# RETURN TO WORK PROGRAM

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1 INTRODUCTION

This Return to Work (RTW) Program is to be read in conjunction with the University of Sydney Injury and Illness Management Policy 2015 and Injury and Illness Management Procedures 2015.

2 AIM

The University will provide injury management assistance to staff who sustains a work-related illness or injury in order to support them to achieve a timely, safe and sustainable return to work.

The aim of University of Sydney RTW Program is to ensure;

That a culture of acceptance and engagement for workplace rehabilitation exists
That University of Sydney has a clear and well-understood process to support an early, safe and ongoing RTW of any worker who has a work-related injury/illness
Staff understands what action to take in the event of a workplace injury
The role of the Injury Management Coordinators and of the RTW Coordinator is adequately supported by University Management
Security of rehabilitation files in order to guarantee confidentiality for all stakeholders

University of Sydney will not disadvantage employees whilst participating in the process of RTW. Our injury management objectives are in line with the legislation to ensure successful RTW outcomes are achieved in a timely manner in line with medical guidance.

3 OVERVIEW

The University of Sydney has developed this RTW Program to outline the procedures that will be followed for all staff who sustain a work related or non-work related injury or illness. The RTW Program is a series of policies and procedures which will be followed for all employees in the event of a workplace injury.
The University of Sydney is committed to ongoing quality service provision and improvement to ensure all employees are provided a network of assistance and support in managing and preventing workplace injuries and safe, early return to work following an injury.

Any enquiries about the University of Sydney IM Policy and/or RTW Program may be directed to Injury Management Services.

Employees may also wish to seek information or assistance from any of the following: Central WHS Committees, Health and Safety Representatives in their area, WorkCover NSW, union. Employees who have difficulty reading or understanding English will be provided with interpreter or translation services, facilitated by Injury Management Services.

4 WHAT IS WORKPLACE INJURY MANAGEMENT?

Workplace injury management is defined as:
“The process that comprises activities and procedures that are undertaken or established for the purpose of achieving a timely, safe and durable return to work for workers following workplace injuries”. (Section 42: Workplace Injury Management and Workers Compensation Act 1998).

Effective injury management commences immediately upon report of injury or illness is reported and takes account of the individual’s state of psychological as well as physical recovery.

The University of Sydney recognise that effective early workplace injury management provides physical, psychological and financial benefits to staff members, minimises disruption to work and reduces costs. Following injury or illness, staff members return to work in accordance with the advice of treating health professionals and gradually resume their usual duties or are given other appropriate work, if practicable.

5 GUIDING PRINCIPLES

The University is committed to:

Preventing workplace injury/illness by providing a safe and healthy working environment (see the University of Sydney Work Health and Safety Policy)
Informing employees and supervisors of their responsibilities under the Workers Compensation Act 1987 (as amended) and the Workplace Injury Management and Workers Compensation Act 1998

Implementation of this Workplace Return to Work Program which has been developed in conjunction with our Insurer’s Injury Management program and working collaboratively with our insurer at all times

Ensuring a safe return to work occurs as soon as possible after injury
Providing professional Injury Management Coordination focused on a Return to Work Outcome
As part of the above, negotiating and providing suitable duties, as a key part of the injury management process

Ongoing and open communication with all key stakeholders in the Injury Management process, including regular phone and/or personal contact and passing on of documentation to relevant University and external stakeholders (eg: insurer)

In relation to above: maintaining confidentiality whilst at the same time ensuring the injury management process is transparent in terms of process and what stakeholders may expect to happen

Consulting with staff and unions to ensure injury management operates effectively Ensuring participation in a return to work program does not disadvantage a staff member. Maintaining confidentiality of rehabilitation, health, personal and insurance information relating to staff members Continuous improvement of this and all our processes and service delivery

Support the Australian Consensus Statement on the Health Benefits of Work, particularly recognising that long term work absence, work disability and unemployment have a negative impact on health and wellbeing (source: Australasian Faculty of Occupational & Environmental Medicine (AFOEM) Royal Australasian College of Physicians, 2011)
Providing all employees access to this and a summary of the RTW Program in electronic form via the internet and paper form throughout the workplace

The University commits to reviewing this Return to Work Program every two years or sooner if there is a change to legislation, insurer or another external requirement.

