSuper Leave entries:

- Payroll Officer (Superannuation) notified of the application for Temporary Incapacity. Payroll Officer (Superannuation) forwards injury question set to IMWP within 48rs.
- IMW Partner completes injury/illness question set if able and aware of illness/injury and returns to Payroll Officer (Superannuation) within 24hrs.
- Payroll Officer (Superannuation) to complete employment question set and return to Super fund within 48hrs
- Payroll Officer (Superannuation) notified of TI Benefit acceptance, benefit commencement/end date and initial benefit period.
- Payroll Officer (Superannuation) advises IMW Partner and confirms absence from work (i.e. SLWOS/partial SLWOS). The payroll officer (Superannuation) requests SLWOS to be entered by Payroll Consultant for the initial benefit period and cc's IMWP
- Following each benefit review period, the Payroll Officer (Superannuation) will advise IMW Partner of the continuation of benefit, IMW Partner will confirm full or partial SLWOS, and the Payroll Officer (Superannuation) requests SLWOS to be entered by payroll for the benefit period and cc's IMW Partner.

Supervisor/manager responsibilities

You as the supervisor/manager will:

- Notify the IM&W Partner of the injury or illness as soon as possible.
- Support and encourage the employee during workplace rehabilitation, this may include regular email, phone calls or meetings to see how they are progressing (we recommend weekly contact).
- Assist the IM&W Partner to identify and coordinate suitable duties.
- Support reasonable adjustment to enable successful implementation of workplace rehabilitation and suitable duties.
- Monitor their progress regarding suitable duties.
- Continue normal performance review processes during workplace rehabilitation.
- Encourage co-workers to support the injured worker and only inform co-workers of their workplace rehabilitation as needed and as it relates to their work- maintain confidentiality wherever possible.

The injured/ ill employees' rights and responsibilities

If an employee has sustained a work-related injury/illness they have the right to:

- Choose their own treating medical practitioner.

- Apply for workers' compensation in accordance with the Workers' Compensation Procedures.
- Authorise the IM&W Partner to contact their treating medical practitioner for the purpose of workplace rehabilitation and return to work.
- Have the information relating to their workers' compensation claim and rehabilitation kept confidential and secure.
- Be provided with temporary suitable duties, if practicable.
- Consultation in the development of workplace rehabilitation or suitable duties programs.
- Representation if so desired.
- Access to Individual Grievance Resolution Procedures in accordance with university policy.

Their responsibilities in the workplace rehabilitation and workers' compensation process are to:

- notify you, their manager/ supervisor of the existence of any work-related injury/illness.
- Provide you with any Workers' Compensation Medical Certificates/Work Capacity Certificates for all absences/treatment subject to a workers' compensation claim.
- Advise their treating medical practitioner of the availability of workplace rehabilitation. If they require a suitable duties plan, they can ask their doctor or health professional to complete a Fitness for Work Checklist. This can then be provided to your IMWP.
- Communicate with their IM&W Partner about the workplace rehabilitation process and their return to work.
- Maintain an accurate record of hours worked, signed by you, and provided to the IM&W Partner.
- Continue participation in normal performance review processes during workplace rehabilitation.
- Focus on recovery and aim to stay at work in some capacity or return to work as soon as possible.

Grievances

If a grievance arises in relation to workplace rehabilitation, the Individual Grievance Resolution Procedure will apply. Additionally, if you think the case is complex you can initiate a Complex Case review via the IM&W Partner, HR, and or the Associate Director of Health & Wellbeing.

Working from Home considerations for employees

There is flexibility for working from home to be considered on a case-by-case basis to support suitable duties and a sustainable return to work. Any working-from-home arrangements must be agreed upon prior with the employee, their manager/supervisor, IM&W Partner, HR and their treating medical providers. If it is agreed that the employee can undertake suitable work from their home as part of their usual work requirements. The arrangement should be in accordance with Griffiths Work Location Policy and include:

- where the employee will perform the work (home-based work location)
- what hours/days of the week the work will be performed at home
- what equipment is required to perform the work safely and productively?
- communication methods
- work performance and expectations.

The Working from a Residential Worksite: Self-Assessment checklist must be completed. A copy of this completed form must be placed on the staff member's file (in addition to the final copy being retained by the supervisor and provided to the staff member).

To send to a staff member's file, send an email to recopy-staff@griffith.edu.au with the subject line:
Staff Number-04 Working from a Residential Worksite: Self-Assessment Checklist

What you can do to support their recovery and return to work

There are several things you can do to help your employees return to work:

- Promote a stay at work and recover work culture.
- Ensure workers feel productive, supported, and valued.
- Support and determine meaningful appropriate suitable duties.
- If they are away from work, keep in touch. Talk to them about how they can stay connected with what's happening at work. There may be updates you can send or teams meetings if they are at home.
- Try not to get frustrated if things don't always go smoothly. Rehabilitation can take time and requires patience. Try to stay positive.

