

WESTERN SYDNEY
UNIVERSITY



**Injury and Return to Work System
Management Program**



Table of Contents

Injury and Return to Work System Management Program	4
Part A – Governance and Management	4
Precepts.....	4
Policy	4
Scope.....	4
Purpose/Objects	4
Governance Obligations	4
Injury Management Commitment.....	5
Development of a positive culture that promotes recovery at work.....	5
Plan Deployment and compliance.....	5
Rights and Obligations of Injured Workers.....	6
WSU Roles – Obligations and Responsibilities.....	6
Consultation – Recovery at Work Plan / Return to Work plan	6
Consultation – Injury and Return to Work Management Program (document).....	6
Training and Awareness.....	6
Roles	7
Treatment Providers - Obligations and Responsibilities	8
Worker Representation - Obligations and Responsibilities.....	9
Part B – Records Management and Privacy.....	11
Information Requests	11
Part C – Claims Management.....	12
Notification of Injury.....	12
Process for First Aid and Initial Injury Management.....	12
Serious or Notifiable Incidents (injury or illness).....	12
Support for the Worker.....	13
Part D - Lodging a claim for Workers Compensation.....	14
SIRA Certificate of Capacity	14
Informed Consent.....	14
Initial Liability Decision.....	14
Recurrence or Aggravation of Injury.....	14
Provisional Liability Payments	14
Commencing Weekly Payments	14
Length of Weekly Payments.....	15
Ceasing Weekly Payments.....	16
Provisional Medical Expenses.....	16
Reasonable Excuse.....	16
Liability Declined.....	16



Taking Leave while on Workers Compensation.....	16
Recover at Work.....	16
Commencing Injury Management	16
Early Assessment of Rehabilitation Needs	16
Referral to Rehabilitation Providers.....	17
Attending Medical Appointments.....	17
Suitable Duties.....	17
Recover at Work / Return to Work Plan.....	18
Return to Pre-Injury Duties	19
Monthly Review.....	19
Case Conferences	19
Work Capacity Assessments.....	19
Severe or Long-Term Injuries	20
Vocational Retraining/Redeployment.....	20
Dispute Prevention and Resolution	20
Dispute Resolution relating to the Nominated Treating Doctor.....	21
Liability Disputes.....	21
Requested by and Release of Information to Authorities	21
Travel and Workers Compensation	21
Domestic and International Travel	22
Returning to Work.....	22
Part E - Managing a Non-Work-related Injury.....	23
Part F – References, Tables & Annexures.....	25
Related Internal Documents.....	25
Policies	25
Procedures	25
Guidance Notes	25
Forms	25
Related External Documents.....	25
Legislation and Regulation	25
Links to websites.....	25
Acronyms and Abbreviations Table	25
Definitions.....	27
Part G – Document Management.....	29
Document Review.....	29
Injury and Return to Work Management Program Access.....	29



Part A – Governance and Management

Precepts

The Injury and Return to Work System (IM&RTWMS) has the mandate derived from the Workers Compensation Act (NSW) 1987 and the Workplace Injury Management and Workers Compensation Act (NSW) 1998 and endorsed by the Vice-Chancellor and Western Sydney University (WSU) (the University).

Policy

Western Sydney University takes a pro-active approach to Work Health Safety and Wellbeing using Risk Management and Hazard Identification practices with the goal of establishing preventative health and safety strategies aimed at the elimination of work-related illness and injury through the application of continuous system improvements.

For a copy of the Western Sydney University Policy Statement ([click here](#)) or search the Western Sydney University Policy DDS.

Scope

This document applies to all workers (*see definitions*) who are engaged in activities or present on properties owned, leased within the jurisdiction of Australia and or when travelling under authority of WSU outside the Australian jurisdiction with a state of connection to NSW.

Purpose/Objects

The Injury and Return to Work Management Program reflects WSU's responsibilities under the Workplace Injury Management and Workers Compensation Act 1998 (and associated Regulations and Amendments), and sets out how treatment, rehabilitation, claims management and employment practices are to be coordinated to achieve a safe and durable return to work for an injured worker.

Information on the Injury and Return to Work Program is made available to University workers through various means, including:

- Induction
- Recover at Work Summary posters in the workplace.
- The University intranet
- Consultation with various Committees, Managers, and relevant Unions.

Injured workers receive additional information on their rights and obligations.

Governance Obligations

WSU is insured for Workers Compensation by an iCare approved provider.

WSU employs a full-time Injury Management Coordinator to facilitate the return-to-work process. The Injury Management Coordinator reports directly to the Director Work Health Safety and Wellbeing.

The Injury Management Coordinator (Return to Work Coordinator) is involved with all workers compensation cases and has influential capability towards decisions on treatment, suitable duties and workers compensation support.



Leadership and Commitment

WSU recognises its obligations under the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011 and is committed to preventing workplace injury/illness and providing a physically and mentally safe, healthy, learning and working environment by taking reasonably practicable precautions to protect the health, safety and welfare of its staff, students, contractors, and visitors whilst they are on University premises or engaged in University approved work.

WSU is committed to the following principles:

- Systematic approach to the identification, assessment, elimination/control of hazards.
- Reviewing the capacity, suitability and effectiveness of the University's Health Safety and Wellbeing Management System.
- Educating workers, managers, and supervisors on the Health Safety and Wellbeing Management System.
- Supporting workers through their recovery and return to work, including participating and cooperating in the development of an injury management plan.
- Promoting recovery at work via positive attitudes towards workers recovering at work.
- Returning an injured worker to work as soon as practicable (subject to medical recommendations and restrictions).
- Providing early access to rehabilitation services for workers who require them, i.e., rehabilitation providers.
- Maintaining the confidentiality of rehabilitation records in accordance with privacy provisions.
- Ensuring that any vocational retraining is reasonably likely to lead to suitable employment for the worker.
- Assisting workers who have suffered non-work-related injuries/illnesses in order to foster a positive culture of recovery, health, and safety.

Injury Management Commitment

The Injury Management Coordinator commits to commencing injury management activities as soon as practicable following a work-related injury or illness. These activities are aimed at assisting the injured worker in getting medical attention and assist with the recovery at work process. This may include support and access to all necessary treatment and/or rehabilitation services which may include the provision of suitable employment/duties.

Development of a positive culture that promotes recovery at work

WSU measures its culture using various tools like Culture Amp™. This is an employee experience platform that uses psychology and data science to help transform worker engagement, develop high performing teams and ensure that engaged talented workers are retained. Engaged, motivated, proud, purpose driven, action oriented workers are often a sign of a positive workplace culture which improves recovery at work outcomes. These positive attributes can often protect workers from common work stressors, reducing the likelihood of injuries and can contribute to positive return to work outcomes when injuries do occur. WSU conducts Culture Amp related activities, consults with its workers via formal consultative arrangements, conducts yearly recognition and reward ceremonies, promotes and measures Diversity and educates its leadership to foster a positive workplace culture.

Plan Deployment and compliance

The requirements/obligations of this Program will be communicated to WSU managers and supervisors in the form of:

- online documentation.
- content within training modules; and



- consultation.

