Recovery at Work Program

Section 1 - Scope

(1) This ACU Recovery at Work Program (the “program”) applies to work-related injuries and illnesses experience by all staff that are employed by ACU within Australia. Staff based in Rome Campus are covered by separate, local arrangements. The program also applies to on and off-campus work activities, including alternate work locations (including when Australian-based staff are travelling or working overseas for periods usually up to 3 months (subject to state-based regulatory requirements).

(2) Staff employed through external agencies are typically covered under their employers’ workers compensation arrangements. However, University staff should support these staff to recover from injuries whenever they are performing work activities for ACU.

(3) In some circumstances where a contractor is defined as a worker in relevant Workers Compensation legislation coverage, this program will apply.

(4) This Return-to-Work program is based on applicable legislation and has been prepared in accordance with SIRA guidelines for workplace return to work programs for Category 1 Employers.

Section 2 - Statement

(5) ACU, informed by its mission, recognises the importance of minimising the risk of injury and illness and supporting staff to recover at work whenever they are impacted by a workplace incident. This program is connected to our work health and safety (WHS) policies and procedures.

(6) When an injury / illness has occurred, it is our goal to ensure that positive support and guidance is provided to safeguard the successful early return and recovery of the injured staff member.

(7) To the best of its ability, ACU will:

a. Ensure the health, safety and welfare at work of all staff members,
b. Eliminate / minimise injury and illness by providing a safe work environment,
c. Work and cooperate with the insurer and rehabilitation provider/s to develop an appropriate suitable duties plan following an injury,
d. Provide current workers compensation insurance policy covering all employees,
e. Ensure that injury management activities commence as soon as possible after an injury and that every effort is made to provide suitable duties consistent with the nature of the injury / illness, and after seeking appropriate medical advice,
f. Participate in the development of an injury management plan with the insurer and ensure that injury management commences as soon as possible after the worker is injured,
g. Support the injured worker through a support team.

(8) ACU are committed to informing all workers of their rights and obligations under this program via the provision of

training.

Section 3 - Leadership and Commitment

(9) ACU is committed to the ongoing development and promotion of health, safety and welfare of all staff members, and aims to eliminate / minimise injury and illness whilst at work. ACU recognises the importance of minimising the risk of injury and illness and supporting staff to recover at work whenever they are impacted by a workplace incident. This program provides a summary of the University's processes that support staff to promptly log reports of injuries (within Riskware), and to access support to sustainably recover from work-related injuries or illnesses, including the lodgement and management of workers compensation claims.

(10) The University takes a multifaceted approach to developing a positive culture which will ensure recovery from injury at work is promoted, via informal training and mentoring between staff and managers.

(11) From injury prevention, to when an injury occurs, through the workers compensation claims process, and as our workers recover at work, ACU will:

a. Provide a safe and healthy working environment for all staff members,
b. Promote a positive attitude towards workers compensation claims and recovery at work,
c. Consult our staff members and, where applicable, unions to ensure this program is implemented successfully,
d. Review this program at least every two years to ensure it remains current,
e. Help workers achieve the best health, work and recovery outcomes,
f. Participate and cooperate in the development of suitable duties and injury management plans with all relevant stakeholders and through the provision of suitable duties for ill or injured staff members.

(12) The Injury Management and Rehabilitation Policy articulates ACU's commitment to supporting staff to recover from both work-related and non-work-related injury and illness. The policy also articulates the University's commitments associated with identifying the contributing factors to injuries and application of learnings (corrective actions) to reduce risk of similar incidents occurring.

(13) The First Aid Policy and First Aid Procedure reinforce ACU'S commitment to providing effective first aid responses and supporting its staff, students and others in an emergency.

Section 4 - Riskware & Register of Injuries

(14) All injuries must be immediately notified by the staff member to their nominated supervisor. ACU will records incidents resulting in injury and illness in the register of injuries, Riskware. Riskware can be accessed via the ACU Staff webpage.

