



# **Injury Management Information Pack**

**For Employees**

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# Introduction

If you have been injured at work, this guide will help you to understand what you need to do and what you can expect during your 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. These supports are available to you in your own team and through your Injury Management and Wellbeing Partner (IM&W Partner) and 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 undue hardship for the work area. Non-work-related injury or illness rehabilitation will be offered on a case by case basis.

If the University decides there is capacity to offer rehabilitation, case management is undertaken via a partnership between IM&W Partners, HR Adviser/Business Partners, your direct manager/supervisor and always under the guidance of your 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 the 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 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:** changes to your role, tasks, or work hours during the rehabilitation process. Suitable duties are specially selected to match your capacity for work. They may be a modification to the hours or tasks within your normal role, or you may perform a different role for a time. These suitable duties will be documented in the Suitable Duties Plan and will be developed in consultation with you, your manager, your IM&W Partner, your treating healthcare professional(s), and other key parties. The suitable duties plan will be reviewed and modified as your needs and capacities change.
- **Rehabilitation Services:** treatment or services provided to support your recovery. These may include but are not limited to physiotherapy, occupational therapy, psychology, rehabilitation counselling, podiatry, osteopathy, or chiropractic services.
- **Aids or equipment:** you may also be provided with equipment to support you in your role and rehabilitation. These may include ergonomic office equipment, voice-to-text software, screen readers and so on.

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

## 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.

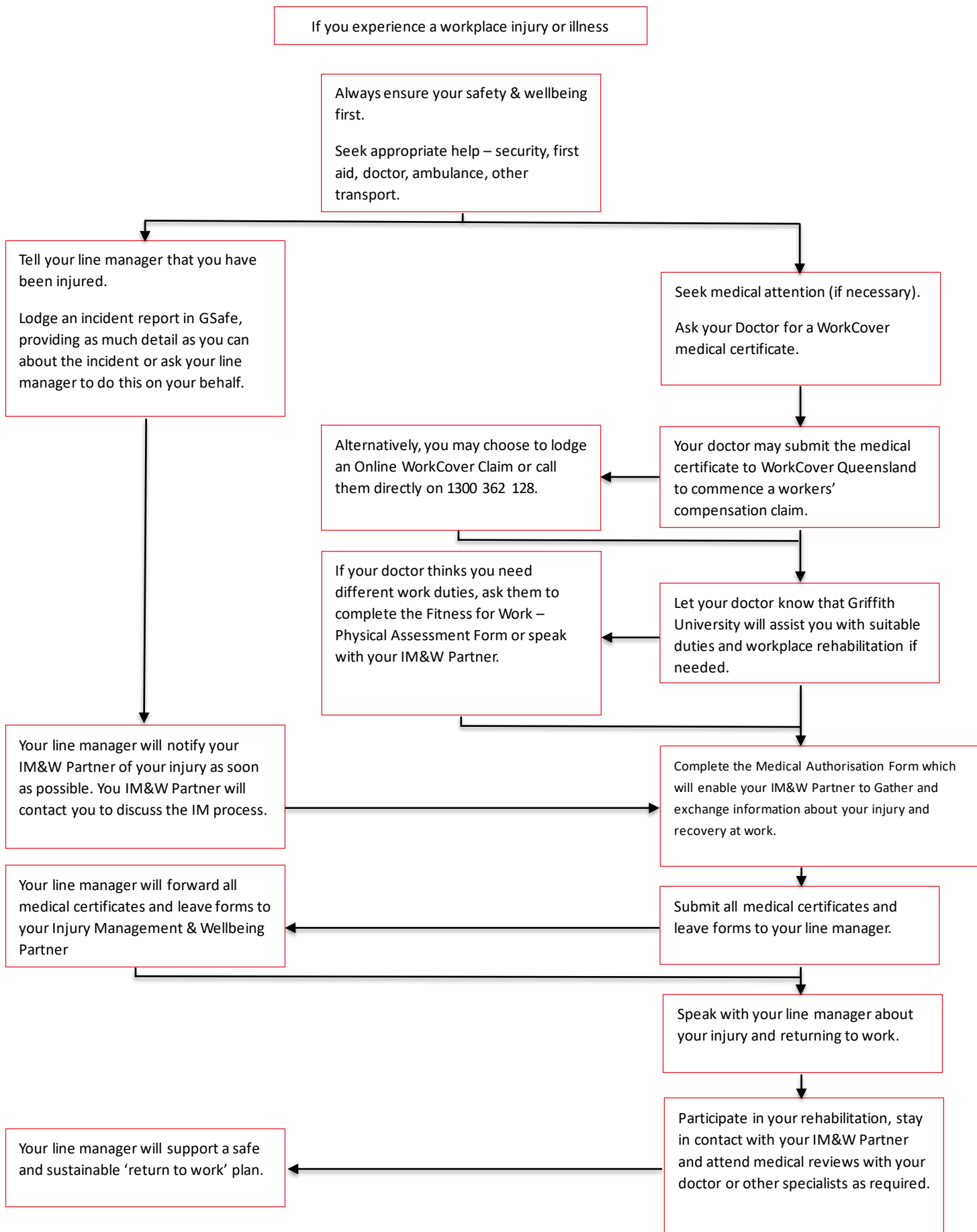
## What are "Journey Claims"?

