

# INJURY AND ILLNESS MANAGEMENT PROCEDURES 2024

Issued by: Chief Health and Safety Officer  
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Last amended: 22 April 2024 (administrative amendments)  
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## 1 Purpose and application

- (1) These procedures give effect to the [Injury and Illness Management Policy](#) (the Policy) and the [Return to Work Program](#).
- (2) These procedures:
  - (a) apply to all University staff including casuals who:
    - (i) are unable to perform their normal duties because of an injury or illness; or
    - (ii) who need medical treatment or support because of an injury or illness resulting from work.
  - (b) do not apply to affiliates or students;  
**Note:** see [Affiliates Policy](#).

**Note:** See [Student life, wellbeing support](#) and the [Student Critical Incident Procedures](#) for information on support for students.

  - (c) do not apply to initial first aid response.  
**Note:** See [Emergencies and personal safety](#) for guidance on initial response to medical emergencies.
- (3) These procedures are arranged in the following parts:
  - (a) **Part 1** applies to cases where the injury or illness is covered by workers' compensation.
  - (b) **Part 2** applies to all other cases of personal injury or illness.

## 2 Commencement

These procedures commence on 31 January 2024

## 3 Interpretation

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

**Note:** See clause 6 of the [policy](#).

<b>PIAWE</b>	Pre-Injury Average Weekly Earnings. When a worker has a work-related injury or illness, and they are unable to do their full pre-injury duties, they may be paid a percentage of their pre-injury average weekly earnings (known as PIAWE) for a set period.
<b>SolvInjury</b>	cloud based injury and claims management software system used by the University to securely record and store injury and illness cases.
<b>Workday</b>	online platform used by the University to manage staff members leave and other human resource activities.

## PART 1 – COMPENSABLE INJURIES AND ILLNESSES

### 4 Early intervention, lodging a claim and return to work

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

### 5 Medical treatment and reimbursement

- (1) A staff member who needs medical treatment for an injury or illness should seek treatment promptly.
- (2) To receive medical or related benefits under workers' compensation, staff must:
  - (a) provide a current certificate of capacity that states the treatment required to the [Staff Health Support Partner](#); and

**Note:** All medical records will be treated confidentially in accordance with clause 11 of the [Injury and Illness Management Policy](#).

  - (b) submit all requests for treatment to the insurer.

- (3) Treatment will be:
  - (a) reviewed by the insurer and approved by the insurer where it is found to be reasonable and necessary;
  - (b) provided by an independent provider; and
  - (c) provided consistently with statutory obligations.

## 6 Weekly workers' compensation benefits

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

**Note:** See the [Health and Safety intranet](#) for the relevant Health Support Partner

## 7 Return to work

- (1) After an injury or illness has been reported, the staff member must make themselves available to discuss suitable work options with their supervisor and a Staff Health Support Partner.
- (2) If a staff member requires adjustments to return to work, Staff Health Support will, upon receiving the certificate of capacity:
  - (a) develop a suitable return to work plan in consultation with the following stakeholders as relevant:
    - (i) the staff member;
    - (ii) the staff members supervisor;
    - (iii) the staff member's treating medical practitioner; and
    - (iv) any allied health professional(s) treating the staff member.
  - (b) provide a copy of the plan to all relevant stakeholders
  - (c) provide support and advice throughout the implementation of the plan.
- (3) If a staff member requires adjustments to return to work, the supervisor should:
  - (a) arrange suitable duties and supervision of those duties; and
  - (b) actively support and assist the staff member's recovery at work.

- (4) If suitable duties cannot be provided in the substantive work area, alternate duties may be sought in another work area.
- (5) The substantive work area is responsible for paying the staff member's wages, regardless of whether the suitable duties are being done in another work area.
- (6) Staff Health Support may request a case conference with the staff member and their treating medical practitioner to discuss:
  - (a) the plan of treatment for the staff member;
  - (b) the terms of any return to work plan;
  - (c) progress made in implementing the return to work plan;
  - (d) timeframes for upgrades in capacity for work; and
  - (e) any barriers to implementing the return to work plan, and proposals for overcoming them.
- (7) Staff Health Support may coordinate an independent medical examination consistent with Part K of the [Enterprise Agreement](#) and clause 10 of [Policy](#).
- (8) The insurer may appoint an external rehabilitation provider to assist the staff member to return to work.

## **8 Claiming medical expenses**

- (1) Medical expenses will only be reviewed and approved by the insurer once a certificate of capacity is provided to the insurer. See clause 14 of the [Policy](#).
- (2) Staff members will be provided with a claim number at notification which can be used to access approved treatment.
- (3) Staff members should retain any tax receipts for expenses and submit them directly to the insurer for approval and reimbursement.
- (4) The insurer will liaise directly with the staff member regarding claims, however Staff Health Support can provide guidance to the staff members as needed.

## **9 Finalisation of claims**

- (1) The insurer is responsible for finalising a workers' compensation claim.
- (2) The staff member must notify the insurer and Staff Health Support of any outstanding issues when they receive the insurer's notice of intention to finalise a claim.
- (3) To finalise the claim, Staff Health Support should:
  - (a) confirm with the staff member that they have returned to pre-injury duties and obtained a copy of a pre-injury final certificate of capacity;
  - (b) upload all relevant information and supporting documents including the certificates of capacity into SolvInjury;
  - (c) delete personal and private information about the claim contained in emails;
  - (d) process outstanding accounts and wages;
  - (e) complete wage reimbursement schedules, submit these to the insurer and ensure these are remitted; and
  - (f) close the case on all relevant University information systems.