The requirements/obligations of this Program will be communicated to the workers of WSU in the form of:

- display of the SIRA “if you get injured at work” poster.
- access to the SIRA poster online.
- access to the WSU Injury and Return to Work Management Program.

For more information on accessing the Injury and Return to Work Management Program please refer to Part G – Document Management of this document.

Rights and Obligations of Injured Workers

The injured worker is notified of their rights and obligations via the initial Recovery at Work information letter.

An injured worker has the right to:

- privacy and confidentiality.
- choice of a Nominated Treating Doctor.
- request a change in rehabilitation provider after a discussion with the Injury Management Coordinator regarding options.
- Interpreter services where appropriate.
- Participate in the development of the Recover at Work Plan.
- Dismissal protection within six months of the worker first becoming unfit for employment.
- Mechanisms for resolving complaints and disputes.
- Request a union representative to assist with the development of the Recover at Work Plan.

The Penalties for non-compliance for a worker with a Recovery at Work Plan include:

- Suspension of weekly compensation entitlements until compliance is met; and/or
- Reduction or termination of weekly compensation entitlements where a worker refuses to participate in suitable duties.

WSU Roles – Obligations and Responsibilities

Consultation – Recovery at Work Plan / Return to Work plan

In the development of a Recovery at Work Plan or Return to Work Plan, lines of communication and consultation arrangements are to be in place for all stakeholders, as agreed to by the injured worker. In consultation with the injured worker, WSU shall establish and facilitate agreed lines of communication with the nominated treating doctors, allied health practitioners, the workers manager/supervisor claim manager, union representative, Health and Safety Representative and other persons nominated by the worker to provide advice and counsel. With the exception of required information with the primary stakeholders as mandated by the legislation and regulations, the worker can elect to restrict what information is shared.

Consultation – Injury and Return to Work Management Program (document)

In the stages of development or refinement of this program, the formal consultative arrangements in place for Western Sydney University, including the Central Safety Committee are utilised to ensure workgroup consultation and feedback. This health and safety consultation framework within Western Sydney University has been agreed with the National Tertiary Education Union (NTEU) and Community and Public Sector Union (CPSU).

Training and Awareness

Mandatory training is provided to all workers of the university via an online Learning Management System. This training includes Module 1 of WHS training, which references incident reporting and injury management procedures.



In addition, a Return to Work and Injury Management training pack was developed and made available to school managers to understand the Injury management and return to work process and the importance of early intervention in support of a positive workplace culture.

University Return to Work Coordinators are trained in the [Return to Work Coordinator Training](#) provided by the State Insurance Regulatory Authority (SIRA).

Awareness communication is also conducted with all injured or ill workers to ensure they understand the Injury Management and Return to Work process. This is delivered by the Injury Management Coordinator with all injured or ill workers that have indicated that they wish to pursue the implementation of a formal Recovery at Work Plan or Return to Work Plan. This includes the presentation of this document and highlights the core steps involved in recovery from the perspective of the injured or ill worker.

Roles

The designated roles and responsibilities that relate to this management plan, are as follows, but limited to:

Injured Worker – shall: -

- Notify WSU of any workplace incident as soon as reasonably practicable after the incident occurs (this includes injuries).
- Read the entire content of this document (Injury and Return to Work Management Program) and ask questions where clarity is needed.
- Make all reasonable efforts to return to work as soon as practicable.
- Provide informed consent to the release and exchange of information.
- Nominate a treating Doctor authorised by the employee to provide relevant information to WSU and the Insurer involved in the management of the injury.
- Maintain regular contact with their Manager, Injury Management Coordinator their medical practitioners, and case manager.
- Support all absences and inability to return to pre-injury duties related to the injury with a SIRA Certificate of Capacity.
- Attend treatment outside of working hours where practicable.
- Actively engage and participate in the Recover at Work Plan.
- Comply with obligations under an Injury Management Plan & Recover at Work Plan.

Case Manager – shall: -

- Coordinate all aspects of an injured employees claim.
- Review and develop the Injury Management Plan in consultation with all stakeholders.
- Commence provisional payments for injured employees in accordance with legislation unless there is a reasonable excuse which requires injured employees to be notified.
- Determine claims within 21 days and notify injured employees of claim acceptance or declination.
- Assist injured employees to return to work as soon as practicable.
- Work closely with the Injury Management Coordinator and ensure there is a current Recover at Work plan in place.
- Initiate and maintain contact with the Nominated Treating Doctor.
- Enlist the assistance of external rehabilitation providers, when required.
- Advise the injured employee of their rights and obligations.
- Determine the injured employee's return to work and rehabilitation needs via consultation with the employee, Injury Management Coordinator nominated treating doctor and other treatment practitioners.
- Coordinate and monitor progress with treatment.

Injury Management Coordinator (Return to Work Coordinator) – shall: -



- Notify the Insurer of all injuries or illnesses.
- Negotiate, implement and develop activities related to this program for all Western Sydney University workers.
- Carry out the day-to-day duties of this Program and act as the link between the injured employee and their health providers and organisational support staff.
- Early contact with the injured employee, employee's manager and nominated treating Doctor to coordinate recovery at work via suitable duties identification/verification (where possible).
- Refer employees to external rehabilitation providers (where appropriate) and in consultation with the provider and injured worker, develop a "Recover at Work Plan", and ensures that the provider has reasonable access to the University at agreed times, and to ensure all parties are available.
- Liaise with external stakeholders, such as the NTD, insurer, treatment providers and rehabilitation providers.
- Educating the workforce and promoting the health benefits of recovery at work.

[The Return-to-Work Coordinator](#) (RTWC) for the university can be contacted via:

- Contact: Jess Nour.
- Phone: +61 2 98542 5179 and or
- Email: RTW@westernsydney.edu.au.

Managers & Supervisors – shall: -

- Foster a supportive workplace environment for injured employees and their colleagues.
- Assist in the development and monitoring of the Recover at Work Plans for injured workers to ensure compliance with the Recover at Work Program.
- Be involved in exploring suitable duties within their area in liaison with the Injury Management Coordinator.
- Regularly reviewing the progress of workers in liaison with the Injury Management Coordinator.
- Notifying the Injury Management Coordinator when an aggravation of an injury occurs, or when employee is absent from work due to work-related injury or illness.
- Be aware of the injury management process and where this Program is located.
- Ensure identified suitable duties (including any restrictions) under the Recover at Work plan are followed.
- Ensure first aid procedures are followed.
- Ensure contact is maintained with the injured employee during absences from work.
- Provide assistance to the Accredited Rehabilitation Providers involved.

WHS&W Director – shall:-

- Ensure that Managers and Supervisors at WSU are made and kept aware of their obligations to participate in injury management and other required activities through compliance training and other forms of communication.
- Ensure the return-to-work functions of the WHS&W Unit is appropriately staffed so as to provide a high level of technical and administrative support in relation to injury management and workers compensation.
- Ensure adequate resources to assist with health, safety, and welfare at work for all employees; and
- Demonstrate commitment to safety, health and environmental policies and associated programs, including this Injury and Return to Work Management Program

Treatment Providers - Obligations and Responsibilities

Nominating Treating Doctor may: -



- Assess an injured employee's capacity, diagnose, treat and certify workers in the workers compensation system.
- Support the employee to return to work and where possible recover at work through appropriate clinical intervention and management.
- Advise on effectiveness and cessation of treatment in line with evidence-based expectations.