Staying positive and creating a supportive work environment

Staying positive and facilitating a supportive work environment is essential to ensuring everyone in the team including the injured/ ill worker can thrive:

- Communicating clear expectations and helping all in the team to understand the suitable duties plan provides confidence in the return-to-work process.
- Maintain regular positive contact and active and constructive participation in any case management with IM&W Partner.
- Provide the right climate to promote successful stay at, or prompt return to work and claims resolution.
- Put aside prejudices about injured workers and their abilities. Avoid talk about them to other colleagues as this may impact recovery.
- Focus on the worker's capacity, not their incapacity.

Supporting employees with Disabilities:

With some simple adjustments to the workplace environment or usual practices, employers can ensure an inclusive environment for all staff members. Griffith University is committed to providing an accessible and inclusive workplace to enable people with disability to participate fully in all aspects of employment, including job design, recruitment and selection, the work environment, staff training and development, and performance management.

In keeping with the Disability Discrimination Act, 1992 (DDA), Griffith's Equity, Diversity and Inclusion Policy, and Disability Action Plan, the University will commit to applying the principle of reasonable adjustment to remove barriers to employment participation by people with disability. Reasonable adjustments will be made to enable appropriately skilled people with disability to perform the inherent requirements of their positions unless this is determined to cause undue hardship to our organisation.

While the legislation does not specify the types of adjustments required to avoid discrimination. Each case needs to be considered on its own merits. Some examples of reasonable adjustments may include changes to selection procedures, job redesign (including offering flexible working arrangements), alternative methods of information provision, additional training and specialist assistance, and workplace modifications (including the purchase or modification of equipment).

Informal arrangements can be made between a supervisor and a staff member without the involvement of the Injury Management and Wellbeing team (IMWT). Examples of these can include:

- Flexible working arrangements e.g., starting times or remote working within the provisions of the University's working-from-home policy and the Enterprise Bargaining Agreement
- Timetabling adjustments e.g., room allocation or starting time
- Small or inexpensive equipment example hands-free headset or ergonomic mouse
- Prearranged flexible hours e.g. leaving early for an appointment

Flexible work arrangements are available for staff whether they have a disability or not. Griffith recognizes that being able to balance personal priorities matters. All staff can apply to work flexibly as per the flexible work measures outlined in the relevant Enterprise Agreements and university policies.

Responding to Staff who share Information about Disability

Once an employee has shared information about their disability with you as the manager/ supervisor, you should offer to consider reasonable work-related adjustments. It is important to remember that a staff member with a disability can usually successfully perform their job with appropriate adjustments.

Sometimes, employees share information about their disability even though they don't require any specific assistance. This may be done to alert you to the possibility of future requirements. It's important to ask whether the staff member needs any support or adjustments and to be open to what is being requested of you if anything. This is a critical opportunity to speak openly with the staff member and listen carefully to the information shared with you. Avoid making assumptions about the person's ability and how it impacts their work life. If you feel unsure about how to support the staff member, the IM&W Partner can help.

Reasonable adjustment plans (RAPs)

The University can provide a RAP where a staff member with a disability requires formal workplace adjustments to accommodate their disability related needs, in accordance with our legal responsibilities under the Disability Discrimination Act (1992). A RAP outlines the specific workplace adjustments agreed to, in order to enable staff to have equal employment opportunity and work effectively. for further information please reach out to your IM&W Partner. Also, you can review Griffith's Supervisors Guide Supporting Staff with Disabilities.

Further Information/Resources

WorkCover Queensland

☎ 1300 362 128

🔗 More information about workers compensation and rehabilitation is available at [Worksafe.qld.gov.au](https://www.worksafe.qld.gov.au)

Health, Wellbeing and Coaching

The Griffith University has partnered with Converge International to provide a free confidential Health, Wellbeing and Coaching program available for all employees and their immediate family. HDR candidates are also invited to access this resource. Converge International will assist you to enhance your individual health and wellbeing and can support your entire work, health, and life journey.

As the services are delivered by an external provider, Converge International.

You can access these services by telephone, face-to-face, video counselling or online counselling.

☎ Toll-free 1300 687 327

When accessing the site for the first time, click on the Converge International website and click on the Book Appointment button (top right) to be directed to the Converge Self-Serve Book Appointment System.

ORGANISATIONAL CODE: **GRIFFUNI**

<https://convergeinternational.com.au/service/converge-app-landing-page/>

Superannuation Benefits

As a member of a super fund, you may be able to access a temporary incapacity benefit when you suffer an illness or injury and are unable to work.

For further information on temporary incapacity benefit and eligibility criteria, contact your nominated superannuation fund.

UniSuper

☎ 1800 331 685

🔗 www.unisuper.com.au

