



Return to Work Program Procedure

Version	Approved by	Approval date	Effective date
3.3	Director of Health and Safety	11 November 2024	11 November 2024
Procedure Statement			
Purpose	<p>This procedure:</p> <ul style="list-style-type: none">assists injured workers with their recovery and return to the workplaceoutlines the commitment to assist injured workers with accessing necessary treatment and rehabilitation, and the steps to be taken to achieve a safe, timely and durable return to workdescribes the overall process of Workplace Injury Management and should be read in conjunction with the <i>UNSW Injury Management Program Procedure</i>. <p>The underlying principle is that the workplace, and not a medical institution or the home, is often the most appropriate and effective place to rehabilitate the majority of injured workers.</p>		
Scope	<p>Applicable to UNSW injured workers who are covered under the UNSW Self-Insurer program.</p> <p>This procedure applies to work related injuries. Non-work-related injuries are managed by the worker's supervisor, with advice from the HR Business Partnering team, and are not included in this document.</p>		
Procedure Processes and Actions			

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1. Introduction:

UNSW, Self-Insurer, is committed to the prevention of work-related injury/illness through the provision of a safe and healthy workplace. We promote the mental and physical health and well-being of people by fostering a supportive working environment and good interpersonal relationships. The purpose of this Return to Work Program is to facilitate the timely, safe, and durable return to work for workers who have sustained a work-related injury or illness by utilising the workplace as a vital part of the rehabilitation process. The UNSW return to work program supports an organisational culture of recovery at work. It helps workers stay active and return to health, and retain their skills and knowledge, within the context of a safe workplace where workers are valued, and the costs associated with extended time away from work are reduced. The Program:

- forms a component of, and supports, the University's Injury Management Program, and
- is consistent with the requirements of the regulators insurance guidelines for the Workplace Return to Work Programs.

This document includes differences in regulations and procedures for workers employed by different states. Differences are noted by:

- "NSW" for all workers employed by UNSW New South Wales (NSW)
- "ACT" for all workers employed by UNSW Australian Capital Territory (ACT).

For injured workers outside of these states, a 'state of connection' test is completed to determine whether the worker is covered by the UNSW Self-Insurer policy or by an insurance policy in the Australian state or territory. The UNSW Workers Compensation team and Safety Partner and Injury Management Manager will determine what insurance the worker is covered under. Safe Work Australia detail information on [Cross Border Provisions](#). This procedure reflects the UNSW Self-Insurer process only.

Workers on overseas work arrangements will be treated on an individual basis. Workers are encouraged to directly contact the UNSW Safety Partner and Injury Management Manager for further guidance.

The workers compensation state insurance regulators are:

- NSW: State Insurance Regulatory Authority (SIRA)
- ACT: WorkSafe.

2. Leadership and Commitment

UNSW is committed to:

- Educating the workforce about the Return to Work Program and process of early notification of injury via myUNSW, HSE Induction Training
- Educating workers, managers and supervisors via communication regarding the health benefits of recovery at work
- Developing a culture that promotes recovery at work by fostering positive attitudes towards workers recovering at work
- Returning an injured worker to work as soon as practicable (subject to medical recommendations)
- Commencing the workplace rehabilitation process as soon as practicable for injured workers who have capacity for some type of employment
- Providing early access to rehabilitation services for workers who require them, i.e. rehabilitation providers
- Maintaining the confidentiality of records in accordance with privacy provisions (refer to Section 9)
- Making all reasonable efforts to accommodate a request for permanently modified duties/employment for an injured worker with suitable employment that is, as far as reasonably practicable, the same as, or equivalent to, the pre-injury employment where possible

- Ensuring that any vocational retraining is reasonably likely to lead to suitable employment for the worker
- Not terminating a worker's employment due to injury within 6 months from the injured worker becoming medically unfit.

UNSW recognises its obligations under:

- [Work Health and Safety Regulation 2017](#) (NSW)
- [Work Health and Safety Act 2011](#) (NSW)
- [Work Health and Safety Regulation 2011](#) (ACT)
- [Work Health and Safety Act 2011](#) (ACT).

UNSW is committed to preventing workplace injury/illness and providing a safe, healthy and secure learning and working environment by taking all reasonable precautions to protect the health, safety and welfare of its staff, students, contractors and visitors whilst they are on University premises or engaged in approved work for UNSW.

Examples of measures used to prevent injury at UNSW include, but are not limited to:

- Regular departmental Health and Safety (HS) inspections to identify any potential risks / hazards and implement corrective actions
- Training, e.g. Health & Safety Induction, Health & Safety Awareness
- Specialty training courses such as Laboratory Safety Awareness; Hazardous Substances; Biosafety for Physical Containment Level 2 (PC2) Laboratories, Ionising Radiation, Ergonomic training and Manual Handling training
- Hazard, incident and near miss reporting. Investigations of any reported workplace incidents to identify root cause and implement corrective and preventative actions in line with [UNSW Hazard and Incident Reporting Procedure](#).

UNSW takes a systematic approach to the identification, assessment, elimination/control of hazards by using statistical techniques to analyse injury trends. Senior management conducts regular reviews of the capacity, suitability and effectiveness of the UNSW Health and Safety Management System (HSMS). This is achieved by scrutiny of:

- Health & Safety strategic goals and objectives (supported by the submission of progress reports on Key Performance Targets to the Vice-Chancellor by his direct reports)
- Faculty/Division HS Annual Reports
- UNSW Risk Profiles (HS Hazard & Risk Registers)
- Health Safety Management System audit results
- Health Safety and Workers Compensation statistics.

Everyone attending a UNSW workplace is required to ensure that their actions do not adversely affect the health and safety of others.

Return to work can be a complex process in which many factors at the individual, organisational and system levels interact to influence and promote a worker's recovery. UNSW aims to provide a safe and supportive workplace culture that is free of stigma associated with worker's compensation and where return to work enables workers, supervisors and employers to effectively respond to work-related injury or illness. This culture encourages early and appropriate support from UNSW and enables workers to play an active role in their recovery and return to work.

UNSW values the health and wellbeing of its people. UNSW is dedicated to ensuring options for support are available as part of the workers recovery, which includes support for physical, psychological, and social health needs. These are in line with

- [Workers Compensation Act 1987](#) (NSW)
- SIRA guidelines (NSW)
- [Workers Compensation Act 1951](#) (ACT)

- WorkSafe guidelines (ACT).

3. Workplace Arrangements

The University employs a full-time Return to Work Coordinator (RTWC) to facilitate the return to work process. The RTWC reports directly to the Manager of the UNSW Self-Insurer Workers Compensation Department, in Health & Safety.

The current RTWC is:

Emily Boulton Smith, 0436 031 115

E: wcomp@unsw.edu.au.

The RTWC has the authority to represent and make decisions for UNSW in relation to the following:

- Preparing, monitoring and reviewing a Recover at Work Plan for the rehabilitation of injured workers in consultation with key stakeholders (Managers, supervisors, doctors and other health providers)
- Booking and running case conferences with relevant medical practitioners with the view to address return to work barriers, reviewing capacity, progressing a Recover at Work Plan and reviewing a recover at work goal
- Referring workers to external rehabilitation providers (where appropriate)
- Helping to redeploy workers both internally and externally into suitable employment (where appropriate)
- Contributing to the improvement of relevant policies and systems
- Educating the workforce and promoting the health benefits of recovery at work.

The RTWC does not make decisions on claims liability or funding for treatment. This is the responsibility of the Workers Compensation UNSW Self-Insurer Case Manager and Workers Compensation Manager and/or is managed according to SIRA(NSW)/WorkSafe (ACT) funded rehabilitation programs.

UNSW supports the work of the RTWC by providing the following resources:

- Workers Compensation Department
- Health & Safety Department
- Faculty Heads of Schools, Managers and Supervisors
- UNSW Human Resources.

UNSW will refer to a range of rehabilitation providers that may be called on by the RTWC to assist in the recover at work planning of a worker.

A list of accredited providers is located on the regulator's website:

- NSW: [SIRA Approved Rehabilitation Providers](#)
- ACT: [WorkSafe Approved Rehabilitation Providers](#).

Please note that consideration on injury type, location, consultant and skill is considered in the referral process and approval.

While it is usually the UNSW Self-Insurer Workers Compensation Department who determines the appropriate rehabilitation provider, the injured worker does have input into their choice of provider. This is discussed with them at the time of referral.

NSW: A SIRA reference guide is provided about the role of a Rehabilitation Provider.

ACT: Typically, a rehabilitation provider will be selected by the RTWC in consultation with the worker. The worker can select an alternate provider and must advise RTWC in writing what rehabilitation provider they want to nominate. An appropriate Approved rehabilitation provider will be referred to from the WorkSafe ACT website.