(15) Injured or Ill staff should lodge an incident, near miss, or hazard in Riskware. All incidents should be completed immediately by the injured person. If a staff member is unable to complete a Riskware report due to medical reasons, or they don't have access to a computer, a nominated supervisor, attending First Aid Officer (FAO), or witness can complete a report on their behalf. Nominated supervisors are required to complete the action plan (learnings) when they are assigned a Riskware report. These action plans should inform the application of learnings and improvements in risk management and should be applied across the relevant work area and, or University.

(16) Staff members can also notify their aligned workers compensation insurer directly via telephone or online (process will vary dependent on state) to report their injury. The injured staff member be advised how to complete an insurer notification by way of an email from the Return-to-Work Coordinator (RTWC). Additionally, staff can access this information via the ACU Staff Intranet Website.

(17) Staff members are provided with Work Health and Safety (WHS) training that includes how to use and complete a report in Riskware. This training is completed upon commencement of employment at ACU, and then subsequently every two years. User and reference guides for use of Riskware are also available on the ACU Staff intranet.

(18) The RTWC will notify the aligned workers compensation insurer of the incident in line with state-based timeline and reporting requirements. For time frame requirements for injury notification for each state, see Appendix A.

(19) Whenever a 'notifiable incident' occurs, the Safety & Wellbeing Unit will notify the relevant state WHS regulator (if Properties and Facilities have not already done so). A notifiable incident is defined as a serious injury or illness that necessitates mandatory notification directly to the relevant workplace health and safety regulators. WHS staff will ensure that the directions of the regulator are communicated to relevant University staff and will review compliance. Refer to the Incident and Hazard Reporting Procedure for more information about notifiable incidents.

After an Injury

(20) When staff are impacted by injuries and illnesses at work, they should access emergency and medical support as required. Staff working remotely should purchase first aid supplies for their home, stay in regular contact with their nominated supervisor and consult the WHSMS Lone Working Procedure

Access Medical treatment / First Aid

(21) Whenever First Aid is required, staff can call a First Aid Officer (see the list of First Aid Officers to Call for Assistance and the First Aid Policy) directly, or local Concierge (or Security if no Concierge located at campus) during business hours. After hours support is provided by the ACU National Security Centre on 1300 729 452 or 8888 (internal phone) or activate the first aid button within the Safezone App.

(22) In an emergency, staff can call emergency services and contact the ACU National Security Centre once they have called 000. Please view the In an Emergency poster for more information about other emergency support.

Complete a Riskware Report

(23) Staff submit a report of the injury or work-related illness within Riskware. This report will be reviewed by a relevant nominated supervisor for risk.

Request a Workers Compensation Medical Certificate

(24) A worker's compensation medical certificate (certificate of capacity)[1] is required to support a workers compensation claim. This certificate is usually provided by the staff member's treating doctor and is then usually submitted at the time a workers compensation claim is lodged. Insurers will then assess each claim to determine liability.

(25) Injured or ill staff are required to schedule follow up visits with their treating practitioner in line with the dates listed on the medical certificate. The insurer and ACU require staff members to have a current workers compensation certificate throughout the duration of their claim. Current workers compensation medical certificates are also required to access weekly payments and medical treatment and services once the claim has been accepted.

> [1] The titles of workers compensation medical certificates vary between states. The certificate is called a certificate of capacity in the ACT, NSW, VIC and WA, and a work capacity certificate in QLD and SA.

Submitting a Workers Compensation Claim

(26) Once a staff member has submitted an incident report in Riskware, they can visit Service Central to notify

the Safety & Wellbeing Unit of the injury or illness, who will provide support with the claim submission process. The RTWC will notify the relevant insurer of the injury within required time frames (notification reporting requirement varies across each state). The insurer will then commence assessing liability.

(27) Work-related injuries and illnesses (compensable injuries) that incur medical expenses and time lost are generally covered under workers compensation law within the relevant state.

Visit the ACU staff website for information about compensation injuries and the Workers Compensation Options.

ACU – 'If you are Injured Poster'

(28) The following states have an 'If You Are Injured Poster' available on the ACU website and displayed across campus. This poster will provide staff members with information related to claims lodgement and includes the ACU RTWC contact details.