Accredited Rehabilitation Provider/Consultant may:-

An Accredited Rehabilitation Provider (ARP) will generally be used when it is recognised that WSU does not have the internal resources or expertise to provide particular services to an injured employee, an ARP could be involved in the return-to-work process when:

- There is ineffective communication between parties involved with the recovery at work.
- Seeking medical clarity regarding the injury.
- A solicitor is engaged by the employee.
- Stress/anxiety is involved with the claim.
- Requested by the employee.
- A claim is identified as potential long-term, with difficult resolution.
- A reaction to a minor injury is inconsistent with industry norms.
- An employee functional capacity assessment for work is required.
- Avocational assessment, re-education or re-training required.

Should the worker make a referral to an ARP, the ARP will contact the relevant insurer for written approval prior to taking any other action. The worker has the right to nominate a different Accredited Rehabilitation Provider should the injured worker want to nominate another approved rehabilitation provider they may choose from the attached SIRA listing: <https://www.sira.nsw.gov.au/information-search/rehab-provider/search>

Once the employee has accepted the ARP, a change in Provider can only be requested with insurer approval.

If required, the ARP may develop a rehabilitation plan, consistent with the employee's needs and should contain the following:

- Medical status, diagnosis, and prognosis, based on advice from the nominated treating doctor.
- The results of any assessments performed.
- A summary of an interview with the employee and the outcome of communications with the workplace.
- A rehabilitation goal; and
- Objectives, services required to meet these objectives, time frames and expected costs.

ARP strategies will focus on return to work, or if the severity of the injury precludes this, the focus will be on maximising the employee's independent functioning.

Worker Representation - Obligations and Responsibilities

Union Representatives -may:-

Union representatives can be involved from time to time in the management of a workplace injury. The following is a guide of their involvement.

- Represent the injured employee where needed and supporting the injured employee's needs.
- Inform the injured employee of their rights and obligations under the Injury and Return to Work Management Program.
- Participate in the injury management process where deemed appropriate.
- Assist in communicating to other employees the requirements and obligations under the Injury and return to work Management Program.





Part B – Records Management and Privacy

All information and records collected during the Return-to-Work process will be managed in accordance with this Part.

The injured employee is responsible for giving consent for the doctor employer, insurer, treating practitioners, rehabilitation providers and SIRA to exchange information for the purpose of managing the injury and Workers Compensation claim. This is done by signing a form with a consent statement for release of personal information form or the initial and/or subsequent Certificate of Capacity.

The injured employee may withdraw consent at any time in writing to the Injury Management Coordinator or Case Manager, however if consent is withdrawn, return to work assistance may not proceed and it may affect the worker's entitlements to Workers Compensation benefits.

A critical aspect of the recovery at work process is the management and maintenance of appropriate records. In this regard, WSU will ensure that:

- The employee's claim form contains consent for WSU to discuss injury management with treating practitioners and other relevant parties. This consent may also be provided on the worker's Certificate of Capacity or on a separate authority form.
- All files, including case notes, are created in relation to the workers compensation process are retained in an appropriately locked and secured location.
- Privacy is maintained in accordance with the requirements of S243 of the Workplace Injury Management and Workers Compensation Act 1998 (NSW) Privacy and Personal Information Protection Act 1998 (NSW), Australian Privacy Principles, and Health Records and Information Privacy Act 2002 (NSW).
- Destruction of all documentation associated with the workers compensation process is undertaken through an appropriately secure disposal process consistent with WSU Record Keeping Policy and Standards.

Information Requests

Any request for information that has personally identifying information, work records, medical information, or personally sensitive information, will be scrutinised to ensure that the requestor has a lawful right to the information, under the following circumstances:

- written permission by the owner of the information (and confirmed by contact with the owner),
- search warrant to provide the documentation and information e.g., Police,
- subpoena or notice to produce issued by a court, and/or
- the requestor has legislated power to request the information without a warrant or subpoena e.g., WorkSafe NSW, iCare, iCare Insurer, Fair Work etc.

Not all entities have a legal right to private information, including some government agencies, superannuation funds and ombudsmen offices.

Where you are unsure, always defer to the WSU Privacy Officer for approval.



Part C – Claims Management

Notification of Injury

Injured workers (including employees) must notify their manager as soon as possible after sustaining an injury, whether it results in a workers compensation claim or not. The injured worker and the managers are to complete and submit an incident form to the WHS&W Unit as soon as reasonably practicable of the incident occurring via the WesternNow Portal – [Report an accident, injury or hazard](#). This will ensure the event is recorded within the register of injuries. Refer to the '[Report an Incident](#)' website for more details. Managers must immediately contact the WHS&W Unit directly following the notification of a serious or notifiable illness or injury (see below for more definitions of serious or notifiable injuries/illnesses). Following injury notification, the Injury Management Coordinator will contact the injured worker and the supervisor/manager to gather further information relating to the incident, nature and extent of the injury and expected period of recovery. The Injury Management Coordinator will be required to notify the insurer within 48 hours of the workplace injury or illness occurring. Failure to do so may result in a financial penalty to WSU.

A claim for workers compensation is considered to have been made only after receipt of a SIRA Certificate of Capacity. If a Certificate of Capacity is not received, the insurer will note the injury as an injury notification only.

Process for First Aid and Initial Injury Management

First aid should be administered immediately, and the Injury Management Coordinator advised of the injury as soon as reasonably practicable.

First aid services are available on a 24-hour basis. During normal working hours, the injured worker may either contact the nominated first aid officer in their area or Campus Safety and Security. The First Aiders contact details are available to all staff on the WHS&W SharePoint site - [Wardens, First Aiders, HSR's and HSC](#).

For more information regarding first aid please refer to the [First Aid Policy](#) and the [online website](#) for further details on First Aid training and First Aid equipment including defibrillator locations.

Where immediate medical treatment is required, the injured employee should be taken to a GP or local hospital.

If possible, a supervisor/manager is encouraged to accompany the injured worker to the initial consultation with a doctor to advise a doctor of WSU's Injury and Return to Work Management Program and provide any necessary assistance to the employee.

Upon receipt of initial medical treatment, the employee is encouraged to return to the workplace if medically certified to do so, report to their supervisor and provide a copy of the treating doctor's medical certificate.

Serious or Notifiable Incidents (injury or illness)

A notifiable incident is when a person dies, experiences a serious injury or illness or a potentially dangerous incident occurs. Under this document you will need to notify NSW SafeWork on **13 10 50** immediately after an occurrence and notify our insurer within 48hrs of the event.

A serious injury or illness is defined by immediate treatment:

- as an inpatient in a hospital (observation or diagnostics is not treatment); or
- the amputation of any part of a body; or
- a serious head injury; or
- a serious eye injury; or
- a serious burn; or
- the separation of their skin from underlying tissue such as degloving; or
- a spinal injury; or
- the loss of a bodily function; or
- serious lacerations; or
- medical treatment within 48hrs of exposure to a substance.