The University is also committed to supporting the return to work of staff with non-compensable or non-work-related injury or illness through Injury Management Services.

### 5.1 CONTACTS

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<thead>
<tr>
<th>Title</th>
<th>Phone</th>
<th>mobile</th>
<th>Email</th>
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<tbody>
<tr>
<td>Manager, Injury Management Services</td>
<td>9351 4052</td>
<td>0421 460 750</td>
<td><a href="mailto:justine.sarin@sydney.edu.au">justine.sarin@sydney.edu.au</a></td>
</tr>
<tr>
<td>Injury Management Coordinator</td>
<td>9351 4714</td>
<td>0401 668 974</td>
<td><a href="mailto:adrian.cuenca@sydney.edu.au">adrian.cuenca@sydney.edu.au</a></td>
</tr>
<tr>
<td>Injury Management Coordinator</td>
<td>9351 7631</td>
<td>0402 968 330</td>
<td><a href="mailto:james.parsons@sydney.edu.au">james.parsons@sydney.edu.au</a></td>
</tr>
<tr>
<td>Injury Management Coordinator</td>
<td>8627 0658</td>
<td>0427 468 632</td>
<td><a href="mailto:edina.delic@sydney.edu.au">edina.delic@sydney.edu.au</a></td>
</tr>
<tr>
<td>Wellbeing Coordinator</td>
<td>9351 4178</td>
<td>0434 070 793</td>
<td><a href="mailto:fiona.wolfenden@sydney.edu.au">fiona.wolfenden@sydney.edu.au</a></td>
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WorkCover NSW Claims Assistance Service: 131 050
Interpreters Ethnic Affairs Commission: 1300 651 500
Insurer for The University of Sydney: Allianz Australia Worker’s Compensation (NSW) Limited

5.2 WORKPLACE REHABILITATION PROVIDERS

The University primarily relies upon its internal Injury Management Coordinators for Workplace Rehabilitation. All Injury Management Coordinators have relevant health qualifications.

Delivery of Injury Management Services is available for all satellite campuses in the same form. Injury Management Coordinators will visit clients on our satellite campuses whenever the need arises.

Additionally, the University has agreements with the following approved Rehabilitation Providers for specific cases and is assigned with Insurer approval to assist in the injury management and return to work for University employees:

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<th>Name of Service Provide</th>
<th>Contact Details</th>
<th>Type of Services</th>
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<tr>
<td>Injury Treatment</td>
<td>Brooke Taylor, GM&lt;br&gt;Ph: 02 9715 5677&lt;br&gt;M: 0423 319 019&lt;br&gt;E: <a href="mailto:brooke.taylor@injurytreatment.com.au">brooke.taylor@injurytreatment.com.au</a></td>
<td>Pre-Liability Assessments&lt;br&gt;Functional Assessments&lt;br&gt;Suitable Duties and RTW Plan support&lt;br&gt;Redeployment (same employer) Redeployment (new employer) Management of Specialist referrals (complex treatment cases)</td>
</tr>
<tr>
<td>BRS Consulting</td>
<td>Belinda White&lt;br&gt;Ph: 02 9555 6066&lt;br&gt;E: <a href="mailto:admin@brsconsulting.com.au">admin@brsconsulting.com.au</a></td>
<td>Suitable Duties assessments&lt;br&gt;Case Conferencing&lt;br&gt;Return to Work (same employer)</td>
</tr>
<tr>
<td>Rehabworks</td>
<td>Uyen Maxwell&lt;br&gt;Ph: 0422 404040&lt;br&gt;E: <a href="mailto:uyen@rehabworks.net.au">uyen@rehabworks.net.au</a></td>
<td>Return to Work (new/same employer)&lt;br&gt;Work Capacity</td>
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During the normal course of business, agreements may be reached with other Workplace Rehabilitation providers and these details will be added to the RTW Program. Other approved providers are available and may be used if their services or location are more appropriate to the individual’s needs.
The University Workers Compensation Insurer has the discretion to approve the services of an accredited Rehabilitation Provider. If the Insurer has approved the involvement of a Provider, staff members retain the right to nominate an approved Workplace Rehabilitation Provider of their choosing.