## PART 2 – PERSONAL ILL HEALTH

### 10 Initial referral

- (1) A staff member who requires support for an injury or illness should:
  - (a) initially meet with their supervisor to discuss how support can be implemented, such as flexible work arrangements, adjustments to their work working environment or duties.
  - (b) contact their [HR Partner](#) or [Staff Health Support](#) for additional support if required.
- (2) The HR Partner or supervisor may refer the staff member to Staff Health Support if they are unable to resolve health support matters locally.
- (3) Where a supervisor is making a referral on a staff member's behalf, they must:
  - (a) advise the staff member of the referral; and
  - (b) provide any relevant supporting documents to the Staff Health Support Partner.
- (4) Where Staff Health Support services are required, Staff Health Support will:
  - (a) acknowledge receipt of the referral and supporting documents;
  - (b) create a case file in SolvInjury;
  - (c) review the documents and create an initial plan to support the staff member;
  - (d) ask the staff member to complete an information consent form;
  - (e) contact the staff member's supervisor and HR Partner to obtain a copy of the staff member's position description;
  - (f) review options for supporting the staff member once the signed information consent form is received;
  - (g) if further medical information is required, ask the staff member to have their treating medical practitioner complete a medical questionnaire provided by the University, documenting the staff member's capacity for work and return it to Staff Health Support;
  - (h) use the available information to:
    - (i) develop a plan for supporting the staff member;
    - (ii) manage the staff member's continuation in or return to work; and
    - (iii) engage an external rehabilitation provider where required to assist the staff member to return to work.

### 11 Ergonomic Support

- (1) Staff members and supervisors should review the [Office Ergonomics intranet page](#), which includes frequently asked questions and a workstation self-assessment checklist.
- (2) Staff members should complete the [Workstation Self-Assessment Checklist](#) and review it with their supervisor.

- (3) If the workstation self-assessment indicates further assistance is required, the supervisor can refer the employee to Staff Health Support for ergonomic support directly by email [shs.admin@sydney.edu.au](mailto:shs.admin@sydney.edu.au).
- (4) If the staff member is experiencing any symptoms of discomfort or pain, they should lodge a report in [RiskWare](#) and attach their completed [Workstation Self-Assessment Checklist](#).

## 12 Independent Medical Examination

- (1) In some circumstances, under the direction of the delegate, Staff Health Support may coordinate an independent medical examination consistent with Part K of the [Enterprise Agreement 2023-26](#).
- (2) The Staff Health Support Partner will manage referrals for medical assessments which will be based only on issues related to the relevant injury or illness.
- (3) The Staff Health Support Partner will provide the following information to the assessing medical practitioner:
  - (a) the basis for the referral;
  - (b) the inherent requirements and demands of the staff member's position;
  - (c) an outline of the injury or illness currently affecting the staff member's ability to perform the requirements of their role;
  - (d) specific questions relating to the future management of the injury or illness in the workplace;
  - (e) any proposals to accommodate the staff member's injury or illness in the workplace; and
  - (f) details of any previous referrals for treatment for the same injury or illness.
- (4) The Staff Health Support Partner will provide the following information to the staff member:
  - (a) the reason for the referral; and
  - (b) a copy of all information provided to the assessing medical practitioner.
- (5) A staff member who attends a medical assessment may be accompanied by a support person and, if required, provided with an interpreter.
- (6) The Staff Health Support Partner will provide the staff member with a copy of the report of a medical assessment either directly or through their treating medical practitioner.

## 13 Rescissions and replacements

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

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

## NOTES

### **Injury and Illness Management Procedures 2024**

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

[\*Anti-Discrimination Act 1977 \(NSW\)\*](#)

[\*Disability Discrimination Act 1992 \(Cth\)\*](#)

[\*Health Records and Information Privacy Act 2002 \(NSW\)\*](#)

[\*Privacy and Personal Information Protection Act 1988 \(NSW\)\*](#)

[\*Workers Compensation Act 1987 \(NSW\)\*](#)

[\*Workers Compensation Regulation 2016 \(NSW\)\*](#)

[\*Workers Compensation \(Dust Diseases\) Act 1942 \(NSW\)\*](#)

[\*Workers Compensation \(Dust Diseases\) Regulation 2023 \(NSW\)\*](#)

[\*Workplace Injury Management and Workers Compensation Act 1998 \(NSW\)\*](#)

[\*University of Sydney \(Delegations of Authority\) Rule\*](#)

[\*The University of Sydney Enterprise Agreement 2023 - 2026\*](#)

[\*Disability Inclusion Action Plan 2019 - 2024\*](#)

[\*Injury and Illness Management Policy\*](#)

[\*Privacy Policy\*](#)

[\*Return to Work Program\*](#)

[\*Student Critical Incident Procedures\*](#)

[\*Work Health and Safety Policy\*](#)

[\*Work Health and Safety Procedures\*](#)

[\*SIRA Guidelines for Claiming Compensation\*](#)



## AMENDMENT HISTORY

<b>Provision</b>	<b>Amendment</b>	<b>Commencing</b>
Throughout	Administrative amendments to remove the year in policy references.	22 April 2024