Please ensure that you do not disturb the incident scene until an inspector arrives or direction is given by an inspector.

Support for the Worker

It is very important that communication between the Injury Management Coordinator injured employee and external stakeholders continue throughout the Injury Management Process. This process should include:

- Transparency related to rules and reasons behind regulatory measures that are fair, clear, and accurate.
- A process which discourages blame.
- Simple and specific information e.g., who, what, when where and how.
- Clear transmission and clear expectations around employee participation and cooperation throughout the recovery at work and injury management process.
- Regular contact with the employee via phone, email, and meetings.



Part D - Lodging a claim for Workers Compensation

A worker who wishes to claim workers compensation must obtain a SIRA Certificate of Capacity from their Nominated Treating Doctor (NTD). This certificate must be provided to their manager/supervisor and Injury Management Coordinator as soon as practicable. The Injury Management Coordinator will notify the insurer that a claim for workers compensation has been made.

The assigned case manager will contact the Injury Management Coordinator injured employee and the NTD within 3 working days of injury notification to commence liability determination. Where the injured employee's entitlements to workers compensation will be assessed and determined by the insurer.

SIRA Certificate of Capacity

A Certificate of Capacity must be maintained until a final clearance certificate is issued or liability is disputed. An injured workers capacity must be reviewed either before or on the review date specified by the NTD and emailed to the Injury Management Coordinator within 24 hours. Gaps between active certificates can impact an employee's entitlement to weekly payments and medical expenses.

Informed Consent

Informed consent is where an employee is given all the relevant information before consenting to the release and exchange of information. It ensures the employee understands the benefits of providing consent and the risks of not doing so.

The following roles are authorised to exchange and release information:

- WSU (employer).
- Injury Management Coordinator.
- Insurer Claims Manager.
- Workplace rehabilitation providers.
- The nominated treating Doctor.
- Other allied health professionals involved.
- The State Insurance Regulatory Authority (SIRA).

Initial Liability Decision

When an employee is injured at work, the employer, insurer, and treatment providers have responsibilities to ensure that the injured employee is provided with benefits and assistance to recover and return to work.

Recurrence or Aggravation of Injury

A recurrence or aggravation claim is not automatically accepted. The Insurer will reassess the claim.

Provisional Liability Payments

Within 7 calendar days of initial notification of injury, the insurer will make a decision regarding provisional weekly payments and medical expenses unless there is reason for a reasonable excuse. The insurer will assess each initial notification and determine provisional entitlements.

The insurer will consider various sources of information in determining liability.

Evidence based medical information which explains and clarifies issues regarding the injury, treatment and any period of incapacity is important when determining treatment and liability. This will be sought from the injured employee's NTD. The employee may also be referred (by the insurer) for an Independent Medical Examination (IME) with qualifications relevant to the treatment of the employee's injury.

Commencing Weekly Payments

Weekly payment entitlements are based on a calculation of an employee's pre-injury average weekly earnings (PIAWE) that may include shift and overtime allowances.

The Insurer obtains salary information from the Injury Management Coordinator and calculates the PIAWE in accordance with the Workers Compensation Act.

The amount of weekly payments payable depends on, but is not limited to:

- The employee's current work capacity.
- The employees' PIAWE and current weekly earnings.



- How long the employee has received weekly payments.
- The employee's ability to earn in suitable employment.
- Whether the employee's income includes non-pecuniary benefits from WSU e.g., residential accommodation, use of a car, health insurance or education fees.

While the insurer is making a decision on the eligibility for weekly payments and calculating the PIAWE and rate of pay, injured employees will be placed on sick leave or any other available leave for any time off work as a result of their work-related injury or illness. If there are no leave credits available, the staff member will not receive wages from either WSU or Insurer until an initial liability decision has been made.

When a decision is made to commence weekly payments, the payments are to start within 7 calendar days after the initial notification. Any sick leave and any other leave booked as a result of the work-related injury or illness will be reversed and the appropriate rate will be applied as directed by the insurer. The injured worker will be informed in writing of the decision and given the following information from the insurer:

- Commencement date of payments.
- The amount payable and how that amount was calculated.
- An explanation of the review process if the worker disagrees with the calculation.
- Medical expenses covered.

Prior to the fortnightly payroll cut-off date, the Injury Management Coordinator will liaise with the HR Operations team to ensure that the workers compensation leave at the appropriate rate (as determined by the PIAWE), is entered into the payroll system.

If the claim is not accepted, any leave taken by the staff member for time away from the workplace whilst claim liability is being determined will not be reimbursed.

Length of Weekly Payments

Weekly payments are reviewed by the case manager on a regular and ongoing basis throughout the life of the claim to ensure ongoing entitlement and correct rate is applied to weekly payments. Workers are required to notify the insurer of any change in employment that affects their earnings, such as commencing work for another employer.

The insurer, depending on the nature of the worker's injury and expected period of incapacity, will determine the length of provisional payments, which is no longer than 12 weeks.

Weekly entitlements are outlined below:

Entitlement Period	Calculations
First 0-13 weeks	The lesser of: <ul style="list-style-type: none"> • 95% PIAWE less any current weekly earnings • The statutory maximum weekly compensation amount less any current weekly earnings
Second 14-130 weeks (2.5yrs)	<p>If working 15 or more hours per week, the lesser of:</p> <ul style="list-style-type: none"> • 95% PIAWE less any current weekly earnings • The statutory maximum weekly compensation amount less any current weekly earnings <p>If not working 15 hours per week, the lesser of:</p> <ul style="list-style-type: none"> • 80% PIAWE less any current weekly earnings • The statutory maximum weekly compensation amount less any current weekly earnings <p><i>Note: after one year, overtime and shift allowances are excluded from PIAWE</i></p>
Third	Payments will cease unless:



131 weeks onwards (2.5yrs +)	<ul style="list-style-type: none"> • An assessment has been completed advising no current work capacity that is likely to continue indefinitely. • Working < 15 hours per week and is likely to continue indefinitely. • Completed an application for continued weekly payments after 130 weeks
---------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Ceasing Weekly Payments

Provisional payments may cease if the worker returns to work before the end of the provisional liability period or if claim liability is disputed. This is outlined in the provisional liability letter.

Where the worker has not complied with the Injury Management Plan and payments have ceased, the insurer may send the employee a non-compliance notice (Section 74 Dispute Notice). The notice will be in writing, will outline the reasons and the actions required for payments to recommence.

Cessation of weekly payments may occur as a result of:

- A worker not providing a SIRA Certificate of Capacity that certifies their current capacity within 7 days of being requested to: or
- The worker has not consented to the release of medical information in connection with their injury; or
- The insurer receives new evidence that was not available at the time provisional payments began.

Provisional Medical Expenses

The insurer may cover provisional medical expenses up to an amount of \$10,000. In accordance with Section 59A(2) of the Act, employees whose weekly benefits have ceased may still be entitled to claim for ongoing medical benefits for a set period of time. The entitlement period depends on their assessed level of permanent impairment conducted by the insurer.

Travel costs in relation to paid medical expenses may also be reimbursed by the insurer.