6 ROLES AND RESPONSIBILITIES

This section specifies the responsibilities of all key stakeholders and the roles they take in the Injury Management and Workers Compensation process.

<table>
<thead>
<tr>
<th>University Senior Management</th>
<th>Is responsible for</th>
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<tr>
<td></td>
<td>Leadership in developing a safe work culture and support for effective Injury Management model</td>
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<td></td>
<td>Commitment to implementation of effective Injury Management model</td>
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<td>Provide adequate resources to ensure that the Injury Management model may be effectively implemented and best practice injury management may occur all time</td>
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<td>Promotion of fairness and equity for all stakeholders involved in the RTW process</td>
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<p>| Dean, Head of School (HoS), Head of Discipline (HoD), University Supervisor, Faculty Manager, Manager or Supervisor | Reporting of all workplace injuries (whether they incur time lost, medical treatment or simply first aid) within 24 hours of their occurrence or the manager being informed of the occurrence, |
|----------------------------------------------------------------------------------------------------------------| Recognising and actively working towards an effective injury management model in conjunction with the University of Sydney Injury Management Services and other key stakeholders, |
|                                                                                                               | Is committed to the University of Sydney RTW Program and supports his/her employees in its implementation and management, |
|                                                                                                               | Ensuring that employee is able to report incident via RiskWare, |
|                                                                                                               | Ensuring that employee understands the process for reporting injuries and lodging claim for Workers Compensation. |</p>
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<tr>
<th><strong>Injury Management Coordinator</strong></th>
<th>Lodging injuries with insurer within 24 hours of incident being lodged in RiskWare Contact (usually by phone) with injured employee within 24 hours of lodging claim Educate employee about process to follow and inform his/her of access to treatment, wages entitlements etc Provide employee with initial claims pack (email or paper based) within 24 hours of lodging claim Facilitate access of employee to appropriate treatment Conduct an initial Claims Strategic Risk Rating within 7 days of lodging claim Facilitating access to treatment and services as guided by Strategic Assessment and medical advice Maintaining case files of each claim in a complete and confidential manner and in accordance with Injury Management Services standards. All files are securely stored on the internet based program called injury connect. Only Injury Management Coordinators have access to the program.</th>
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<td><strong>Insurer</strong></td>
<td>Allianz informs employees and injured workers of their responsibilities and administers most claims processes. Allianz also issues and administers workers’ compensation insurance policies on behalf of Workcover NSW. Some of Allianz’s injury management responsibilities include; Contacting the injured worker and employer (and the treating doctor if required) within three business days of notification to ensure the worker receives the necessary assistance to recover and return to work. Manage the payments of weekly benefits and any reasonably necessary medical expenses. Determine liability for all claims for compensation Inform the University of all Liability and approval decisions Develop a meaningful Injury Management Plan (IMP) for all workers with a significant injury, and always through consultation with the injured worker, the employer and the doctor. Ensuring that all stakeholders understand and comply with their obligations under the IMP Ensuring that employers are made aware of their legislative obligations in relation to the insurer’s Injury Management Program Within 7 days of being notified that a worker has sustained a significant injury, the insurer must begin provisional payments of weekly benefits and medical expenses, or advise the worker of why they will not make payments. Must inform the worker that entitlements to weekly benefits can be suspended if the worker does not reasonably comply with the Injury Management Plan. Procedures in place for an injured worker to change their NTD and must inform the injured worker of these requirements. Ensuring that any referrals for Workplace rehabilitation are approved by the University Injury Management Group Must consult with the injured worker, employer and NTD when referring to a rehabilitation provider. They must advise the injured worker that they can select a rehabilitation provider and must inform the injured worker of the</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibilities</td>
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| Injured Employee                          | Notifying that an incident resulting in an injury or suspected has occurred within 24 hours via RiskWare  
Seek appropriate treatment and obtain a NSW WorkCover medical certificate at the time of receiving treatment.  
Lodging claim either via RiskWare or by contacting supervisor and handing in the medical certificate immediately upon seeking treatment or requiring time away from the workplace as a result of an incident  
Complete insurer and University documentation as provided in the initial claims pack within 24 hours of seeking medical treatment (if this is not possible then another person may do this on behalf of the employee)  
Informing his/her supervisor about nature of treatment, expected absences from work or restrictions on duties or special requirements for the period of rehabilitation  
Being actively involved in their recovery for work program |
| GP / Medical Treatment Provider/Nominated Treating Doctor | Participating in the development of and implementation of Injury Management and RTW Plans  
Agrees to be the NTD by completing the Doctors section of the WorkCover Medical Certificate, and arranges and monitors appropriate treatment  
Be available for consultation at all stages of the RTW and rehabilitation process to ensure the injured worker is recovering and fit to increase to the next stage  
Conduct a review of the injured worker’s fitness for work on evidence based medical grounds. Where appropriate specify restrictions to guide the workplace to allocate suitable duties  
Communicating with the insurer and the University IMC in relation to Injury Management and RTW plans for injured workers  
Reviews the progress of recovery of the injured worker at least monthly |
| Approved Workplace Rehab Provider          | Provision of advice and consultation about RTW and utilise correct documentation  
Demonstrating a positive attitude towards the University and the RTW process  
Provision of an independent and objective service (i.e. not be an advocate for either the injured worker or the employer)  
Assessment of an injured worker’s physical and emotional capacity and rehabilitation needs  
Timely and appropriate retraining and/or redeployment if return to pre injury duties is not possible  
Maintaining open communication and work cooperatively with all treating health professionals and key stakeholders at all times  
Apply Privacy Principles according to the Privacy Act in all dealings with key stakeholders  
Prompt response to referrals  
Ongoing emphasis on early RTW  
Service delivery in cost effective, timely and proactive way and in accordance with University of Sydney and/or insurer agreement/s. |
6.1 RETURN TO WORK HIERARCHY