In accordance with the [Work Health and Safety Act 2011](#) (NSW), [Workplace Injury Management and Workers Compensation Act 1998](#) (NSW), and [Workers Compensation Act 1951](#) (ACT), UNSW is

required to invite consultation from workers, worker representative organisations and Unions on the Return to Work Program prior to the program finalisation and approval. During development, this Return to Work Program Procedure is available on the [UNSW Governance policy draft consultation page](#).

The Return to Work Program is communicated and displayed via various forums, such as: health and safety consultation committees, staff induction training, health and safety e-newsletters and the governance website.

The Return to Work Program is continually monitored and reviewed by the Workers Compensation Manager to ensure the program is up to date and in line with changes in legislation and/or guidelines. The program is reviewed every two years.

4. Rights and Obligations

The worker is notified of their rights and obligations to help the worker understand what to do and what to expect after a work injury or illness.

- NSW: The worker is provided with a SIRA's brochure, '[Injured at Work: A recovery at work guide for workers](#)'
- ACT: The RTWC verbally notifies the worker of their rights and obligations. Refer: [How to make a workers' compensation claim - WorkSafe ACT](#).

A worker who notifies UNSW of a work-related injury or illness is obliged to:

- Report the injury as soon as possible after the incident occurs, UNSW expectation is within 48 hours or as soon as reasonably practicable
- Actively participate and co-operate in establishing an Injury Management Plan (NSW) / Personal Injury Plan (ACT)
- Carry out the actions that the established Injury Management Plan (NSW) / Personal Injury Plan (ACT) requires of them
- Make all reasonable efforts to return to work with UNSW as soon as possible
- Nominate a treating Doctor who has a key role in the recovery and rehabilitation of a worker and who is authorised by the worker, subject to privacy and confidentiality regulations, to provide relevant information to UNSW and other parties involved in the management of the injury, using a certificate of capacity, claim form or other form of authority
- Maintain regular, open, honest contact with their Manager/Supervisor and RTWC
- Attend independent medical appointments arranged by UNSW's Workers Compensation department
- Advise the UNSW Self-Insurer Workers Compensation Department in writing prior to changing the Nominated Treating Doctor detailing the reason for the change
- Support all absences and inability to return to pre-injury duties related to the injury with a workers compensation certificate of capacity
- Attend treatment outside of working hours as far as reasonably practicable, as treatment is intended to facilitate return to work, not impede it
- Actively participate and cooperate in their Recover at Work Plan
- Actively participate in determination of capacity for work
- Comply with their obligations under:
 - Recover at Work Plan (NSW/ACT) (Appendix 1)
 - Injury Management Plan (NSW) (Appendix 2)
 - Personal Injury Plan (ACT) (Appendix 3)

An injured worker has the right to:

- Privacy and confidentiality

- Choice of a Nominated Treating Doctor
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment
- Open and clear communication with the workers compensation team including individualised approach to recovery at work planning taking into account the needs of each injured worker
- Access to a range of rehabilitation provider services based on the accepted claim to support their physical, psychological, and social health needs that have been impacted by the work injury
- Refuse or request a change in rehabilitation provider, however they must contact the RTWC or UNSW Self-Insurer Case Manager to discuss why and alternative rehabilitation provider options
- Access to UNSW Wellbeing services, including UNSW's Employee Assistance Program (for confidential psychosocial health support)
- Access to interpreter services where appropriate
- Be consulted and involved in identifying suitable work and in development of, and participation in a Recovery at Work Plan
- Protection from dismissal because they are not fit for employment resulting from the injury, within six months of the worker first becoming unfit for employment
- Apply for reinstatement to their former position if they are terminated as a result of a work injury
- Access mechanisms for resolving complaints and disputes.

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

- Suspension of any 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.

4.1. Support Team

In the workers compensation system, returning to and recovering at work is a managed process involving a multidisciplinary support team. Each team member has an important role to play in the worker's recovery.

An employer's RTW program must outline the responsibilities and obligations of the worker and the worker's support team. At a minimum, this must include the following:

- Organisation's senior and middle management
- RTW coordinator
- Insurer
- Nominated treating doctor
- Approved workplace rehabilitation provider
- Any union representing the worker.

Details on the role and responsibilities of any other persons undertaking tasks on behalf of the employer to support their injured workers should also be included in their RTW Program. The employer can tailor their program to reflect position titles used in their organisation that will be more familiar to their workers. For example, a 'middle manager' may be called an operations manager, project manager or site supervisor etc.

The Injured Worker

The worker's primary role is to focus on recovering at work, in some capacity, as soon as possible. The worker's responsibility is to ensure they:

- Receive the assistance they require
- Remain focused, and
- Achieve their goals.

This means:

- Notifying their employer of their injury or illness as soon as possible
- Consulting a doctor, obtaining a certificate of capacity, and providing a copy to their employer and insurer
- Attending reviews with their doctor and maintaining a current certificate of capacity
- Actively participating in their treatment
- Actively participating in their recover at work planning
- Making reasonable efforts to return to their usual work or suitable work
- Attending appointments and assessments arranged by the UNSW Self-Insurer Case Manager.

Organisations Senior and Middle Management

Management's role within workers compensation is important to the success of a worker's recovery at work. Early and regular support from an employer has a positive impact on the worker's recovery at work. Senior and middle management have responsibilities and obligations under workers compensation legislation. They are required to:

- Ensure the organisation has a valid workers insurance policy (certificate of currency)
- Employ a nominated RTW coordinator with the relevant skills, experience, and training, who will regularly communicate with the worker and their support team
- Display the 'If you get injured at work' poster which explains what to do and who to contact if a worker gets injured at work
- Ensure a fully compliant RTW program is available to all employees and is easily accessible
- Ensure the organisation has and maintains a register of injuries
- Inform the RTW coordinator of all workplace injuries and ensure that all injuries are notified to the insurer within 48 hours
- Participate in the development of the workers injury management plan and comply with their obligations in the plan
- Provide suitable work (as far as reasonably practicable) when a worker is able to return to work
- Not dismiss a worker because of a work-related injury within six months from when the worker first became medically unfit as a result of the injury
- Inform the new employee that the worker may request reinstatement within 2 years if a worker is dismissed
- Where senior and/or middle management and/or supervisors undertaking additional tasks on behalf of the employer to support their injured workers these must also be included. For example:
 - Ensure an injured worker receives appropriate first aid and/or medical treatment
 - Ensure all incidents/injuries are reported, investigated and preventative action/s are implemented

- Assist the RTW coordinator to identify suitable duties
- Participate in Recovery at Work Planning discussions and/or meetings with an injured worker and the RTW Coordinator
- Ensure the injured worker only carries out duties as specified by their Recovery at Work Plan.

Return to Work Coordinator

These RTW coordinator duties include:

- Acknowledging and compiling the initial notification information by forwarding an email to the injured worker and supervisor/manager. The RTWC will:
 - NSW: Send a PDF copy of the SIRA brochure 'Injured at Work: A recovery at work guide for workers'.
 - ACT: Verbally explain the workers compensation process.
- Compiling the initial notification information
- Coordinating the worker's recover at work, including identifying suitable work opportunities
- Preparing, monitoring and reviewing a recover at work plan (in consultation with key parties) that documents the worker's capacity and the duties available.
- Liaising with external stakeholders, such as the nominated treating doctor, insurer, treatment providers, union, and workplace rehabilitation provider
- Implementing the RTW program
- Supporting the redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties
- Keeping injury and recover at work statistics
- Keeping confidential case notes and records in line with laws and guidelines
- Promoting the health benefits of good work to the workforce
- Contributing to the improvement of relevant policies and systems.

The RTW coordinator must have the authority to represent and make decisions for the employer in relation to the functions specified above. The RTW coordinator does not make decisions on claims liability or funding for treatment – this is the UNSW Self-Insurer Case Managers responsibility. The RTW program must outline the RTW coordinator's role in recovery at work planning and managing workers with a work-related injury or illness.

- Completes assessments to identify the need for rehabilitation providers. This is completed within 10 business working days
- Educates the worker of the option to engage with psychological support services (e.g., psychologist, psychiatrist, counsellor, etc.) if it is identified by the RTWC as needed to support the employee's mental wellbeing
- Provides recommendations for the need for other rehabilitation providers
- Discusses rehabilitation provider arrangements (e.g. timing of appointments) with the worker to ensure appropriate support is assessed and offered for each individual.

UNSW Self-Insurer Claims Management

UNSW Self-Insurer Case Manager coordinates all aspects of a worker's claim and is the primary contact for the worker and others involved in assisting the worker to recover at work. The information provided on the SIRA certificate of capacity (NSW)/certificate of capacity (ACT) allows UNSW's Self-Insurer Case Manager to promptly organise necessary support and services for the worker.