. If you suffer an injury while you are travelling to or from work, you may be covered by WorkCover Queensland. This is referred to as a "journey claim". A journey claim includes journeys between:

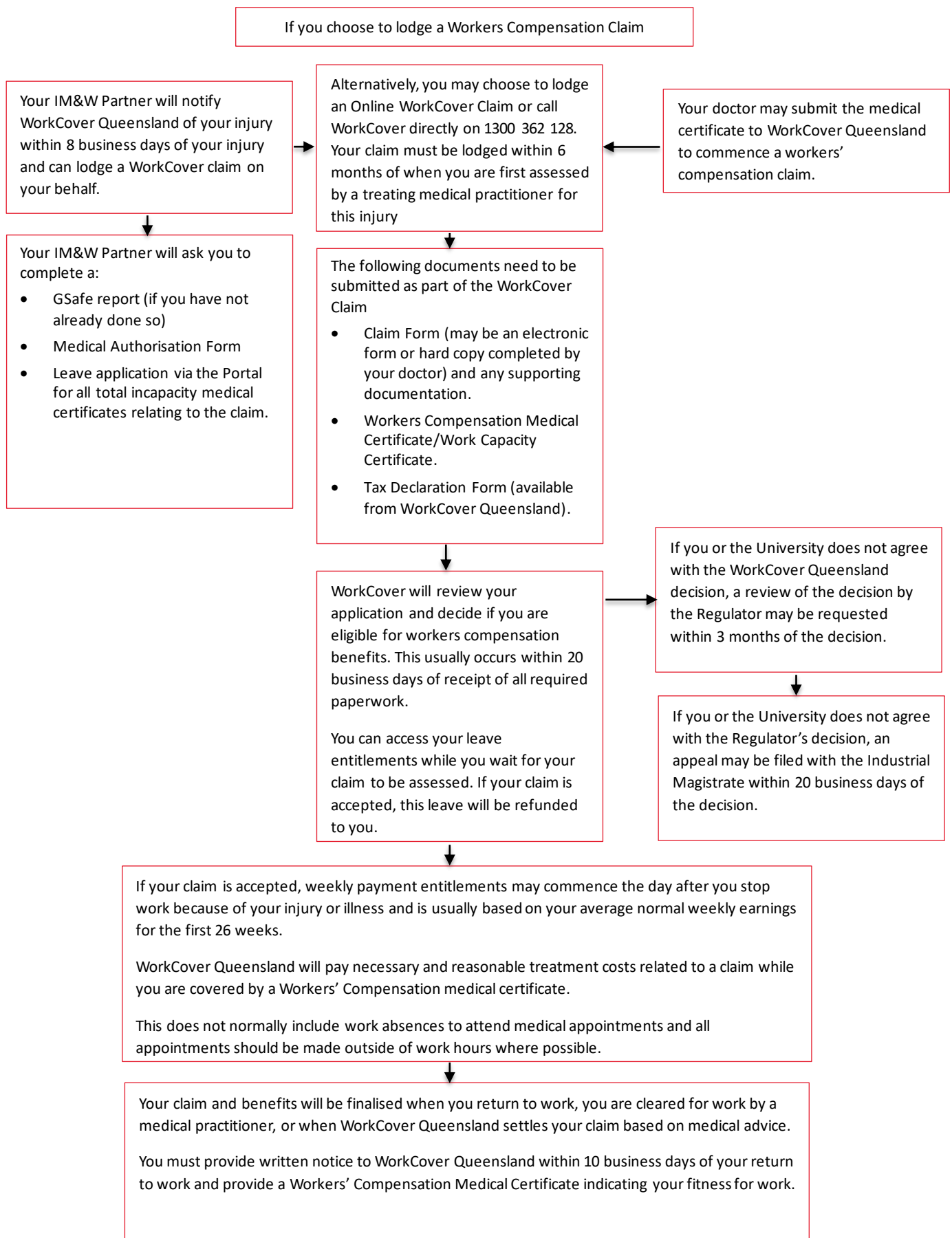
- Your home and workplace;
- Your workplace and a place of trade or training which you are required to attend for work;
- Your workplace and a medical or rehabilitation appointment; and
- Your employment with one employer and employment with another employer

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

# Workplace Rehabilitation Process



# Workers Compensation Process



# How we 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 your return to work (e.g., your treating medical practitioner(s), your manager, your supervisor, WorkCover Queensland). If you experience a workplace injury or illness, your IM&W Partner will reach out to you to guide you 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 with your application for workers' compensation.
- Notifying your supervisor of the work-related injury/illness and providing them with information about their responsibilities, claims administration and workplace rehabilitation.
- With your consent, speak to your doctor or health professionals about your progress and return to work options.
- Developing a suitable duties plan in consultation with you, your treating medical practitioner(s) and your supervisor/manager.
- Monitoring your leave balances during work absences, and liaising with you, your supervisor and Payroll Services around your leave as required.
- Seeking assistance from Payroll Services with leave enquiries.
- Arranging reimbursement of your leave entitlements for accepted periods of total and partial incapacity.
- 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 your permission to access and/or release medical or rehabilitation information by asking you to complete the Medical Authorisation Form. Only information that is relevant to your specific work-related injury or illness, and your rehabilitation and return to work process will be accessed.