- If you are Injured Poster NSW
- If you are Injured Poster QLD
- If you are Injured Poster SA
- If you are Injured Poster VIC
- If you are Injured Poster WA

(29) There is no poster available for ACT / NT staff. However, access has been provided on the ACU website for information on how to submit a claim on the Worksafe ACT webpage.

Return to Work Coordinator(RTWC) Briefing

(30) The RTWC must be notified of any workplace injury or illness:

Person Responsible for recovery at work in our business			
Name: Rebecca Gilmore			
Phone	07 3623-7496	Email	Rebecca.Gilmore@acu.edu.au

(31) The RTWC contact details are also available on the ACU staff intranet.

(32) The RTWC has the authority to represent and make decisions for ACU in relation to the following:

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

Section 5 - Support to Recover from Personal Injuries or Illnesses

(33) Nominated supervisors should support staff to recover at work whenever they are impacted by significant personal injuries or illnesses (non-work-related injuries). These recovery processes should be informed by medical advice and the development of a Suitable Duties Plan if a staff member requires support to return to their normal duties.

(34) When a staff member sustains a personal (non-work related) injury or illness that results in modification, adjustment or restrictions related to their existing role, staff should obtain a medical certificate outlining restrictions related to capacity to perform their pre-injury (normal) role. This medical documentation will support the nominated supervisor to contribute to the staff member's recovery and comply with their duty of care (associated with minimising the risk of aggravating an existing injury or illness).

(35) ACU may also engage with medical and other treating practitioners to access more information about work capacity and suitable duties if required or necessary (with the staff member's consent for sharing medical information).

Information about Compensable Injuries

(36) Injuries that are work-related are generally covered under workers compensation law (compensable injuries). If an injury results in medical expenses or time lost because of the injury / illness, staff may be entitled to workers compensation benefits, including wage compensation (which is capped in most states) and recovery at work support.

(37) For ACU staff, journey claims (i.e. travelling to and from work) are typically considered a compensable injury in Queensland and ACT only. In most circumstances, the daily commute ("journey") is not covered under workers compensation for staff in other states. However, these injuries may be covered in these other states if staff are travelling to an alternative work location (as well as in other limited circumstances).

FAQs about Workers Compensation

Who Can Make a Claim? A nominated supervisor, staff member or their representative can notify the Safety & Wellbeing Unit of an injury or illness by visiting Service Central. The Safety & Wellbeing Unit will notify the relevant insurer after becoming aware of the workplace injury Injured staff members in Queensland can submit claims directly via WorkCover Queensland and their medical practitioner.
Is a Claim Number Issued? You cannot charge or incur medical expenses against a workers compensation claim until liability has been accepted by the relevant insurer. Whilst the claim is being assessed for liability, staff members will be required to pay medical invoices which should be sent to the insurer for reimbursement. When accessing medical support for a work-related injury you will need to declare this to the insurer. These expenses should not be charged against Medicare.
When Can I Start Incurring Medical Expenses Against a Claim? You cannot charge or incur medical expenses against a workers compensation claim until liability has been accepted by the relevant insurer. Whilst the claim is being assessed for liability, staff members will be required to pay medical invoices which should be sent to the insurer for reimbursement. When accessing medical support for a work-related injury you will need to declare this to the insurer. These expenses should not be charged against Medicare.
Should I Submit Leave Applications until a Claim is Accepted? If you have no capacity for work, including during the claim assessment period, you should submit a personal leave request (Staff Connect). If your claim is subsequently accepted, the relevant RTWC will submit a Service Central request for this leave to be reversed and reclassified as a period of workers compensation.