The UNSW Self-Insurer Case Manager:

- Makes early contact with the worker, employer, and the nominated treating doctor after receiving notification of a claim to determine the assistance the worker requires
- Makes claims decisions
- Authorises and arranges payment for 'reasonably necessary' medical and related expenses
- Determines a worker's entitlement to weekly compensation payments and commences payments
- Assists the employer to meet their obligations to support the worker to recover at work
- May arrange assessments or services to help determine a worker's capacity for work or identify suitable employment.
- Is available to the worker and their support team throughout the workers claim to discuss any needs, barriers or issues that may impact on the workers recovery.
- Approves medical treatment where applicable and schedule independent medical advice where required
- Monitors the progress of rehabilitation cases and complete formal case reviews where required.

Nominated Treating Doctor

The nominated treating doctor (NTD) plays a pivotal role as the primary coordinator of treatment services to a worker with a work-related injury or illness. The NTD assesses, diagnoses, and recommends treatment for a worker to help them recover. A worker has the right to choose their own doctor to help them with their recovery.

If a worker requires more than seven continuous days away from their usual duties, they must nominate a treating doctor to assist with coordinating treatment, injury management and their recovery at/return to work. The NTD is often a worker's GP (General Practitioner), but it might be a specialist.

An employer may recommend a doctor to a worker; however, the worker has the right to choose their own NTD for the purpose of obtaining treatment and for their workers compensation claim.

The NTD will:

- Provide immediate and ongoing medical intervention to help the worker recover
- Recommend medical and any other treatment that will help the worker recover from their injury.
- Communicate the workers treatment and recovery needs to the workers RTW coordinator and their support team.
- Assess the workers capacity for work and document the workers capacity for work on the certificate of capacity.
- Regularly review the certificate of capacity at least every 28 days. In some cases, this may be greater than 28 days with approval from the insurer
- Work with the UNSW Self-Insurer Case Manager/employer to develop the workers Injury Management Plan.

Further information regarding a nominated treating doctor is available on the regulator's website:

- NSW: [Your Nominated treating doctor](#)
- ACT: [How to make a workers' compensation claim - WorkSafe ACT.](#)

Approved Workplace Rehabilitation Providers

Workplace rehabilitation providers help address risk factors which may affect a worker's ability to

recover at work. These factors may include difficulty identifying suitable work, complex injury, delayed recovery, or communication breakdown.

Following receipt of a new referral, the SIRA (NSW)/WorkSafe (ACT) approved rehabilitation provider will appoint a consultant who will assist the worker and their support team (which may include the employer, doctor, insurer, and others) to achieve a positive recovery at work. The rehabilitation consultant will be a health professional such as an occupational therapist, rehabilitation counsellor, physiotherapist, exercise physiologist or psychologist.

Responsibilities of the approved workplace rehabilitation provider:

- Conducting a workplace or functional assessment to provide detailed information about the worker's capacity for work, their pre-injury work and available suitable work options
- Providing advice about reducing work demands through changes to a work environment or work practices
- Collaborating with other members of the support team to identify and develop strategies to address barriers to recovery and develop a tailored recover at work plan
- Educating the worker and employer about their obligations and/or the health benefits of work
- Conducting a vocational assessment to identify suitable employment options with a new employer (where appropriate)
- Preparing and/or assisting the worker to obtain suitable employment with a new employer (where appropriate).

Upon referral to a rehabilitation provider, the UNSW Self-Insurer Case Manager will provide copies of relevant medical documentation along with a job description when available to assist the consultant in understanding the pre-injury duties.

The direct Manager/ Supervisor to the injured worker will be notified of the referral so they are expecting the initial contact. An introduction meeting via teams may also take place to support all parties in understanding the role of a rehabilitation provider.

In most instances, the UNSW Self-Insurer Case Manager will choose the rehabilitation provider for referral in line with the guidelines. However, UNSW will consider the injured workers feedback on a request for a different provider. Consideration will be taken for location of the provider in proximity to the injured workers home and workplace, the skill set and training of the provider in addition to the services needed.

Whilst the below list of providers is not conclusive, the following providers are referred to

<p>Procare Group</p> <p>Website: https://procaregroup.com.au/</p> <p>Phone: 1300 000 724</p> <p>Email: info@procaregroup.com.au</p> <p>Locations: a large range of offices Australia wide</p> <p>Services: Return to work, Ergonomic assessments, functional & vocational assessments, Labour Market Analysis (LMA's) and job seeking support.</p>	<p>Resilia</p> <p>Website: https://www.resilia.com.au</p> <p>Phone: 1300 473 745</p> <p>Email: online referral</p> <p>Locations: Sydney Central Building District (CBD), Parramatta, Wollongong, Newcastle, Lismore and Canberra CBD</p> <p>Services: Psychological injuries for return to work support</p>
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NSW	<p>Further information regarding NSW Approved Workplace Rehabilitation Providers is available on the SIRA website:</p> <p>What to expect from your workplace rehabilitation provider - SIRA</p>
ACT	<p>Further information regarding ACT Approved Workplace Rehabilitation Providers is available on the WorkSafe website:</p> <p>List of approved rehabilitation providers - WorkSafe ACT</p> <p>Under Section 102 of the Workers Compensation Act 1951 (ACT) a worker must nominate a doctor, or medical practice, as their treating doctor for their personal injury plan.</p> <p>Under Section 99A of the Workers Compensation Act 1951 (ACT), the insurer may appoint an approved rehabilitation provider for the injured worker as part of the Personal Injury Plan if the worker has not returned to the workers pre-injury duties and hours within 4 weeks after the day the worker gave notice of the injury.</p> <p>NOTE: At UNSW, the RTWC completes an initial assessment to identify the need for rehabilitation providers to offer support for the worker as quickly as practicable.</p>

Any Union Representing the Worker

Unions are bodies that represent the interests of workers in particular industries or occupations. In the injured worker's support team, the role of the Union includes:

- Representing the worker by negotiating with the worker's support team to ensure the worker receives fair and just compensation for a work-related injury or illness
- Providing legal representation to the worker. This can help ensure that the worker receives proper representation and that their rights are protected
- Providing information and education to the worker about workers compensation
- Promoting the health benefits of recovery at work.

5. After an Incident:

Information on the University's procedures for first aid and registration of injuries, whether they result in a worker's compensation claim or not, is available at the following links:

- [Safety | Transformation, Planning & Assurance - UNSW Sydney](#)
- [HS905 First Aid Procedure](#)
- [myUNSW](#)

A notifiable incident to the SafeWork (NSW) / WorkSafe (ACT), includes:

- Death
- Serious injury or illness
- Dangerous incident
- A potentially dangerous incident occurs.

Information on UNSW's procedures for notifications of serious injury/illness incidents in accordance with

Section 38 of the [Work Health and Safety Act 2011](#) (NSW) / Section 35 of the [Work Health and Safety Act 2011](#) (ACT) is available at the following links:

- [Safety | Transformation, Planning & Assurance - UNSW Sydney](#)
- [HS307 Hazard and Incident Reporting Procedure.](#)

5.1. Reporting an injury

An injured worker must report an injury to their manager or supervisor as soon as possible after sustaining the injury. Managers or supervisors must ensure that the worker completes the online notification of injury via [myUNSW](#) within 48 hours of the injury having been reported.

Notifications can also be provided to UNSW in writing (including by email) or verbal (including by phone) and can be reported by a representative of either the worker or UNSW (such as a doctor or union representative).

The injured worker will be advised how to complete the online notification form if a certificate of capacity is received as an initial notification by way of email from the RTWC.

If the worker is unable to complete the online notification due to the nature of injury sustained, the manager or supervisor must record the incident on behalf of the injured person by following the below Health & Safety procedure:

Step 1: Go to [myUNSW](#)

Step 2. Go to My Staff Profile

Step 3. Click on 'My Profile'

Step 4. Click on 'Health, Safety and Environment'

Step 5. Click on 'Salus Safety Management System'

Step 6. Click on 'Report an Incident/Near Miss'

Step 7. Fill out the report (you may complete this on behalf of someone else).

The University is committed to providing comprehensive work health and safety training to workers at UNSW. The mandatory induction, training online modules and annual refreshers cover:

- Reporting obligations
- Injury management information
- Return to work information.

The mandatory induction can be completed online via [myUNSW](#). Completion records will be on PiMS. For training information refer to the [training page](#).

Any notifiable incident must be reported to the regulator immediately after UNSW is aware it has happened, as an urgent investigation may be needed.

NSW	SafeWork must be contacted immediately by phone on 13 10 50. Incidents can be notified 24 hours a day, 7 days a week.
ACT	WorkSafe must be contacted immediately by the fastest means possible. WorkSafe can be contacted via phone on 13 22 81 during business hours, or 0419 120 028 after hours. Within 48 hours of the initial phone call, email (worksafe@worksafe.act.gov.au) or fax, you must notify WorkSafe ACT in writing by completing the Notification of Incident form.