The University of Sydney endeavors to follow the RTW Hierarchy in the manner that best suits each case. In most cases, Return to work will follow the general pattern of the employee fulfilling a transitional period of suitable alternative duties and then a graded return to his/her pre-injury role in the same work area. However at times, alternative solutions as per the RTW Hierarchy may be considered in consultation with all key stakeholders.

6.2 WHS SERVICES ACTION REQUIRED IN THE DEPARTMENT AFTER REPORT OF INJURY/ILLNESS

An "Injury, Illness and Incident Report is to be lodged on RiskWare and investigation of the circumstances and recommendations on action to prevent similar incidents in future. The workplace is inspected and work practices are examined under the supervision of the Head of School/Head of Administrative Unit or their nominee. Any essential modifications are made as soon as possible.

The injured employee is expected to participate and cooperate with work group efforts to improve workplace health and safety.

It is essential that fellow staff members recognise the benefits of workplace-based injury management are supportive of the injured person and cooperate in reasonable workplace changes designed to assist rehabilitation.

Temporary staff may need to be employed to maintain the department's normal operations without adding risk of injury or illness to other staff members.

Failure to address workplace health and safety issues related to an injury can delay progress with injury management. Head of School / Head of Administrative Unit should consult with the work group to solve workplace health and safety issues. Where a local solution cannot be determined, the Head of School / Head of Administrative Unit may seek additional assistance through Safety Officers, OHS Committees and the Injury Management Office. Discussion of individual staff members’

Personal medical/injury management details in open meetings should only proceed on a need to know basis as per the confidentiality guidelines (Refer Section 14.)

If a work-related injury results in an employee being unable to return to their original pre-injury role, then the University endeavors in every case to redeploy that employee into a suitable alternative role within the University. Where this becomes impossible, then assistance with redeployment via resume building and job seeking will be provided unless the employee does not wish that assistance. Assistance can be sought from the Universities redeployment department which is under talent and organizational development.
Injured workers will not to be dismissed within six (6) months of becoming unfit for employment as a result of a work-related injury.