Why do I Need a Workers Compensation Certificate? The workers compensation medical certificate is a legislative requirement that provides details about your injury / illness, including capacity for work and medical treatment. Injured staff are required to provide a current certificate to both the insurer and ACU. The consent section of the medical certificate, in relevant states, should be signed to enable effective communication about the injury, treating health practitioner/s, the insurer, ACU and any workplace rehabilitation provider. ACU also provides you with a Medical Consent Form to complete to facilitate your recovery (Recovery at Work - Appendix C: Medical Consent Form).
What Type of Entitlements May be Provided by an Insurer? The amount of compensation payable when a staff member experiences a work-related injury or illness is based on the staff member's Pre-Injury Average Weekly Earnings (PIAWE) and what state they live in. Please see Section 19 for a breakdown of wage entitlements across each state. Under the ACU Enterprise Agreement, Victorian staff are also eligible for 100% of their earnings for up to 12 months. In some states wages paid to a staff member as part of a compensation claim may be less than a staff member's current earnings. These earnings are capped in many states. Entitlements also reduce over time.
How Quickly are Claims Assessed by Insurers? It varies. The timelines are different in each state. See Appendix A for information about your State / Territory.
Who Pays for Medical Excesses that Apply to Victorian Workers Compensation Claims? Injured staff members, who have submitted a workers compensation claim, should retain records of any medical expenses and forward this information to the Return-to-Work Coordinator. If a staff member has a valid work-related claim, these expenses are typically reimbursed by the relevant work area and should not be charged against Medicare. Once the medical excess is reached, ACU's Victorian workers compensation insurer will commence the claim assessment process. If the claim is accepted, staff members can typically charge approved medical expenses against their claim number. Note: The medical excess was $824.00 during the financial year 2023-2024.

Section 6 - Benefits of Recovering at Work

(38) It is important that ACU staff feel healthy (physically and psychologically), safe and valued at work to perform at their best. Research informs us that staff who continue working after an injury, even if they initially have reduced capacity have a faster recovery. Some key benefits of returning to work following an injury / illness include:

a. Working improves health and wellbeing and reduces psychological distress;
b. Long term absences can have a negative impact upon health and wellbeing;
c. Delays in returning to work are often associated with a delayed recovery; and
d. Good work has positive healing and lifestyle benefits.

Section 7 - Recovery at Work

(39) ACU is committed to providing meaningful and appropriate suitable duties for injured workers, in accordance with aligned workers compensation legislation.

(40) 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. Suitable employment / duties for the worker (where practicable) will be provided by ACU. Suitable duties are to be time limited, monitored closely, and regularly upgraded towards pre-injury hours and duties where appropriate.

(41) Suitable duties / employment may be provided in the following ways:

a. Same or different work area,
b. Same role with different hours / modified duties,
c. A different role.

(42) The Suitable Duties Plan is developed for staff members requiring adjustment / modifications and support for a physical or psychological injury / illness. Plans may also be developed to provide support staff who have sustained

injuries or illnesses that are not work-related.

Suitable Duties Plan
Suitable Duties Plans are developed while a staff member is accessing workers compensation benefits, are a collaborative effort. The success of the plan is informed by an integration of sound medical information, workplace and insurance claims management, as well as agreement about the staff member's goals and progress.
The plan is typically developed by the RTWC in collaboration with an injured staff member, the nominated supervisor and the treating doctor / (ORP).
The plan details a recovery goal, and temporary suitable work that will support recovery within relevant time frames. The plan may also include other support such as treatment, reasonable adjustment to the workplace and workstation, equipment, training, and evidence of consultation, arrangements to notify relevant parties of changes or issues with the plan.
The plan will be reviewed and updated regularly, whenever:
• There is a change in capacity;
• Before and after a medical review;
• If any difficulties (hurdles) are identified over time; and
• Other changes occur.
A copy of the plan will be provided to the staff member and their nominated supervisor.

Suitable Work

(43) Suitable work will be selected based on:

- The nature and severity of the injury / illness;
- Staff member's education, expertise and work experience;
- Medical advice from the treating doctor, treating health professionals and / or the ORP if one is involved; and
- Availability of duties within the staff member's work area or across ACU to facilitate an ultimate return to pre-injury employment [2].

> [2] In a rare circumstance, the goal may not be to return to pre-injury, full employment at ACU if a staff member has sustained a serious injury.

(44) In instances where suitable duties cannot be identified within ACU, or if a worker is unable to return to their pre-injury employment, the services of an approved ORP may be required.

(45) Return to work with a different employer may be required when suitable duties are unable to be provided. An approved ORP will be able to provide assistance with:

- Assessing the workers 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.