6. Support for the Worker

Communication plays a fundamental role in all facets of the return to work process. Therefore, it is very important that communication between the RTWC, injured worker and stakeholders are upheld by:

- Building and maintaining positive relationships
- Transparency of free and open exchanges between all parties as to the rules and reasons behind regulatory measures that are fair, clear and accurate and without hidden agendas or conditions
- Discouraging blame
- Checking for understanding to ensure clear transmission and clear expectations are understood by the injured worker as to their obligations around participating and cooperating throughout their recovery at work and injury management process
- Keeping in regular contact with the worker during a working week (Monday to Friday 8am to 5.30pm) or by agreement via phone, email and meetings. Consideration will be provided around the injured workers commitments outside of UNSW
- Tailoring communication style to the needs of the injured worker.

A support person chosen by the injured worker is allowed to be involved in all return to work discussions and meetings however this person is expected to remain respectful in all interactions.

In the case where the injured worker is unwell and unable to communicate on their own, a consent form will be required for the UNSW Self-Insurer claims support team to direct any communication and/or correspondence to them. Medical certification from a treating provider is also required specifying the medical reason why this is needed.

6.1. Injury management commitment

UNSW makes the following commitment in participating and cooperating in developing the requirements of the rehabilitation of all workers who experience work-related injury or illness:

The RTWC and UNSW Self-Insurer Case Manager will collaboratively commence Injury Management activities as soon as practicable following a workplace injury or illness. These activities are aimed at assisting the injured worker to recover at work, by providing support and access to all necessary treatment and/or rehabilitation services through the provision of suitable employment/duties.

NSW: An Injury Management Plan (IMP) (Appendix 2) will be created for all significant claims. The plan will be established in agreement with the employer and the injured worker.

ACT: A Personal Injury Plan (PIP) (Appendix 3) will be created for all significant claims. The plan will be established in agreement with the employer and the injured worker.

6.2. Informed Consent

Informed consent is where a worker is given all the relevant information before consenting to the release and exchange of information. It aims to ensure that the worker understands the benefits of providing consent and the risks of not doing so.

An employer may initially use the Certificate of Capacity to obtain consent, prior to the UNSW Self-Insurer claims support team requesting the worker to complete the UNSW Workers Compensation Standard Consent Form for release of personal information (Appendix 4). The UNSW Self-Insurer Case Manager will contact the injured worker to advise them of the implications of agreeing to sign the form (which aims to assist with communication and transparent decision-making between all stakeholders) or refusing to sign the form (which may lead to workers compensation entitlements being affected).

The UNSW Self-Insurer Case Manager will send a follow-up email to the injured worker with the following attachments:

- UNSW Workers Compensation Standard Consent Form for release of personal information (Appendix 4)
- NSW: SIRA Importance of Recovery at work.

The kind of health information that maybe required to be released and or exchanged to aid a worker's recovery at work includes: any electronic or paper-based information or opinion about a worker's physical or psychological health, treatment, rehabilitation, retraining, claims and injury or employment

management practices.

The following roles are authorised to exchange and release information:

- UNSW (employer)
- Return to Work Coordinator
- UNSW Self-Insurer Claims Officer, Case Manager and Workers Compensation Manager
- Workplace rehabilitation providers
- The nominated treating doctor
- Other allied health professionals involved
- Independent Medical Examinations
- NSW: The State Insurance Regulatory Authority (SIRA)
- ACT: WorkSafe.

6.3. Weekly Benefits – Calculation of Pre-Injury Average Weekly Earnings (PIAWE)

Weekly payments are based on a calculation of a worker's pre-injury average weekly earnings (PIAWE). PIAWE includes allowances and loadings, shift and overtime, piece rates and commissions and the value of non-monetary benefits (only where you are no longer entitled to the use of that benefit following injury).

Non-monetary benefits that you receive as part of your employment will be excluded from the calculation if retained in use after the injury. This is known as a deductible amount. Such non-monetary benefits may include:

- Residential accommodation
- Use of a motor vehicle
- Health insurance
- Education fees
- Other.

PIAWE is also subject to the following exceptions:

- Compulsory employer superannuation contributions
- Workers' compensation payments for loss of earnings
- Discretionary bonus payments.

NSW	<p>The UNSW Self-Insurer Workers Compensation Claims Officer obtains salary information from the UNSW payroll system (PiMS) and calculates the PIAWE in accordance with Part 3, Division 2, Sub-division 4 of the Workers Compensation Act 1987 (NSW).</p> <p>The amount of weekly payments payable depends on, but is not limited to:</p> <ul style="list-style-type: none">• The worker's current work capacity• The worker's PIAWE and current weekly earnings• How long the worker has received weekly payments• The worker's ability to earn in suitable employment• Whether the worker's income includes non-pecuniary benefits from UNSW e.g. residential accommodation, use of a car, health insurance or education fees.
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ACT	<p>Entitlement to weekly benefits in ACT is calculated looking at Average weekly earnings. A calculation of a 52-week period of earnings is completed prior to the date of injury.</p> <p>Refer to Section 39 of Workers Compensation Act 1951 (ACT) for the full break down of the calculation.</p> <p>UNSW calculates the PIAWE in accordance with sections 21, 22, 23, 24 and 25 of the Workers Compensation Act 1951 (ACT) (whichever section applies to the worker's employment type).</p> <p>Entitlement to weekly payments payable depends on, but is not limited to:</p> <ul style="list-style-type: none"> • Certificate of capacity coverage • Capacity for work and offered duties • Respective earnings for period • Others in the same employment who perform similar work at the same grade as the worker (in cases where the worker has only been employed for a short time).
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6.3 Calculations of a worker's weekly benefits

The weekly payment entitlement period starts on the day of the worker's first incapacity, whether total or partial, from a work-related injury or illness.

When weekly payments commence, a notice is provided to the worker detailing:

- That UNSW as a Self-Insurer has accepted or provisionally accepted for the work injury and will commence weekly payments
- The amount payable and how that amount was calculated
- What to do if the worker disagrees with the calculation and an explanation of the review process. To continue to be entitled to ongoing weekly payments, a worker is required to provide ongoing Workers Compensation Certificates of Capacity.

The UNSW Self-Insurer Workers Compensation Case Manager is responsible for the calculation and payment of weekly payments in a timely manner and, where possible, in the pay period in which the entitlement arises.

Weekly payments are reviewed by the UNSW Self-Insurer Workers Compensation Case Manager on a regular and ongoing basis throughout the life of the claim to ensure there is a continued entitlement and that the correct rate is applied to weekly payments.

Where weekly payments change as a result of the expiration of entitlement periods, the UNSW Self-Insurer Workers Compensation Case Manager will inform the worker in writing.

Workers are required to notify the UNSW Self-Insurer Workers Compensation Department of any change in employment that affects their earnings, such as commencing work for another employer.

Weekly payments will be paid in accordance with a certified injured worker's salary or wages in line with the relevant current Enterprise Agreement for the first 13 weeks. This means the worker will have no reduction in pay for either partial or total incapacity for work during this period.

UNSW Self-Insurer will advise workers in writing of the amount of weekly compensation payable on a claim, as well as any change in rate (other than a change that arises simply due to a variation in the worker's hours of work as part of a return to work process).

If, for any reason, UNSW Self-Insurer determines not to pay weekly payments for any period, the worker may apply to be paid sick leave or other accrued leave to cover this period in accordance with the usual leave application process at UNSW.

7. Recovery at work

UNSW is committed to providing meaningful and appropriate suitable duties/employment for injured workers, in accordance with:

- Section 49 of the [Workplace Injury Management and Workers Compensation Act 1998](#) (NSW)
- Sections 104 and 105 of the [Workers Compensation Act 1951](#) (ACT).

NSW	Section 49 (1) of the Workplace Injury Management and Workers Compensation Act 1998
ACT	<p>Section 104 of the Workers Compensation Act 1951 (ACT) requires that an Injured worker must make all reasonable efforts to return to work with the pre-incapacity employer as soon as possible, considering the nature of the injury.</p> <p>Section 105 of the Workers Compensation Act 1951 (ACT) outlines UNSW obligations to so far as reasonably practical provide suitable duties in line with the injury and their pre-injury role or if not available then other similar or a role equivalent to the employment in which the worker was employed at the time of the injury.</p>

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 full-time pre-injury position without restrictions.

Suitable employment for the worker (where practicable) will be provided by UNSW. Suitable duties are to be time limited inline with the return to work goal, monitored closely and regularly upgraded towards pre-injury hours and duties where appropriate.

Suitable duties/employment may be provided in many ways:

- Same or different worksite
- Same job with different hours and/or modified duties
- A training opportunity
- A combination of these options
- Different job altogether.