6.3 RETURN TO WORK PROCESS

The University recognises that it important that employees remain at work or returns to work as soon as possible and that this is beneficial to the health of that employee as well as beneficial to the operations of the workplace. An individual return to work plan is developed for each staff member, in the following circumstances:

Where there is expected to be 5 days or more absence from the workplace
Where there will be any restrictions of duties in the usual workplace

The Return to Work Plan will

Be prepared in consultation with the treating doctor
Identify temporary suitable duties for the injured staff member
Be reviewed at least every 2 weeks or in line with medical recommendation
Be subject to IMS risk assessment procedures to ensure focus on the RTW outcome. Take into account redeployment or approved workplace rehabilitation provider involvement if assessed as necessary
Agreement of all stakeholders to the RTW Plan will be documented on the plan

Alternative Duties will be selected on the basis of:

The nature and severity of the injury/illness
Employees age, education, skills and work experience
Medical advice from treating doctor, treating health professionals and the workplace rehabilitation provider
The expected time frame for return to full capacity
Availability of duties within the employees department or elsewhere within the University.
7 INJURY MANAGEMENT PROCESS FLOWS

7.1 CLAIM NOTIFICATION AND ASSESSMENT PHASE

- Notified as a workplace injury
  - Insurer notification made via Injury Connect (within 1 hour)
    - Phone contact made with employee (within 4 hours of notification)
    - Phone contact / visit manager (within 1 day of notification)
    - Phone / visit Doctor (within 1 week of notification)
    - RTW and Treatment Plan completed (2 days after contact with Dr)
  - 1. Phone insurer; 2. Forward documentation already in place from process 1
  - Develop liability and treatment strategy with insurer
  - Monitor insurer decision making closely
  - Case returns to CMG for RTW
  - Liability Determined
  - A
    - Notification becomes a time loss / RTW claim
### 7.2 INITIAL INJURY MANAGEMENT PHASE

The Initial Injury Management Phase

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<td>Claim &amp; RTW Process</td>
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Employee sustains an injury as a result of an incident and lodges an RTW on RiskWare.

**IMMC Group receives notification of injury and forwards to Allianz as notification of a claim.**

**IMMC lodge on internal claims database.**

**Initial Claim pack sent to employee (paper and email).**

**IMMC contacts injured employee and their manager.**

**Identifies potential suitable duties.**

**Communication with insurer for M Plan.**

At 2 days or 7 days post date of injury lodgement, a Claim Risk Assessment is conducted (see attachment).

**IMMC liaises closely with employee and treating professional, departmental head, and approved rehabilitation provider (where appropriate).**

- Monitors RTW plan at least fortnightly.
- If employee wishes then relevant union is also involved.

**When no suitable duties in original department are available then the employee may be offered temporary relocation to an alternative area of the university.**

**IMMC will liaise with employee, manager, HR to establish suitable alternative duties in another location and build these into a time limited RTW plan aimed at assisting the employee with upgrading towards their pre-injury duties.**

**Employee’s salary is paid in line with the Workers Compensation legislation and based on their FAWE. Conditions of employment are not affected whilst they are on suitable duties as part of a RTW Plan.**

This is communicated to the staff member and their manager.

**Prompt acceptance of suitable duties ensures that employees of the University of Sydney are fulfilling their obligations under the Workers Compensation and Injury Management Act (1988).**

This also ensures that both the University of Sydney and Employee are complying with the Insurers Injury Management Plan.

**In the event that suitable duties are not available then Employee’s salary is maintained in accordance with S 33 of the Workers Compensation and Injury Management Act (1998).**

**After 4 weeks a case review meeting is held where details of the claim RTW progress, treatment barriers to achieve a full return to work are discussed.**

**Participants at this meeting include IMS, HR, OCG, and CMS Future.**

**Strategy for the claim is agreed.**

**IMS then communicates any agreed actions to the injured employee.**

**Confidentiality is maintained and information provided is subject to National Privacy Principles.**

**Claims which extend beyond 6 weeks are subject to extended injury management.**
7.3 EXTENDED INJURY MANAGEMENT PHASE

Claims may be identified as long term once it is clear that more than 4 weeks of injury management will be required. At this stage then Extended Injury Management practices are instigated.