(46) If a return to pre-injury employment is not possible, staff members (in certain states) can access services to assist in accessing new or alternative employment arrangements. Some of these services are outlined in the following table:

NSW	SIRA has a range of funded programs to support injured workers who need additional assistance to return to work which include: • Education of training assistance • New Employment Assistance • Transition to Work Program • Work trial program For further information regarding these programs, refer to the State Insurance Regulatory Authority website.

ACT	Worksafe ACT offers vocational rehabilitation to support injured workers who need additional assistance to return to work which include: • Training Options • Job Seeking Assistance
SA	ReturnToWork SA provides job placement and retraining services when reasonably required.
QLD	WorkSafe QLD offer a Recover at Work Program for temporary host employment and an Employment Connect Program to support injured workers who are unable to return to their pre-injury employment. For more information visit WorkSafe QLD.
VIC	WorkSafe VIC has the following services: • New Employer Services • The WorkSafe Incentive Scheme • Short Term Vocational training For further information please visit the WorkSafe VIC Website.

Injury Management Plan

(47) An Injury Management Plan (IMP) is a written plan that is required in NSW / ACT and is developed in consultation with the worker, insurer and other stakeholders to identify the actions of all parties in helping the worker recover from their injury / illness and recover at work. An IMP is required when a staff member has a serious injury / illness.

(48) The IMP is developed by the insurer in consultation with ACU, the staff member and their treating doctor. The IMP plan should be developed in a timely and proactive manner to support the worker and their recovery. The IMP will be upgraded in line with dates outlined in the plan.

Ongoing Contact and Support

(49) The RTWC will contact the injured staff member regularly. Case conferences may be scheduled that may be attended by either the relevant WHS staff member, or ORP, the injured staff member and their treating doctor. These conferences are scheduled to discuss treatment, the steps within the suitable duties plan and barriers or concerns that can impact upon optimal recovery.

(50) Staff members are encouraged to schedule medical and treatment appointments outside of work hours where possible. If a staff member is required to attend a medical assessment arranged by the insurer during work hours, this will be covered under workers compensation leave. This is communicated to staff members in the Workers Compensation: Your rights and obligations letter issued at claim lodgement by the RTWC.

Employment Rights

(51) If a staff member is unfit for work because of a work-related injury for an extended period, their employment rights are protected for a period under workers compensation laws.

(52) In rare circumstances, a staff member’s recovery from an injury may be slower than expected and impact upon their return to work.

(53) In some instances, employment may end whilst on workers compensation. Should employment end during the workers compensation period, the injured worker will be provided with the required notice period.

(54) ACU will notify the workers compensation insurer of any changes to an injured workers employment circumstances and conditions.

(55) Staff members will be advised of this information in detail in the Workers Compensation: Your Rights and Obligations document issued by the RTWC following claims lodgement.

Table 1: Period of employment protection that is offered in specific states (from the time a staff member becomes unfit for work)

Home State of Staff Members	Employment Period
Australian Capital Territory	6 months
New South Wales	6 months
Queensland	12 months
Victoria	12 months
South Australia	The Act provides protection of employment in certain circumstances to injured workers.
Western Australia	12 months where reasonably practicable.
Northern Territory	6 months
Tasmania	12 months

Obtaining informed consent

(56) To support a staff member's recovery at work, ACU will frequently need to gather and exchange information about the injury or illness to facilitate the recovery. Please see the Recovery at Work - Appendix C: Medical Consent Form.

(57) The RTWC will seek the injured staff member's consent to gather and share information about their injury and recovery prior to collecting and sharing this information.

(58) The confidentiality of workers' personal and health information will be respected at all times, and workers' personal and health information will be dealt with only in accordance with their consent.

(59) Protecting the injured worker's personal and health information and ensuring an injured worker's consent is obtained before providing, obtaining, or using information about a worker's injury and recovery.