The IM&W Partner will release information to your managers, supervisors, and Human Resources only where that information is required for your workplace rehabilitation and return to work.

Your IM&W Partner will create a confidential and secure file within SOLV- our Injury Management Database.

## Injury Management Database (SOLV)

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

All email communication regarding your illness/injury will be saved to your SOLV case file. To enable this to happen automatically and confidentially, we include your 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 your specific SOLV case file (using your 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 your SOLV ID (in brackets) in the subject line and also CC: notes@solv.com.au into the email.

## Your supervisor

Your supervisor/manager will:

- Notify your IM&W Partner of your injury or illness as soon as possible.
- Support and encourage you during workplace rehabilitation, this may include regular email, phone calls or meetings to see how you are progressing.
- 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 your progress regarding suitable duties.
- Continue normal performance review processes during workplace rehabilitation.
- Encourage your co-workers to support you and only inform co-workers of your workplace rehabilitation as needed and as it relates to their work.

## Your rights and responsibilities

If you have sustained a work-related injury/illness you have the right to:

- Choose your own treating medical practitioner.
- Apply for workers' compensation in accordance with the Workers' Compensation Procedures.
- Authorise the IM&W Partner to contact your treating medical practitioner for the purpose of workplace rehabilitation and return to work.
- Having the information relating to your 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 Procedure in accordance with university policy.

Getting the most out of your appointments with your doctor or treatment provider is important for your recovery. If your treatment provider isn't familiar with what you do in your job, you can help by:

- Providing a copy of your position description and/or a list of your duties
- Talking about specific requirements of your job and what you can do, not just what you can't.

If you are unable to return to work, your treatment provider may be able to provide advice about activities you can do independently to continue your recovery and improve your capacity for work.

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

- notify your supervisor of the existence of any work-related injury/illness.
- Provide your Supervisor with any Workers' Compensation Medical Certificates/Work Capacity Certificates for all absences/treatment subject to a workers' compensation claim.
- Advise your treating medical practitioner of the availability of workplace rehabilitation. If you require a suitable duties plan, you can ask your doctor or health professional to complete a Fitness for Work Checklist. This can then be provided to your IMWP.



- Communicate with your IM&W Partner about the workplace rehabilitation process and your return to work.
  - Maintain an accurate record of hours worked, signed by your supervisor, 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.

# What you can do to support your recovery and return to work

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

- ✓ Ask your treating health practitioner to write details about what you can do on your *Work Capacity Certificate*. This should include any restrictions, such as difficulty with bending, lifting or the requirement for regular breaks.
- ✓ Your IM&W Partner and supervisor will call you to see how you are. Talk to them about your progress and the parts of your job you think you can do. If you haven't heard from your employer, you may consider giving them a call.
- ✓ Ask your treating health practitioner and IM&W Partner to talk to each other about the plans for your return to work and the suitable duties that are available for you.
- ✓ You can have someone represent, assist and support you at any stage of the return-to-work process. This can be anyone except a legal practitioner.
- ✓ Talk to your IM&W Partner if you experience difficulties when you return to work. Be careful not to aggravate your injury or illness by doing too much too soon.
- ✓ You may need additional help or support to return to work. If you need assistance, you can contact your IM&W Partner, the WorkSafe Advisory Service, your employer, or your union.

## Staying positive


Staying positive and keeping active after an injury can benefit your rehabilitation and your general wellbeing. If you feel that your supervisor, treating health practitioner or IM&W Partner can do more to assist you get back to work, talk to them. The following tips may also assist your rehabilitation:

- ✓ Focus on what you can do, rather than what you can't.
- ✓ Talk to your treating health practitioner about how you may be able to stay active. Staying active after injury reduces improves function and symptoms and helps you return to your usual activities at home and at work sooner.
- ✓ Talk to your family about how they can support you and help you to get better.
- ✓ If you're away from work, keep in touch with your supervisor and co-workers. Talk to them about how you can stay connected with what's happening at work. There may be updates they can send you.
- ✓ Try not to get frustrated if things don't always go smoothly. Rehabilitation can take time and requires patience. Try to stay positive.

# 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)

## Workplace Wellbeing and Counselling

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](https://www.unisuper.com.au)