Whilst progress continues to be made towards the agreed long term goal (pre-injury duties, permanently modified duties or redeployment in line with the RTW hierarchy) then the University is committed to continuing to provide further support to assist.

IMC will discuss implications of long-term injury management with departments and assist them with consideration of resources required to assist in supporting other staff within the work area, appropriate staffing arrangements and impact on budget. These discussions will occur in collaboration with the appropriate HR Relationship Manager and Advisor.

Once incapacity reaches 26 weeks then the statutory rate applies and this usually results in a drop in salary. IMC will notify the Employee and department that this going to occur 6 weeks prior to the 26 week point. Assistance will be provided to the department to negotiate accommodation of alternative duties and extended treatment requirements via Injury Management with the assistance of HR and our Insurer.
7.4 UNSUCCESSFUL RETURN TO PID/ CESSATION OF INJURY MANAGEMENT

UN SUCCESSFUL RETURN TO PID / CESSATION OF INJURY MANAGEMENT

University of Sydney

Unsuccessful PID / Cessation of IM
October 2014

The University is committed to trying to further assist employees who are medically not able to return to their pre-injury duties but remain fit for some work. IMC in collaboration with HR will also ensure that all conditions of the relevant EA are met. It must be noted however that the University cannot give an undertaking to provide employment on an unlimited basis.

Where it has been identified that an employee will never be able to return to pre-injury duties then the IMC will undertake the following courses of action:

- Injury Management will notify the employing department, the staff member and their Union Representative where applicable, of the range of assistance available and seek to clarify the expectations and obligations of all parties in this process.

The University, through the insurer, may seek additional medical information to clarify medical needs if staff advises they cannot return to their pre-injury duties.

Staff who have been medically certified with permanent restrictions associated with their pre-injury duties will receive assistance from the Injury Management Coordinator or Rehabilitation Provider in establishing formal negotiations with their original department. These negotiations are to seek formal agreement on permanent accommodation of medical restrictions and job modifications to the pre-injury role. Such negotiations will need to be focused on the inherent requirements of the pre-injury position. Consultation with Industrial Relations, Personnel, Case Management Group and Union representatives may be recommended to staff and departments in these situations.

Where the above negotiations do not prove successful, the employing department will be requested by the Injury Management Coordinator to explore the availability of suitable long term alternative positions in their department.

Once temporary suitable duties cease at the university, the insurer will inform the staff member of their obligations to actively seek work as per Section 33 of the Workers Compensation Act 1977 (as amended) and the Workplace Injury Management and Workers Compensation Act 1995. The insurer will request the staff member submit a job seeking diary detailing job seeking activities undertaken.

Staff can receive assistance from an accredited Rehabilitation Provider to help them in seeking new long term appropriate employment both within and external to the University, including assistance with resume development, job applications, interview skills, formal training courses and work experience style programs outside the University. The Rehabilitation Provider will formally assess the staff members skills, experience and interest areas and help to identify specific employment goals.

Concurrently the University redeployment department is available to assist with internal redeployment advice and guidance with job vacancies at the University in line with these assessed skills and interests. The redeployment group can advise the staff member of opportunities for:
- Job applications
- Application for job transfers
- Short term on the job skill development

Funds may also be available from the insurer or WorkCover NSW as per the Workplace Injury Management and Workers Compensation Act 1995, Section 53 to assist with upgrading of work skills or retraining when a staff member does not have sufficient transferable skills to obtain suitable new employment. The staff member may also be assisted to approach their department to fund specific training assistance to improve their prospects of obtaining new suitable employment.
### 7.5 CONCLUDING INJURY MANAGEMENT AND CESSATION OF EMPLOYMENT