Suitable employment is work identified for a worker with a current capacity for work which is based on:

- The nature of their capacity for work
- Medical certification (Certificate of Capacity or medical report)
- The worker's age, education, skills work experience. Any Plan or document prepared as part of the recover at work planning process, including an Injury Management Plan (NSW) / Personal Injury Plan (ACT)
- Any occupational approved rehabilitation services provided to or for the worker
- Any other matters that the SIRA (NSW) / WorkSafe (ACT) Guidelines may specify.

When an injured worker has capacity to return to work in suitable employment the RTWC will start the return to work process in consultation with the Manager/Supervisor, worker and nominated treating doctor (even when a claim is in dispute).

Evidence suggests that staying at work, or returning to work as soon as safely possible, is good for health and overall wellbeing.

NSW: <https://www.sira.nsw.gov.au/workers-compensation-claims-guide/understanding-the-claims-journey/recovery-at-work>

suitable duties/employment options that are available in the workplace, and if not, what other options are available. Suitable duties/employment may mean a change in job and/or hours and should retraining be identified as a support mechanism for gaining alternative employment, this will be considered.

The RTWC will discuss with the injured worker, their Manager/Supervisor, union delegate (if applicable) suitable duties/employment options. After agreement is reached, all offers of suitable duties or suitable employment to the worker 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.

Where possible suitable employment rather than suitable duties (suitably employed to a comparable position of equal level) will be considered especially where the injury is serious, and the injured worker may have difficulty in returning to pre-injury employment.

Suitable duties will not be provided if:

- They are inappropriate to the injured worker's restrictions
- The injured worker voluntarily resigned from UNSW after the injury happened (whether before or after the commencement of the incapacity for work) or
- The injured worker's employment was terminated after the injury happened, other than for the reason that the injured worker was not fit for employment as a result of the injury
- It is not reasonably practicable to provide employment
- In instances where suitable duties cannot be identified within UNSW or, if a worker is unable to return to their pre-injury or permanent alternative employment, the services of an approved workplace rehabilitation provider may be required. These services are previously outlined under Section 4.1 – Support Team Approved Workplace Rehabilitation Provider.

Return to work with a different employer may be required when suitable duties are unable to be provided. An approved workplace rehabilitation provider will then provide assistance to:

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

NSW	<p>SIRA has a range of funded programs to support injured workers who need additional assistance to return to work which include:</p> <ul style="list-style-type: none"> • Education or training assistance • New Employment Assistance • Transition to Work Program • Work trial program. <p>For further information regarding these programs, refer to the UNSW Injury Management Program or the SIRA website.</p> <p>https://www.sira.nsw.gov.au/theres-been-an-injury/im-a-worker-recovering-at-work</p>
ACT	<p>WorkSafe offers vocational rehabilitation to support injured workers who need additional assistance to return to work, which include:</p> <ul style="list-style-type: none"> • Retraining options • job seeking assistance.

7.1. Developing and Maintaining a Recover at Work Plan

A Recover at Work Plan (Appendix 1) is a written plan that is established prior to an injured worker carrying out suitable duties or suitable employment options.

The Plan outlines the following:

- Goals
- Commencement and review dates
- Duties that the worker will perform on their return to work
- Treatment arrangements
- Restrictions as per the Workers Compensation Certificate of Capacity
- Evidence of consultation
- Arrangements to notify relevant parties of changes or issues with the Plan.

A Recover at Work Plan is to be developed by the RTWC and reviewed in accordance with the Workers Compensation Certificate of Capacity issued by the Nominated Treating Doctor.

The Plan will then be given to the worker and the manager/supervisor of the work area to review and discuss, with both having the opportunity to provide feedback and propose amendments to the plan as part of the consultation process.

The Plan, following consultation, must be agreed to and signed by the Manager/Supervisor and the worker before commencement. The signed copies of the Plan should be attached to the rehabilitation file. The RTWC is responsible for providing the agreed Plan to the Nominated Treating Doctor for review and signing. The Plan should be adjusted to reflect any changes in the injured worker's condition or capacity for work.

In some instances, a proposed Recover at Work plan will be created to show all parties involved in the Recover at work process of available duties at UNSW. This will not be implemented until all parties agree and sign the plan.

The RTWC will keep case notes detailing the decisions, and rationale supporting the decisions made during the development and review of the Recover at Work Plan.

UNSW as a Self-Insurer and employer, acknowledges that it is against workers compensation legislation to terminate an injured worker on the basis of a work-related injury within 6 months of first becoming medically unfit.

8. Dispute prevention and resolution

Workers may seek resolution of issues or a dispute in relation to the Recover at Work or Injury Management processes in one or more of the following ways:

- Seek information or assistance
- Resolve the complaint informally
- Make a formal complaint.

Workers are urged to raise any issues at an early stage. Every effort should be made to resolve a grievance or dispute through open communication between the RTWC, injured worker, Nominated Treating Doctor, Manager/Supervisor and Approved rehabilitation provider and where relevant, any nominated representative of the injured worker.

This may involve formal or informal consultation between some or all the above parties.

If agreement cannot be reached, UNSW as a Self-Insurer will implement one, or a combination of, the following management strategies:

- Liaison with the Nominated Treating Doctor by the RTWC to establish the basis for disagreement and negotiate a suitable solution and return to work
- Provision of all assessments of worker's capacity to work and available workplace duties to the Nominated Treating Doctor (NTD)
- Referral to an Approved Workplace Rehabilitation Provider for assessment and liaison with all parties
- Referral to an Independent Physiotherapy Consultant
- Referral to an Injury Management Consultant for assessment and consultation with the Nominated Treating Doctor

- Referral to an Independent Medical Examiner for review
Application to the Personal Injury Commission.

Other sources of information for dispute resolutions are:

- Your Union representative
- Your Lawyer
- NSW:
 - Independent Review Office (IRO) on 13 94 76 or via email (contact@iro.nsw.gov.au)
 - Registrar of the Personal Injury Commission (PIC), you have the right to seek an expedited assessment by application, 1800742679 or via an online form: <https://pi.nsw.gov.au/contact/contact-us>
 - State Insurance Regulatory Authority (SIRA) Customer Service Centre on phone 13 10 50 or via email (contact@sira.nsw.gov.au)

Workers can also refer to the UNSW [Complaints Management and Investigations Policy and Procedure](#).

9. Administration

All information and records collected during the Return to Work process will be kept confidential in accordance with the applicable privacy laws and will only be disclosed in accordance with these and / or the provisions of the [Workplace Injury Management and Workers Compensation Act 1998](#) (NSW) / [Workers Compensation Act 1951](#) (ACT).

Recover at work information is information that involves the treatment, rehabilitation, retraining, claims management and employment management practices that are directed to assist an injured worker to return to work.

The injured worker is responsible for giving consent for the doctor, employer, insurer, treating practitioners, rehabilitation providers and SIRA (NSW) / WorkSafe (ACT) to exchange information for the purpose of managing the injury and workers compensation claim. This is done by signing the UNSW Standard consent form for release of personal information and the initial and / or subsequent Certificate of Capacity.

The injured worker may withdraw consent at any time in writing to the RTWC or UNSW Self-Insurer 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.

There may be times where information needs to be shared with individuals outside of the direct manager or supervisor to coordinate a return to work plan. For example, someone from the UNSW Workers Compensation Team may need to discuss the medical restrictions to identify alternate suitable duties elsewhere in UNSW that may be available. The RTWC will inform the worker before this information is to be shared.

A critical aspect of the Recover at Work process is the management and maintenance of appropriate records.

In this regard, UNSW as a Self-Insurer will ensure that:

- Any information regarding the injured worker's illness or injury is obtained with the worker's written consent
- All relevant documentation associated with an injured worker's work-related injury or illness is retained lawfully on the compensation and rehabilitation files
- All files created in relation to the workers compensation process are retained in an appropriately locked and secured location
- Access to information in relation to workers compensation and return to work matters is strictly confidential
- Privacy is maintained in accordance with the requirements:
 - Section 243 of the [Workplace Injury Management and Workers Compensation Act 1998](#) (NSW)

- [Privacy and Personal Information Protection Act 1998](#) (NSW)
- [Health Records and Information Privacy Act 2002](#) (NSW)
- [Health Records \(Privacy and Access\) Act 1997](#) (ACT)
- [Information Privacy Act 2014](#) (ACT).
- Destruction of all documentation associated with the workers compensation process is undertaken through an appropriately secure disposal process.

Workers compensation files are maintained online with strict access and only approved roles have access to these documents. These files may be accessed by the UNSW Self-Insurer Case Manager, UNSW Self-Insurer Manager of Workers Compensation, RTWC, UNSW Self-Insurer Claims Administration, and Human Resources (when employment matters are applicable and only where relevant).