Reasonable Excuse

Where the insurer has a reasonable excuse, as defined in the definitions, for not making provisional payments, then the employee is to be notified in writing within 7 calendar days from the notification of injury. The notice will be issued by the insurer to the employee and WSU.

Liability Declined

If liability is declined, the recover at work process may continue and be managed by the Injury Management Coordinator in conjunction with the Disability Adjustment Advisor (or similar role) in the form of a workplace reasonable adjustment plan (RAP).

Taking Leave while on Workers Compensation

Under Section 49 of the Workers Compensation Act, a staff member receiving workers compensation payments are still entitled to accrue and take annual leave.

Recover at Work

WSU is committed to providing appropriate and meaningful suitable duties for injured workers, in accordance with the Workplace Injury Management and Workers Compensation Act. In the majority of cases, suitable duties will only need to be provided for a temporary period until the injured worker is fit to resume their pre-injury position without restrictions. However, it's possible that restrictions on a certificate prevent the allocation of suitable meaningful work.

Commencing Injury Management

The case manager will determine if an Injury Management Plan (IMP) is required based upon the legislative definition of a significant injury. An IMP must be developed and implemented within 20 days of injury notification. The injured employee, the Injury Management Coordinator and the NTD will be provided a copy of the IMP. Tailored documentation includes the obligations and services required to aid in the recover at work and rehabilitation process.

Early Assessment of Rehabilitation Needs

Once an IMP has been developed and provided to the injured employee, Injury Management Coordinator and the NTD, the case manager will make an initial assessment on the rehabilitation needs of the worker. This



assessment will take into account the nature of the injury and the initial prognosis and whether a referral to an external Rehabilitation Consultant is required.

Due to their complexities, a referral to a Rehabilitation Consultant may be required for all psychological related injuries.

Referral to Rehabilitation Providers

The case manager and Injury Management Coordinator may appoint a SIRA approved/accredited rehabilitation consultant to provide specialised services to assist in the return-to-work process. The Injury Management Coordinator may select an Accredited Rehabilitation Provider (ARP) in consultation with the injured worker to ensure the worker receives the appropriate level of treatment and workplace rehabilitation.

The Injury Management Coordinator in consultation with the worker, may request assistance from an ARP with:

- significant injuries.
- complex cases.
- workplace evaluations to ensure workers can safely perform duties.
- resolving disputes regarding a worker's capacity to perform duties available; and
- retraining or assistance with seeking employment outside of WSU when a worker cannot return to pre-injury duties.

Attending Medical Appointments

A WSU employee, working full time hours, may be required to attend medical/treatment appointments for work-related injuries/illnesses during work hours. Appointments are to be made either at the beginning or towards the end of the shift. If disruption is unavoidable the employee must discuss this with their manager/supervisor prior to appointments being made.

Staff members undergoing rehabilitation on reduced hours are expected to make appointments outside of their work hours. If this is not possible the staff member must discuss this with their manager/supervisor prior to appointments being made.

Staff members must provide certificate of attendance for all medical appointments/treatment including physiotherapy in order to receive pay for time lost for any reasonable time taken to attend medical appointments.

Suitable Duties

WSU will endeavour to provide suitable duties for all injured workers that have been certified with capacity for work, to promote physical and psychological recovery in the workplace. The duties to be considered as part of the workers Recover at Work plan will be both meaningful and practicable whilst aligning with the workers certified capacity and restrictions. The NTD will outline the injured employee's current capacity on a SIRA Certificate of Capacity. The Injury Management Coordinator will be responsible for the coordination of suitable duties in consultation with the injured employee's manager/supervisor for the purpose of facilitating a graded and sustainable return to pre-injury duties. Some examples of suitable duties are (but not limited to):

- The injured employee continues in their pre-injury position but avoids specific activities that may aggravate the injury.
- The injured employee continues to carry out their pre-injury duties but for a reduced working time per day and is gradually upgraded.
- The injured worker continues in their pre-injury role with physical modifications or mechanical aids to accommodate the injury/illness.

All injured employees who have certified capacity for work are to be provided with suitable duties where reasonably practicable. The Injury Management Coordinator will commence the recover at work process in consultation with the manager/supervisor worker, NTD and ARP. The case manager can assist in providing alternate transport options for the injured employee to attend treatment, Specialist or Doctor appointments and suitable duties.

Suitable duties are to be time limited, monitored closely and regularly upgraded towards pre-injury hours and duties where appropriate.



The Injury Management Coordinator will discuss suitable duties that are available in the workplace with the insurance case manager, and if none are available will discuss what other options are available. All offers of suitable duties must be in writing in the form of the Recover at Work Plan, clearly listing the duties to be performed, working hours, and any physical or medical restrictions.

Suitable duties will not be provided if:

- They are inappropriate to the injured employees' restrictions.
- It is not reasonably practicable to provide employment.
- The injured employee voluntarily resigned from the University after the injury happened (whether before or after the commencement of the incapacity for work), or
- The injured employee's employment was terminated after the injury happened, other than for the reason that the injured employee was not fit for employment as a result of the injury.

In instances where suitable duties cannot be identified within WSU or if a worker is unable to return to their pre-injury duties or permanent alternative employment within WSU, the services of an Approved Workplace Rehabilitation Provider maybe required. The worker may be engaged in outplacement services with a different employer such as a Work Trial in agreement with NTD, case manager and injured employee.

Return to work different employer services may be engaged to assist the worker find alternate employment. This includes:

- Assessing the worker's skills, education, and experience.
- Identifying suitable work options, providing job seeking assistance and organising training (where appropriate).
- Assessing appropriate programs and services that support the worker to secure employment.

SIRA has a range of funded programs to support injured workers who need additional assistance to return to work, these include:

- Education or training assistance.
- New Employment Assistance.
- Transition to Work Program.
- Work trial program.

Offers and programs change overtime as do websites. Therefore, for further information regarding these programs please conduct an AI powered search for the SIRA website and return to work assistance.

Recover at Work / Return to Work Plan

A Recover at Work (RAW) Plan (also commonly known as a return to work plan) is a written plan that is established to assist an injured employee in carrying out suitable duties following an injury which results in any period of medically certified reduced work capacity.

The Injury Management Coordinator will develop a RAW/RTW plan, in consultation with the injured employee, manager and NTD, to aid and facilitate a recovery at work for the in line with the capacity as outlined in the certificate of capacity.

The RAW plan will include the following:

- Return to work goals.
- Commencement and review dates.
- The tasks/duties to be performed.
- Hours to be worked.
- Any treatment arrangements.
- Current capacity.
- Tasks/duties that need to be avoided.
- Monitoring arrangements (if any).
- Arrangement to notify relevant parties of changes or issue with the plan.

The aim is to have the RAW/RTW plan signed by all parties involved in its development to show understanding of the tasks/conditions documented, acceptance of duties and continued participation in the



recover at work process. The RAW/RTW plan must be agreed to and signed by the manager/supervisor and injured worker before the plan can commence. The plan should be adjusted to reflect any changes in the injured workers condition or capacity for work.