#### CONCLUDING INJURY MANAGEMENT AND CESSATION OF EMPLOYMENT

Injury Management in the workplace will conclude when the staff member:
- Resumes and maintains all the duties of the position to which he/she was appointed
- Completes an agreed injury management plan
- Is successful in gaining appointment to another position in the University, the duties of which fall within their medical restrictions
- Is considered, likely to gain no further benefit, or only minimal benefit, from continued rehabilitation
- Withdraws from the program, having been advised of further action that may need to be taken by the University and the Workers Compensation Insurer e.g., insurer suspension of benefits for non-participation

Cessation of Employment

Termination of Employment

Staff will be supported in seeking guidance from their union representative on these complex employment matters. Should a staff member wish, then a Union representative shall be included in all discussions on employment matters with the staff member.

In accordance with the NSW Workers Compensation Act 1987 (as amended) and the Workplace Injury Management and Workers Compensation Act 1996, the University’s workers compensation insurer is required to notify individuals of their requirements for seeking suitable new employment and active participation in rehabilitation when employment with the University ceases.

At the cessation of employment with the University the Workers Compensation Insurer will maintain the staff member's validity in accordance with the provisions of the NSW Workers Compensation Act 1987 (as amended), and the Workplace Injury Management and Workers Compensation Act 1996.
7.6 LEAVE FORMS AND MEDICAL CERTIFICATES

Staff members with a workers compensation claim who are absent from work or working reduced hours must submit leave forms for all time lost. These are to be signed by the head of the department and forwarded with supporting medical certificates to the Injury Management Services, Building J12 or via Email (see contact details above).

7.6.1 ANNUAL LEAVE WHILST ON WORKERS COMPENSATION

Employees need to submit ongoing Workcover NSW Certificate of capacity throughout the course of their workers compensation claim.

7.7 DISPUTE RESOLUTION

7.7.1 LIABILITY DISPUTES

In cases where a University employee disputes either decisions made on their claim or the direction that is being taken on a claim a number of options will be made available.

1. The Injury Management Services representative will meet with the Employee (and union representative if that is the wish of the Employee) to understand the nature of the dispute about liability. Following that meeting follow up actions will be pursued.

   a. These may be (but are not limited to the following)
      i. Assistance may be given to the Employee to arrange an Independent Medical Examination so that they may gather further medical evidence regarding their injury, work relatedness and advice regarding workplace accommodation of the injury and treatment.
      ii. A claim liability meeting with Allianz will be arranged where the claim can be reviewed
      iii. Advice regarding further action may be given

2. For disputes about claim decisions made by the insurer: Contact CAS – details: WorkCover Claims Assistance Service (CAS)

CAS provides assistance to injured workers and employers with questions about workers compensation and injury management. Ph: 3 10 50
7.7.2 WORK CAPACITY DISPUTES

If an Employee disputes his/her work capacity assessment (conducted as per the NSW Workers Compensation Amendment Bill, 2012) then support may be given to

a. Better understand the nature, impact and reasoning behind the decision
b. Assistance may be provided to have the decision reviewed by the Insurer

* This process will be developed in more detail upon advice from insurer and Workers Compensation legal provider

7.7.3 ALTERNATIVE DISPUTE MECHANISMS

Where there is a dispute about provision of Suitable Duties employees may request the assistance of HR or the Case Management Group to facilitate a discussion regarding possible alternative arrangements.

External mediation is also provided should the employee prefer.

7.8 CONSULTATION

University of Sydney fosters a culture of open communication with employees. This RTW Program will be displayed at places that provide for easy access and reference by employees.

This RTW Program will be made available in full on the University of Sydney website at all times.

Access and discussion regarding this RTW Program will be featured throughout the year in the Staff Bulletin.

This RTW Program has been developed in consultation with Employee representatives, HR and Policy Representatives. Further consultation with an external auditor for governance purposes will occur in late 2012/early 2013 and will result in a final draft.

8 ADDITIONAL SUPPORT

The University provides confidential free counselling services to support the wellbeing of staff as they go through normal life changes or to help them respond to crisis situations. The service is provided by HOME | AccessEAP - People in Focus
## 9 DOCUMENT CONTROL

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