Case notes of all actions taken throughout the life of a claim are created and retained on a workers compensation management system called Figtree. Only the UNSW Self-Insurer workers compensation support team have access to Figtree.

UNSW as a Self-Insurer will maintain the Figtree System (or relevant claims system) recording all claims made, claims estimates and payments (NSW: This is in accordance with the SIRA Claims Technical Manual.

10. Consultation of Program

Following creation and ongoing reviews of the program, UNSW commits to consulting with UNSW workers and any relevant Union representatives.

Consultation will take place as outlined in the [Policy Framework Policy](#).

11. Implementation of the Return to Work program

Implementation of the program will be:

- Included at initial induction of all workers
- Addressed in work, health and safety mandatory online training, with yearly refreshers
- Implemented and communicated as outlined in the [Policy Framework Policy](#).

12. Program review

The program will be reviewed every 2 years or before if there are major legislation changes.

Accountabilities	
Responsible Officer	Director, Health and Safety
Contact Officer	Manager, Health and Safety Specialists, Systems and Assurance
Supporting Information	


Legislative Compliance	<p>NSW:</p> <p>This procedure supports the University's compliance as a licensed Self-Insurer in NSW under Workers Compensation Act 1987 (NSW) with the following legislation:</p> <p>Workplace Injury Management and Workers Compensation Act 1998 (NSW)</p> <p>Work Health and Safety Regulation 2017 (NSW)</p> <p>Work Health and Safety Act 2011 (NSW)</p> <p>Privacy and Personal Information Protection Act 1998 (NSW)</p> <p>Health Records and Information Privacy Act 2002 (NSW)</p> <p>ACT:</p> <p>This procedure supports the University's compliance as a licensed Self-Insurer in ACT under Workers Compensation Act 1951 (ACT) with the following legislation:</p> <p>Work Health and Safety Regulation 2011 (ACT)</p> <p>Work Health and Safety Act 2011 (ACT)</p> <p>Health Records (Privacy and Access) Act 1997 (ACT)</p> <p>Information Privacy Act 2014 (ACT).</p>
Parent Document (Policy)	Injury Management Program Procedure
Supporting Documents	<p>NSW:</p> <p>SIRA Guidelines for workplace return to work programs March 2021</p>
Related Documents	Health and Safety Policy
Superseded Documents	Return to Work Program Procedure, v3.0
File Number	2016/25545
Definitions and Acronyms	
Injury Management program (NSW)	<p>NSW:</p> <p>An insurer-developed strategy for managing all aspects of work-related injuries and illnesses.</p>
Injured worker	Means a worker who has experience workplace injury and/or illness.
Nominated Treating Doctor (NTD)	Nominated treating doctor means the treating doctor nominated by an injured worker for the purposes of an Injury Management Plan (NSW) / Personal Injury Plan (ACT) for the injured worker.
Notifiable Incident	A death, serious injury or illness, or dangerous incident that results from a business conduct or an action at a workplace.
Personal Injury Plan (ACT)	<p>ACT:</p> <p>An insurer-developed strategy for managing all aspects of work-related injuries and illnesses.</p>
Recover at Work Plan	An individual plan that an employer develops in consultation with the worker to manage recovery at work.

Return to Work Program	A summary of the system the employer uses to manage workers with work related injuries or illnesses.
RTWC	Return to Work Coordinator
Significant injury	An injury likely to make the worker unable to work for more than seven continuous days. Whether or not those days are work days, and whether or not the worker's incapacity is total, partial or a combination of both.
SIRA	State Insurance Regulatory Authority (NSW)
Suitable employment	<p>NSW:</p> <p>Suitable Employment in relation to a worker, means employment in work for which the worker is currently suited:</p> <p>Having regard to:</p> <ul style="list-style-type: none"> (a) the nature of the worker's incapacity and the details provided in medical information including, but not limited to, any certificate of capacity supplied by the worker (under Section 44B), and (b) the worker's age, education, skills and work experience, and (c) any plan or document prepared as part of the return to work planning process, including an injury management plan under Chapter 3 of the 1998 Act, and (d) any occupational rehabilitation services that are being, or have been, provided to or for the worker, and (e) such other matters as the SIRA Guidelines may specify, and <p>regardless of</p> <ul style="list-style-type: none"> (a) whether the work of the employment is available, and (b) whether work employment is of a type or nature that is generally available in the employment market, and (c) the nature of the worker's pre-injury employment, and the worker's place of residence. <p>ACT:</p> <p>The employer must provide employment to the worker that is</p> <ul style="list-style-type: none"> (a) as far as reasonably practical, the same as, or equivalent to, the employment in which the worker was employed at the time of the injury, and (b) Otherwise, suitable employment for the worker.

Workplace injury	<p>NSW:</p> <p>Sections 4, 9, 9A, 15, 16 of the Workers Compensation Act 1987 refer to injury entitlement. In Summary: Workplace injury means an injury and/or illness to a worker in respect of which compensation is or may be payable, arising out of or in the course of employment, includes a disease injury, which means: a disease that is contracted by a worker in the course of employment but only if the employment was the main contributing factor to contracting the disease, and the aggravation, acceleration, exacerbation or deterioration in the course of employment of any disease, but only if the employment was the main contributing factor to the aggravation, acceleration, exacerbation or deterioration of the disease, and does not include (except in the case of a worker employed in or about a mine) a dust disease, as defined by the Workers Compensation (Dust Diseases) Act 1942 (NSW), or the aggravation, acceleration, exacerbation or deterioration of a dust disease, as so defined.</p> <p>ACT</p> <p>Chapter 4 of the <i>Workers Compensation Act 1951</i> (ACT) refers to injury entitlement. In summary: Workplace injury means an injury and/or illness to a worker in respect of which compensation is or may be payable, arising out of or in the course of employment, includes a disease injury, which means: a disease that is contracted by a worker in the course of employment but only if the employment was the main contributing factor to contracting the disease, and the aggravation, acceleration, exacerbation or deterioration in the course of employment of any disease, but only if the employment was the main contributing factor to the aggravation, acceleration, exacerbation or deterioration of the disease, and does not include (except in the case of a worker employed in or about a mine) a dust disease, or the aggravation, acceleration, exacerbation or deterioration of a dust disease, as so defined.</p>			
	<p>WorkSafe</p> <p>Insurance regulator (ACT).</p>			
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Vice-President, Campus Life and Community Engagement	1 September 2016	1 September 2016	New document.
2.0	Vice-President Human Resources	6 April 2018	6 April 2018	Program revised in line with new SIRA guidelines for workplace return to work programs.
3.0	Vice-President, Human Resources	30 June 2020	30 June 2020	Program revised in line with new SIRA guidelines for workplace return to work programs.
3.1	Director of Governance	29 March 2021	29 March 2021	Administrative update to position and unit titles and to change Workers Compensation Commission to Personal Injury Commission.
3.2	Director, Safety	24 June 2024	24 June 2024	Program revised in line with new SIRA guidelines for workplace return to work programs. Document combined to include ACT regulations and WorkSafe guidelines.

3.3	Director, Health and Safety	11 November 2024	11 November 2024	Minor change to meet requirements for legislative compliance.
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Recover at Work Plan 1



UNSW
SYDNEY

This Recover at Work Plan (RAWP) outlines a temporary work program designed to assist with recovery from injury / illness. It does not constitute a permanent change in job role or conditions of employment.
This plan will be superseded by one of a higher number.

Worker's Name		Position Title	
School/Unit where employed		Claim Number	
Date of Injury		Diagnosis	
Period of Plan FROM		PERIOD OF PLAN TO:	
Plan Review Date			

Obligations

Manager

- To provide suitable duties in accordance with the advised medical restrictions and as outlined in this RAWP. Suitable duties should be available and suitable for the injury and medical restrictions provided by the Nominated treating doctor (NTD)
- To immediately report to the Return To Work (RTW) Co-Ordinator any apparent difficulties that either the employer or the employee is having with the RAWP.

Employee

- To adhere to the requirements of this RAWP and the certified medical restriction at all times.
- To immediately report any difficulties with the RAWP to my Manager & to the RTW Coordinator.
- To attend treatment sessions as advised by my treatment providers and as approved by the insurer.
NOTE: Attendance at treatment is not to interfere with the scheduled hours of work. Treatment is to be taken outside of scheduled hours unless alternative arrangements have been made directly with the Employer.
- To attend your Nominated Treating Doctor on or before the expiry date of each certificate. If you have any issues regarding your injury before your due review date, please return to see the Doctor.
- To forward the next Certificate to wcomp@unsw.edu.au within two (2) days of obtaining it.
NOTE: Backdated certificates may not be accepted by the Insurer
- Ensure regular postural and rest breaks when doing computer based work or repetitive tasks.
- To ask for assistance in any situation whereby you are unable to undertake a task outside your capacity to work.