Return to Pre-Injury Duties

When an injured worker has recovered from their injury or illness, a SIRA Certificate of Capacity must be received from the NTD stating that the worker is fit for Pre-Injury Duties from a specified date. Until a Pre-Injury Duty certificate is received, process of injury management will continue.

Monthly Review

The insurer will review the Injury Management Plan, in consultation with the Injury Management Coordinator the employee, and NTD on a monthly basis until the worker has returned to their pre-injury duties. This review will include:

- Employee's fitness to return to employment.
- Employee's capacity and review of the Recover at Work Plan.
- Treatment, equipment, workplace modifications to assist in the recovery of the worker.
- Compliance with rehabilitation and injury management plan.

Case Conferences

If the employee's recovery or return to work goals are not progressing or are unclear, the insurer or Injury Management Coordinator may arrange a meeting between two or more of the following stakeholders:

- Worker.
- Injury Management Coordinator.
- Senior HR Partner.
- Manager.
- Nominated Support Person.
- Nominated Treating Doctor.
- Rehabilitation provider.
- Treatment Provider.

Discussion is to take place relating to the employee's current injury status and prognosis, focussing on a date when the worker will be able to return to their pre-injury duties. If there is evidence that the worker will not be able to return to pre-injury duties in the foreseeable future, the worker should be referred for assessment of future work capability which may result in an updated RAW/RTW plan.

Work Capacity Assessments

Work capacity assessments are used to guide return to work planning and determine a worker's entitlement to weekly payments. The assessment is conducted by the insurer.

It is an ongoing process of information gathering, assessment and reassessment of a worker's functional, vocational, and medical status to inform decisions about a worker's ability to return to work in pre-injury employment or suitable employment with the University, University Entities or at another place of employment. • Work capacity decisions are made at many points throughout the life of a workers claim and occur based on receipt of new information in relation to the workers' capacity for employment.

A work capacity decision is a discrete decision made by the insurer about:

- A worker's current capacity.
- What constitutes suitable employment for the worker.
- The amount an injured worker is able to earn in suitable employment.
- The pre-injury average weekly earnings or current weekly earnings.
- Whether a worker is, as a result of injury, unable without substantial risk of further injury to engage in employment of a certain kind because of the nature of that employment.
- Any other decision that affects a worker's entitlement to weekly payments, including a decision to suspend, discontinue or reduce weekly payments based on the points above.



Severe or Long-Term Injuries

Where an injury prevents the injured worker returning to their pre-injury duties, the worker's capacity and restrictions, age, education, skills, experience, normal place of work, and place of residence will be considered in exploring options for redeployment of the worker within the University.

If an injured worker cannot return to pre-injury duties and does not have the required skills to fulfil suitable positions available at WSU, alternative options will be explored such as Vocational Retraining and Redeployment.

The University's Enterprise Agreements for Professional and Academic Staff outline the process for ill health or injury for employees that may be engaged by the University for workers affected by severe or long-term injuries.

Vocational Retraining/Redeployment

Where a worker is unable to return to their pre-injury employment at WSU and permanent alternative duties cannot be identified appropriate to their capacity and restrictions, age, education skills, experience, normal place of work, and place of residence, assistance from an Accredited Rehabilitation Provider (ARP) will be requested.

The ARP will provide the worker with assistance with:

- vocational assessment and counselling.
- advice or assistance regarding job seeking; and
- advice or assistance in arranging vocational training.

There is a range of programs to assist seriously injured workers who need additional assistance to Return to Work. These programs can include:

- Work Trials, (where applicable under state legislation) which are short periods of work experience with a host employer to assist the injured worker to develop work skills and/or upgrade their capacity in a suitable work environment.
- assistance with retraining if an injured worker cannot return to their previous job and does not have other marketable skills to find other employment; and
- financial assistance with workplace equipment or modifications to assist a worker to resume employment (Subject to Insurer approval)

Dispute Prevention and Resolution

All parties involved in the workplace injury management process are encouraged to maintain open and respectful communication so as to minimise potential disputes. This is facilitated through meaningful contact and promoting worker agency in injury recovery (where appropriate). However, miscommunication or other factors can result in a dispute being raised by a worker, and they may wish to seek resolution of issues or a dispute in relation to the Recover at Work or Injury Management processes.

While an employee is encouraged to raise disputes with their supervisor the Injury Management Coordinator or insurer case manager directly, employees can seek assistance from the following:

- Their Union.
- SIRA Customer Service Centre (13 10 50).
- Personal Injury Commission (1300 368 040).

When initiating a dispute via the Return to Work Coordinator the dispute should be raised verbally if practicable to do so, followed in writing. This is to clearly state the nature of the dispute, all relevant details and potential causes. The receipt of the formal communication of a dispute will be acknowledge and communication on next steps will be conveyed within a reasonable time after receipt of the dispute.

An injured worker may wish to pursue an issue or dispute matter further. In which case they can contact The Workers Compensation Independent Review Office (IRO – 13 94 76) or The Personal Injury Commission (PIC – 1300 369 040). While disputes or complaints arising out of the injury management process and return to work of an injured worker can be addressed by the insurer directly, the IRO can help injured workers resolve claim complaints or investigate complaints about conduct of workers compensation insurers. Disputed



workers compensation claims in NSW can also be reviewed by the PIC as they provide different dispute resolution pathways.

For more information, please refer to the University [Complaints Management Policy](#).

Dispute Resolution relating to the Nominated Treating Doctor

An injured employee may only change their nominated treating Doctor for the following reasons:

- Change in location.
- The NTD does not wish to participate in the Injury Management Plan.
- The injured worker has genuine concerns about the performance of their NTD.

If a worker wishes to change their NTD, they will make a request in writing to the case manager. The case manager will consider a workers request to change their nominated treating Doctor on an individual case by case basis.

The insurer may also request that an injured employee change their nominated treating Doctor. If this occurs the insurer case manager will correspond directly with the NTD to try and resolve the issue first. Failure to resolve these issues will result in a letter to the injured employee outlining the attempts made to gain resolution and a recommendation to the injured worker to change the NTD.

Liability Disputes

Before giving notice of a decision to dispute liability on all or part of a claim, to terminate or reduce weekly payments, the insurer will carry out a review of all the evidence considered in arriving to the liability decision. Following the review, the worker must be notified in writing, in plain English and include:

- The decision.
- All matters in dispute.
- The reason for the decision.
- All documents relevant to the decision.
- The procedure for requesting a review.

All liability dispute notices will include an “Request for Review of a Decision” form, which the injured employee must completed and return to the insurer if they want a review of the decision.

The SIRA Customer Service Centre (13 10 50) can also provide assistance to resolve problems which arise during the worker’s compensation claims process.

A worker may make an application to the Personal Injury Commission for weekly benefits or medical expenses where their claim is disputed, or a decision is not made within 21 days.

Requested by and Release of Information to Authorities

Where a Regulator and or Authority is requesting information (which could be in association with a dispute or investigated complaint):

- Respond honestly and factually to questions.
- If you do not know an answer, state as such and inform the Authority that you will find out the details they are seeking.
- Questions requiring opinion and or supposition, politely decline.
- Contact the Office of General Counsel and the Director of Work Health Safety & Wellbeing as soon as practicable.

Travel and Workers Compensation

If a worker is injured while traveling (domestic or international), eligibility for workers compensation is usually determined on a case-by-case basis by the insurer.

A worker travelling to or from work to their place of residence if not in relation to employment, is not normally covered under workers compensation. Eligibility for workers compensation entitlements is determined on a case-by-case basis.



If a worker is injured in a motor vehicle accident travelling between the place of work and home, the worker will be eligible for compensation under the Compulsory Third Party (CTP) Scheme.

Domestic and International Travel

Workers are to book their travel through the University's Travel and Expense Management System (TEMS) and obtain the appropriate approvals prior to travelling. If a worker travels without prior approval from their manager (or delegate) it may jeopardise being covered under the University's workers compensation policy.

Eligibility for compensation for an injury or illness that occurs in another country or state/territory other than NSW, requires a real and substantial state of connection between the employee's employment, the travel and the activities being undertaken at the time of the incident.

Workers who become injured or ill overseas are not exempt from the University's WHS Reporting and Recording Procedure. Workers are to notify the WHS & Wellbeing Unit as soon as practicable.

All employees of WSU who undertake domestic and international travel should have a state of connection with NSW and as such it is highly likely that injuries and illnesses will be managed according to NSW law and regulation.

Returning to Work

Any modifications or restrictions that may be necessary to facilitate a safe return to work need to be detailed on a medical certificate to ensure WSU can provide a safe working environment.

The staff member must provide a medical certificate from their doctor indicating their capability and capacity for work related tasks. This certificate should clearly specify any applicable medical restrictions. Where possible WSU will try to accommodate restrictions (e.g., physical restrictions and/or reduced hours of work), which will be assessed on a case-by-case basis, having regard for operational business requirements.

Once medical documentation has been received, the Injury Management Coordinator will commence the consultation process with the injured staff member, their supervisor treating health practitioners (when authorised) and Rehabilitation Provider (if appointed). This process will include discussions on the potential medical restrictions and available return to work options that can be offered within those restrictions. These discussions can be done individually, although discussion as a group is the preferred method of consultation.

For more information see Part E Managing non-work-related injury



Part E - Managing a Non-Work-related Injury

If a worker sustains an:

- injury or illness sustained in their own time, and
- injury/illness has the potential to have some impact on their physical or psychological ability to perform the inherent requirements of their role / the substantive part of their role; or
- the injury/illness can compromise their or other workers safety,

the worker must present a suitable Medical Certificate that confirms their injury/illness details, any restrictions due to the injury/illness and expected recovery timeframes.

Recover at Work Plan and or Reasonable Adjustment Plan

After being informed of such an injury/illness, the relevant manager, and a member of the WHS&W team will liaise with the relevant persons to determine whether that employee's condition can be accommodated, without causing further injury or delaying recovery.

In some circumstance, workplace modifications, work restrictions, and/or a non-work-related Return to Work Plan may need to be put in place to support a safe return to work. In such instances the following should occur:

- Notification to supervisor of the injury /illness including medical certificate evidence for the duration of the injury/illness. Pending the injury, the supervisor may ask for a medical clearance in order for normal duties to recommence.
- Prior to returning to the workplace, information to be provided to the supervisor regarding modifications or restrictions which may need consideration to support safe return to work especially if the injury/illness has potential to impact work or the safety of the employee or others at work.
- Medical certificates for the duration of the injury or illness will need to be provided for any absences in line with WSU's Enterprise Agreements. If the absence from work has been for an extended period, or the injury sustained limit the workers capacity, a supervisor may ask for a medical clearance prior to the commencement of returning to work.
- Notify WHS&W team so that a team member can contact the injured/ill staff member to discuss return to work options including work duties and potential available modified duties.
- When a staff member has not been cleared as fully fit for normal duties, the WHS&W team may request medical authority from the staff member, to allow contact with the treating doctor to clarify details of the employee's work capacity.
- The injured employee must provide a medical certificate from their doctor indicating their capacity for work. This certificate should clearly specify a diagnosis, any applicable restrictions, treatment and expected recovery time. Where possible WSU will try to accommodate restrictions. This is assessed on a case-by-case basis, having regard for operational business requirements.
- The WHS&W team will commence the consultation process with the injured staff member, supervisor treating health practitioners (when authorised) and other treating specialists e.g., occupational rehabilitation provider (if appointed).
- The consultation process, involving the injured/ill employee, supervisor and WHS&W team will discuss potential medical restrictions and available return to work options that can be offered within those restrictions.
- The injured/ill employee may have a support person present during any consultation.
- Any shortfall in hours worked as part of a return-to-work plan need to be covered as sick leave, covered by a medical certificate, and signed off by the supervisor (if sick leave is available).
- The Non-Work-related Return to Work Plan, based gathered information is to be signed by the injured/ill employee, treating health practitioners and supervisor. This Plan will detail suitable tasks, medical restrictions; tasks to be avoided and must be approved before commencing.
- Working to the restrictions and notifying the WHS&W team of any changes including restriction upgrades is the responsibility of the injured/ill worker.
- The injured/ill employee, supervisor treating health practitioner(s) and any Occupational Rehabilitation Provider should be contacted and consulted as the Non-work RTW Plan progresses.



- The injured employee will provide a medical certificate from the treating doctor or other medical advice indicating fitness to resume normal duties.



Part F – References, Tables & Annexures

(Specific to this management Plan)

Related Internal Documents

Polices

- Health Safety and Wellbeing Policy
- Injury Management Policy
- Compliance Policy
- Privacy Policy
- Records and Archives Management Policy

Management Standards

- Incident and Hazard Management Standard

Procedures

- First Aid Procedure
- Injury Management Procedure
- Accident Injury Incident Hazard Reporting procedure
- SOP for Wage Reimbursement
- SOP for Claims Lodgement
- Accident Injury Incident Hazard Reporting procedure/process

Guidance Notes

- Access EAP Employee Assistance program
- Initial recovery at Work Information
- Responding to Bullying in the Workplace
- First Aid Guideline

Forms

- Application for approval of a pre-injury average weekly earnings (PIAWE) agreement
- Initial Workers Compensation email
- Recover at Work Plan
- Wage Reimbursement Report
- Wage Reimbursement Schedule

Related External Documents

Legislation and Regulation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Workers Compensation Act 1987
- Workplace Injury Management and Workers Compensation Act 1998

Links to websites

- [*SIRA - Positive workplace culture improves recovery at work outcomes*](#)
- [*SIRA - Benefits while you recover from work poster*](#)
- [*NSW Government – Recovery at work resource kit*](#)
- [*Comcare – Benefits of returning to work*](#)
- [*Comcare - Benefits of safe and healthy work*](#)
- [*Health benefits of good work*](#)

Acronyms and Abbreviations Table



HSR	Health and Safety Representative
PCBU	Person Conducting a Business Undertaking
WSU	Western Sydney University also referred to as the University



Definitions

All terminology in this procedure is taken to mean the generally accepted or dictionary definition with the exception of the following terms which have a specifically defined meaning:

Act – Unless otherwise stated "the Act" refers to the Workplace Injury Management and Compensation Act 1998 (as amended).