Return to Work Planning

RTW Goal	Return to Pre-injury duties	RTW Workplace	
Current Capacity: days/hours			
Monitoring Arrangements			
Additional Recommendations/ Modifications/Equipment			
Suitable Duties			

Agreement:

In signing this RAWP, the following parties acknowledge and agree that they have read and understood the duties and obligations detailed in the plan and will return it within 3 working days.

Important: In the event that the Medical certificate is not received by the end of this plan then the worker and supervisor agree to abide by the conditions of this plan beyond the review date until either a new Return to Work Plan is issued or a medical certificate advising new hours / restrictions is received.

Employee Signature

Date

Manager Signature

Date

Doctor Signature

Date

RTW Coordinator Signature

Date

Key Contacts

Role: Manager (for RTW) Name: Email:	Role: RTW Coordinator Name: Emily Boulton Smith Work Ph: 0436 031 115 Email: emily.b.smith@unsw.edu.au
Role: Nominated Treating Doctor (NTD) Name: Work Ph: Email:	Role: Name: Work Ph: Email:

Please sign and return by email to wcomp@unsw.edu.au.

Injury Management Plan



Plan No:		Plan Date:	
Developed By		Review Date	
Email		Mobile	

This Injury Management Plan ('IMP') is designed to provide the worker, the nominated treating doctor, other treatment / rehabilitation providers and University of NSW with a detailed plan of the current and future injury management actions aimed at assisting the worker recover from injury and return to maximum working capacity in a safe and timely manner.

WORKER & EMPLOYMENT DETAILS

Worker Name:		Claim No:	
Email:		Mobile	
Date of Injury		Pre-injury Occupation:	
Pre-Injury Hours		Faculty/ School/ Department	
Manager Name		Manager Email	

MEDICAL SUPPORT TEAM CONTACTS

Doctor Name:			
Email:			
Treatment provider Name:			
Email:			
RTW Coordinator		Email	wcomp@unsw.edu.au
Rehabilitation Provider:		Services provided	
Email:			

INJURY MANAGEMENT & RETURN TO WORK GOALS

Short Term IM Goal (3 months)	
Long Term IM Goal	
Recovery Goal	
Estimated Goal Date:	

TREATMENT (CURRENT & ANTICIPATED)

Separate approval for treatment must be sought from UNSW prior to receiving treatment. Failure to obtain approval prior to receiving treatment may leave you able liable for costs involved (not including treatment or service that is exempt under State Insurance Regulatory Authority guidelines).

UNSW has up to 21 days to assess treatment requests.

Treatment Type	Treatment Provider Name	Frequency of Treatment	Expected Treatment End Date (or Date Scheduled For if "one-off" service)

ACTIONS

Should your injury management goal, medical treatment or work capacity status changes before the review date your Injury Management Plan will be updated based on the new information provided at the time. The plan will be succeeded by a higher number with a new review date.

Action	Person responsible	Date / timeframe for Completion
•		
•		
•		
•		
•		

PLAN DISSEMINATION AND SIGN OFF

Position	Name	Signature	Date:
Worker			
Manager / Supervisor			
Nominated Treating Doctor (GP)			
Case Manager			

INJURY MANAGEMENT PLAN OBLIGATIONS

Injury Management Plan (IMP) Information Sheet:

An IMP is required to be developed when a worker suffers a significant injury. A significant injury is defined as one that is likely to result in the worker being unable to perform their pre-injury duties for a continuous period of greater than seven days.

INJURY MANAGEMENT AND RETURN TO WORK OBLIGATIONS OF WORKERS

An Injured Worker is required to:

- Actively participate and cooperate in the establishment of an Injury Management Plan (IMP) required to be established for the worker. (Section 47 (1)) of Workplace Injury Management Workers Compensation Act 1998)
- comply with the obligations imposed on the worker by or under an Injury Management Plan for the worker. (Section 47 (2) of Workplace Injury Management Workers Compensation Act 1998)
- In co-operation with the employer and the insurer a worker must make all reasonable efforts to return to work in suitable employment or Pre-Injury employment at the worker's place of employment or another place of employment when they have a current work capacity. (Section 48 (1)) of Workplace Injury Management Workers Compensation Act 1998)
- Actively, honestly, and openly communicate with the Case Manager and RTW Coordinator throughout the management of your claim. This includes participating in Case conferencing both face to face and via technology-based meetings.
- Select a nominated treating doctor to manage his / her injury and return to work, a medical practice can also be nominated as treating doctor where other members of the same practice of the nominated treating doctor can treat the injured worker from time to time.
- Authorise his / her nominated treating doctor to provide relevant injury management information for the purposes of an Injury Management Plan to UNSW Workers Compensation (Section 47 (5)) of Workplace Injury Management Workers Compensation Act 1998)
- Complete the injured worker declaration consent on Page 3 of the Certificate of Capacity and consent section on Page 1 of the Certificate of Capacity
- Attend medical appointments arranged by UNSW Workers Compensation
- Participate in recommended treatment as per Nominated Treating Dr's advice aimed at timely recovery from injury.
- When receiving reasonable and necessary medical treatment for a work-related injury or condition to obtain that reasonable treatment outside of normal working hours where possible. For any treatment or appointments that cannot be scheduled out of working hours due to availability of appointments, the time to attend these appointments is to be negotiated with the direct supervisor/manager of the area with consideration of the operational requirements of the department/unit.
- Obtain approval for treatment referred by their Nominated Treating Dr or treating specialist prior to undertaking treatment. Failure to obtain approval prior to receiving treatment may leave you liable for costs involved (not including treatment or service that is exempt under the SIRA guidelines)
- Submit in a timely manner (within 24 hours of issue date) properly completed Certificate of Capacity to support any period of incapacity.
- Sign a copy of your Injury Management Plan and return it to the UNSW Workers Compensation Department within the advised timeframe.
- to seek alternative employment if you are unable to return to pre-injury duties and your employer cannot provide suitable duties.

Failure to comply with your Injury Management Plan and Return to Work Obligations:

Under Section 45 (4) of Workplace Injury Management Workers Compensation Act 1998 (the 1998 Act), an injured worker may have no entitlement to weekly payments of compensation if the worker fails unreasonably to comply with the requirements of Chapter 3 (1998 Act) after being requested to do so by UNSW Workers Compensation as the insurer.

Section 48A of the 1998 Act states the following with regards to failure to comply with return-to-work obligation of worker. If a worker does not comply with an obligation of the worker imposed under Section 48, the insurer may in accordance with this section: (a) suspend, (b) terminate payment of compensation in the form of weekly payments to the worker and (c) the insurer may cease and determine the entitlement of the worker in the form of weekly payments in respect of the injury under this Act.

If the insurer seeks to suspend payments of compensation under section (1) (a) the insurer must give notice to the worker stating ; (a) the reason for giving the notice, (b) that unless the worker complies with the obligation under Section 48 specified in the notice, weekly payments to the worker will be suspended from the date specified in the notice which must be 14 days after notice is given but no more than 60 days after notice is given and (c) consequences of failing to comply as specified in this notice.

For full detail and further information please refer to Workplace Injury Management and Workers Compensation Act 1998 – Sect 48A.

Changing Nominated Treating Doctor

The injured employee must nominate a treating medical practitioner who is prepared to assist with the development of, and continue to be involved in, the Injury Management Plan. The injured employee must authorise the nominated treating doctor to provide relevant information for the purpose of an Injury Management Plan.

An injured worker may be permitted to change Nominated Treating Doctor if they can provide a valid reason in writing in line with Section 47(6) of the Workplace Injury Management and Workers Compensation Act 1998. UNSW recognises that in cases where an injured worker is not recovering from injury or is not happy with the level of treatment/communication received from a Nominated Treating Doctor, that a change of Nominated Treating Doctor can be a productive and pro-active move towards recovery. Consistent medical care is essential to assist the injured worker with recovery and safe return to employment after an injury. Changing the doctor can interrupt good medical care. If an injured worker has a reason to change their Nominated Treating Doctor, they must contact the Workers Compensation Department and inform them of the reason. The Workers Compensation Department may ask for this advice in writing.

An injured worker is not to change nominated treating doctor unless he / she can provide a valid reason for the change in line with Section 47(6) of the Workplace Injury Management and Workers Compensation Act 1998. To request such a change, the injured worker must submit the request in writing either personally or by facsimile, by e-mail or by mail stating the reasons for wishing to change the nominated treating Doctor and the name, address and phone number of the doctor preferred to take over the role.

Weekly benefits may not be paid for periods covered by medical certificates not issued by the agreed nominated treating doctor.

UNSW Workers Compensation may request an injured worker to change nominated treating doctor if the Certificate of Capacity are continually backdated or if the nominated treating doctor repeatedly fails to cooperate in the development and review of the IMP.