Aggravation – when symptoms of a pre-existing injury are increased by a new and definable event.

Authority – Means the State Insurance Regulatory Authority (SIRA) of NSW.

Case Manager (CM) – the insurer appointed claims management specialist who coordinates all aspects of a workers compensation claim.

Compensable Injury – Any injury or illness that arises in the course of, or in connection with, a staff member's work, and to which the work is the main contributing factor.

Consultation – Sharing of information and exchange of views between the employee, manager, Injury Management Coordinator treating doctor Rehab provider and/or their representative/s on injury management issues. It is the opportunity to contribute to decision making in a timely fashion about the injured workers treatment, capacity and return to work.

First aid – initial treatment for an injury which is normally given by a first aider.

Illness – any physical or mental ailment, disorder, defect, or morbid condition which can be of sudden or gradual development. This also includes the aggravation, acceleration, exacerbation, or recurrence of any pre-existing disease.

Incident – Any unplanned event resulting in, or having a potential for injury, ill health, damage, or other loss.

Initial Notification of Injury – An initial notification means the first notification of a workplace injury that is given to the WHS&W Unit.

Injured Worker – a worker who has sustained a workplace injury or illness.

Injury – Any physical or mental damage to the body caused by exposure to a hazard.

Injury Management – the process that comprises of activities and procedures that are undertaken or established for the purpose of achieving a timely, safe, and durable return to work for the worker.

Injury Management Coordinator – University staff member in the Work Health Safety and Wellbeing Unit (WHS&W Unit), who is accredited by the State Insurance Regulatory Authority (SIRA). This person is qualified in accordance with the SIRA's Return to Work requirements and is responsible for assisting workers with their recovery at work.

Injury Management Plan (IMP) – A plan developed by the insurer for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation, and retraining (where indicated), for the purpose of achieving a timely, safe, and durable return to work for the staff member.

Injury Management Consultant (IMC) – a medical practitioner appointed by SIRA who is experienced in workplace rehabilitation. They liaise with the treating doctor injured worker, and employer to overcome barriers and identify strategies and solutions to assist with the return-to-work process. The IMC is not involved in the treatment of an injured worker.

Independent Medical Examiner (IME) – a registered medical professional appointed by SIRA who provides an impartial opinion about liability, treatment, causation of injury, illness, or impairment.

Insurer – A licensed insurer and refers to Employers Mutual Ltd (EML).

Lost time injury (LTI) – A work related injury which results in a person being absent from work for at least one full shift.



Medical treated injury (MTI) - A work related injury which results in treatment provided by a qualified health professional e.g., General Practitioner, Physiotherapist.

Nominated Treating Doctor (NTD) - the treating doctor nominated by a worker for the purposes of an injury management plan for the worker.

Non-compensable injury - any injury or illness which is not a compensable injury, but which impacts on a staff member's ability to perform their normal work duties.

Notifiable Incident - is an incident that must be reported to SafeWork NSW within 48 hours, in which a person dies, experiences a serious injury or illness or if a dangerous incident occurs.

Reasonable Excuse - the status of claim where the insurer has a reasonable excuse for not commencing provisional liability payments as defined in section 267(2) of the Act (as amended). Reasonable excuse exists where:

- there is insufficient medical information.
- the injured worker is unlikely to be a worker.
- the insurer is unable to contact the injured worker.
- the worker refuses access to information i.e., personal and health information in relation to the workplace injury.
- the injury is not work related and satisfactory evidence has been provided in accordance with the Act.
- there is no requirement for weekly payments.
- the injury was notified after 2 months from the date of injury.

Recover at Work (RAW) Plan - also commonly referred to as a Return-to-Work Plan (RTW), is an individual plan that provides information about an injured workers recovery at or return to work. The plan is completed through consultation with the Injury Management Coordinator nominated treating doctor treatment providers, injured worker, and manager.

Recover at Work Program - the program of established policies, procedures and processes developed by the University for the rehabilitation and return to work of injured or ill workers. It is established in accordance with requirements stipulated by SIRA.

Recurrence - when the symptoms of a previous injury reoccur spontaneously without any external cause.

Rehabilitation Provider/Consultant - SIRA approved allied health professionals who are experienced in delivering services that support, promote, and facilitate a workers return to work.

Provisional Liability - allows the insurer to start paying weekly payments and medical expenses while they fully assess the claim to determine liability.

Significant injury - a workplace injury that is likely to result in the worker being incapacitated for a continuous period of more than seven days, whether or not any of those days are workdays and whether or not the incapacity is total or partial or a combination of both.

State Insurance Regulatory Authority (SIRA) - the government organisation responsible for the regulatory functions for workers compensation insurance focusing on ensuring key public policy outcomes are achieved in relation to service delivery to injured people, affordability, and the effective management and sustainability of these insurance schemes.

Suitable Duties - temporary modified work duties provided to accommodate an injured workers capacity as they work towards a return to pre-injury duties.

Workplace Injury - Means an injury to a worker in respect of which compensation is or may be payable under the Act.

Worker - Means an employee of the university to which the Return to Work Program is applicable.



Part G – Document Management

(Specific to this management Plan)

Document Review

The Injury and Return to Work Management Program has a review date set to be no later than 2 years after the published date or earlier pending legislative changes, related organisational changes or other material changes which impacts this document in a material way.

Injury and Return to Work Management Program Access

The Injury and Return to Work Management Program will reside within the Work Health Safety and Wellbeing SharePoint 'WHS Teamsite'. The document will be located under the Management Plans hyperlink under the QMS WHS System Document menu. If having difficulty finding the document, please click on the search bar at the top of the Microsoft SharePoint page and type "Injury and Return to Work Management Plan". Then click on the .pdf listed to open the document.

The screenshot displays the Western Sydney University SharePoint 'WHS Teamsite' interface. A search bar at the top right shows the search results for 'Injury and Return to Work Management Plan', with a red box highlighting the search results. The main content area is divided into several sections:

- Communicate, Collaborate & Consult...**: A section with a header image and a list of documents in multiple languages (Arabic, Chinese, Vietnamese, English) related to 'Injured at Work'.
- QMS (Enterprise Wide) System Documents**: A list of documents including:
 - QMS (Enterprise) Policies
 - QMS (Enterprise) System Management Plans
 - Guidance and Procedures
 - Organizational Charts
 - Certificates, Licences & Permits
 - Legislation
 - Standards - ISO, AS/NZS, AU
- QMS WHS System Documents**: A list of documents including:
 - Policy and Statements of Position
 - Management Plans
 - Procedures
 - Forms and Checklists
 - Risk Register (Not publicly available at this time)
 - Guidance & Codes or Practice
 - Library References - Clinical & Scientific Studies
 - Warden List by Division
- WHS Team Documents**: A list of documents including:
 - Procedures (Internal)
- QMS RTW Documents**: A list of documents including:
 - Policy and Statements of Position
 - Management Plans
 - Procedures
 - Guidance
 - Forms and Checklists
 - Legislation, Standards and COP
 - Library References - Clinical & Scientific Studies

At the bottom of the page, there are two buttons: 'Report an Incident or Hazard' and 'SafeWork NSW Psychological Health Strategy'.