The Nominated Treating Doctor is required to:

- Actively assist the injured worker to recover from injury
- Support the injured worker's safe return to work
- Provide a properly completed Certificate of Capacity to the injured worker with all relevant sections completed
- Cooperate in the development and ongoing review of the IMP
- Be available to discuss the workers injury management with University of NSW Workers Compensation and/or its medical and rehabilitation providers
- Provide Certificate of Capacity every 28 days unless clinical reasoning is provided for a review date greater than 28 days.
- Participate in requests for Case conferences with the view to achieving the best outcome for the injured worker

University of NSW and University of New South Wales Workers Compensation Department is required to:

- Provide suitable duties to an injured worker, unless it is not reasonably practicable to do so
- Develop the IMP in consultation with the injured worker, the nominated treating doctor and any other relevant provider
- Disseminate a copy of the IMP to all parties involved in the injury management process
- Comply with the obligations imposed on University of NSW Workers Compensation Department under the IMP
- Authorise, in consultation, with the nominated treating doctor, reasonably necessary treatment within legislative timeframes
- Ensure the timely delivery of appropriate compensation entitlements to the injured worker
- Utilise fair and effective procedures to manage anyone who fails to meet his/her IMP obligations
- Ensure all personal information and records in the injury management process will be collected and kept confidential in accordance with the National Privacy Provisions and will only be disclosed in accordance with these and / or the provisions of the Workplace Injury Management and Workers Compensation Act 1998.
- Not to terminate an injured employee within 6 months of the date of the worker first becoming medically unfit on the basis of a work-related injury. .

PERSONAL INJURY PLAN PARTICIPANT DETAILS AND OBLIGATIONS

Plan No:		Plan Date:	
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WORKER DETAILS

A worker must reasonably comply with their Personal Injury Plan or any request by the insurer made under Chapter 5 of the Workers Compensation Act 1951 No 2 or weekly benefits may be suspended.

Worker Name:		Date of Birth:	
Worker Address:		Worker Mob Ph:	
		Worker email:	=
Pre-Injury Occupation:		Pre-Injury Hrs:	
Faculty/ School/ Department/ Unit:		Location:	
Current Work Status:			

EMPLOYER DETAILS

An employer must take part and co-operate in the establishment of a Personal Injury Plan for the worker, and provide suitable work for full time, part time, casual and contract workers.

Manager Name:		Manager mobile:	
Manager email:			

CLAIM & INJURY DETAILS

Claim Number:		Injury Date:	
Description of Injury:			
Claim Status:			

NOMINATED TREATING DOCTOR

A nominated treating doctor must agree on the medical certificate to take part in the development and implementation of the workers Personal Injury Plan.

Doctor Name:			
Doctor Address:		Phone:	
		Email:	

REHABILITATION PROVIDER

Provider Name:	N/A	Consultant:	
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Provider Address:		Phone:	
		Fax:	

RETURN TO WORK GOAL

Anticipated completion date	
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MEDICAL AND TREATMENT

ACTION:	
EXPECTED OUTCOME:	
PARTIES RESPONSIBLE:	
REVIEW DATE:	

ACTION:	
EXPECTED OUTCOME:	
PARTIES RESPONSIBLE:	
REVIEW DATE:	

RETURN TO WORK

ACTION:	
EXPECTED OUTCOME:	
PARTIES RESPONSIBLE:	
REVIEW DATE:	

ACTION:	
EXPECTED OUTCOME:	
PARTIES RESPONSIBLE:	
REVIEW DATE:	

PLAN REVIEW

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CHANGE OF NOMINATED TREATING DOCTOR FOR PERSONAL INJURY PLAN

I wish to change my nominated treating doctor to _____ * for my Personal Injury Plan.

*Treating doctor may be specific medical practitioner or a medical practice

RELEASE OF INFORMATION AUTHORITY

I authorise my nominated treating doctor to provide relevant medical information to UNSW Workers Compensation Department & my employer to assist in the development and implementation of my Personal Injury Plan

IMPORTANT NOTICE

Please note that under the ACT Workers Compensation Act 1951, No. 2 all parties are required to sign this Personal Injury Plan

Please sign the plan where indicated and email to the Workers Compensation Department on **wcomp@unsw.edu.au**

SIGNATURES

WORKER		DATE	
EMPLOYER		DATE	
CASE MANAGER		DATE	

CONFIRMATION OF COPIES SENT

WORKER		EMPLOYER	
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Information about Injury Management

A Personal Injury Plan is developed following a significant injury to a worker to achieve a timely, safe and durable return to work.

A Personal Injury Plan imposes obligations and responsibilities on each party as specified under the ACT Workers Compensation Act No. 2. Please read this information sheet so you are aware of your obligations, responsibilities and the possible consequences of failing to meet these obligations.

The worker is required to:

- Actively participate and cooperate in the development of the Personal Injury Plan
- Make all reasonable efforts to return to work with their pre-injury employer as soon as possible.
- Nominate a treating doctor to provide relevant information for the purpose of a Personal Injury Plan
- Comply with the obligations imposed in the Personal Injury Plan.
- Attend any medical appointments arranged by ADFA (UNSW Workers Compensation).
- Notify ADFA (UNSW Workers Compensation) of any requested change of the nominated treating doctor.
- Failure to comply with the obligations of a Personal Injury Plan will result in suspension of weekly benefits whilst the failure continues.
- ADFA (UNSW Workers Compensation) may request that a worker change their Nominated Treating Doctor if: the doctor is unavailable or unwilling to cooperate in the development and review of a Personal Injury Plan.

The Employer is required to:

- Participate and cooperate in the development of the workers Personal Injury Plan.
- Provide suitable duties for partially incapacitated workers unless it is not reasonably practicable to do so.
- Establish a return-to-work program for injured workers.


The Workers Nominated Treating Doctor will:

- Actively assist the worker to recover from an injury and safely resume work.
- Provide completed Medical Certificate for ACT Workers Compensation Claims.
- Cooperate in the development and ongoing review of the workers Personal Injury Plan.
- Make themselves available (where appropriate and practicable) to discuss with the employer, rehabilitation providers, Case manager and Claims Manager, any issues relating to the workers medical management and return to work.

UNSW Canberra is required to:

- Consult with the worker, employer and if required the nominated treating doctor, to develop a Personal Injury Plan where there has been a significant injury.
- Provide the workers and employer with information in respect to the Personal Injury Plan.
- Authorise, in conjunction with the nominated treating doctor, reasonably necessary treatment and associated injury management services.
- Utilise fair and effective procedures for dealing with any non-compliance with the Personal Injury Plan.

Appendix 4 – UNSW Workers Compensation Standard Consent form for release of personal information (NSW/ACT)

<h1>Consent Form</h1> 			
Claim number		Injury Type	
Given name(s)		Surname	
DOB		Address	
People Using this Consent	<ul style="list-style-type: none"> Workers Compensation Claims Manager Case Manager Return to Work Coordinator (RTWC) 	Email	wcomp@unsw.edu.au
List of providers not approved to seek records			

Worker's declaration

I have discussed this consent form with UNSW who I understand is Self Insured. I understand that any information collected will be kept in a confidential case file, with access restricted to those who are directly responsible for coordinating and monitoring my recovery at work. I understand that my UNSW Self Insurance will:

- only collect health information that is relevant and necessary to manage my recovery at work and coordinate the workers compensation claim
- only use and disclose information for the purpose for which it was collected
- keep any information collected separate from my other personnel records
- take reasonable steps to protect my information by ensuring it is stored securely, kept no longer than necessary and disposed of appropriately
- allow me to access my information without unreasonable delay, unless providing access would be unlawful or pose a serious threat to my health and wellbeing, life or another persons confidential information or health and wellbeing.
- In some instances, there will be communication with Human Resources regarding my capacity for work and return work goal.

I understand that my obligation to provide authorisation and medical evidence under Section 270 of the Workplace Injury Management Act and Workers compensation Act 1998 to allow UNSW to commence weekly payments. Without this I understand the UNSW may discontinue weekly benefits.

This information may be exchanged between my employer/insurer, my treating doctor(s) and my allied health practitioners, the workplace rehabilitation provider and the State Insurance Regulatory Authority (SIRA).

The consent form is valid for the life of my workers compensation claim.

NOTE: A copy of this Information Consent Form shall be valid as the original.

I understand that my consent is voluntary, and I may change this consent at any time by notifying my employer verbally or in writing.

I understand that a digitally signed copy of this consent is considered to be a fully authorised consent form.

I declare that in signing this consent, I am of sound mind and body to provide a consent

Considering the above, I authorise and consent to the collection, use and disclosure of personal and health information relevant to managing my injury and workers compensation claim.

Worker			
Signature		Date	
Authorised Contact			
Name		Date	
Signature			

Interpreter (if needed)			
Name		Date	
Signature			