(60) When requesting an injured worker's consent, ACU will provide information to the staff member about:

- The worker's rights and obligations, including the right to withdraw or modify consent and the potential impacts of not providing or withdrawing consent.
- The types of information that may be released, obtained or used and who is authorised to release, obtain or use the information.
- How consent is obtained.
- Consent will be obtained at time of the incident 24hrs of the incident in conjunction of sending the return-to-work program by the RTWC.
- Consent is agreed when the injured worker signs the authority release at the bottom of the initial workers compensation medical certificate (certificate of capacity).

Scope of informed consent

(61) The informed consent covers:

- Health information that may be released or exchanged that can impact upon a staff member's recovery e.g. electronic or paper-based information or opinion about the staff member's physical or psychological health, treatment, rehabilitation, retraining claims and injury or employment management practices; and
- The medical information will only be shared with stakeholders who are engaged in recovery at work processes such as treating doctors, allied health providers, the nominated supervisor and relevant Return to Work

Coordinator.

(62) With provision of consent, ACU may need to collect personal and health information that is relevant to your workers compensation claim. This information may include:

- information about your accident and the injuries you sustained.
- information about your health including your medical and other treatment and care needs.
- reports from workplace rehabilitation providers, independent medical examiners, injury management consultants, investigators, and others.
- information about your current community support and living arrangements.

Consent Benefits

(63) Consent promotes good communication and transparent decision-making between the staff member, ACU, and the RTW team. Good communication can increase adherence to treatment, improve long-term outcomes, hasten recovery, and reduce emotional distress.

Process and Implications of Withdrawing Consent

(64) Withdrawal of consent can be provided by the staff member in writing to the RTWC. Consent withdrawal could affect ACU's ability to provide the injured employee with suitable duties and could impact a safe return to the workplace.

(65) The staff member must authorise the workers nominated treating doctor to provide relevant information to the insurer or the employer for the purpose of an injury management plan for the worker. However, any further authority provided by the staff member must be given voluntarily.

(66) The RTWC will consult with the staff member regarding the return-to-work process. A staff member will be informed of consent to allow the RTWC to work with the injured workers nominated treating doctors to assist in the recovery of injury whilst at work.

(67) Consent and shared information relating to the persons injury will be between the nominated treating doctor, referred specialists, referred physiotherapists, Insurance company case workers. There are no implications to the worker in choosing not to provide consent to the RTWC.

(68) A staff members consent is only valid if they have been provided this information and can understand, provide and communicate their consent. This includes accommodating the needs of staff members with a disability and those who do not speak English.

(69) When requesting a staff members written consent, ACU will ensure the staff member knows and understand:

- Their rights and obligations,
- What type of information will be exchanged,
- Who will have access to their information,
- The importance and benefits of the support team being able to exchange information,
- The possible impact of not providing their consent.

Section 8 - Roles / Rights and Obligations

(70) The key responsibilities of staff members and others who collaborate to achieve good recovery at work outcomes are detailed within this section.

Who?	Responsibilities
Staff	Staff members take responsibility for their own health and safety. They also seek appropriate first aid and / or medical treatment as soon as possible after the incident. Staff members notify their nominated supervisor of a work-related injury / illness as soon as possible (within 24 hours) and submit a riskware report of the incident and actively participate in the return-to-work process. Staff members also: • Nominate their preferred treating doctor who is willing to participate in the recovery at work process and liaise with ACU and the insurer (if the injury prevents them from doing their normal job for seven days or more); • Provide copies of any workers compensation medical certificates issued by their doctor for a work-related injury to their nominated supervisor / Return to Work Coordinator) as soon as possible. • Provide informed consent that authorises communication between relevant parties for planning and supporting their recovery; • Collaborate with the insurer in the development of an injury management plan; • Engage and participate in the identification of suitable work and the development of a return-to-work plan; • Play an active role in their recovery at work and make all reasonable efforts to recover at work; and • Advise their nominated supervisor / RTWC of any issues or difficulties that they experience during their recovery at work, or that may delay their return to usual work. A staff member 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 considering the needs of the staff member; • 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 aligned Case Manager to discuss why and provide alternative rehabilitation provider options; • Access to ACU Wellbeing services, including ACU'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; • Access to interpreter services where appropriate; • Protection from dismissal because they are not fit for employment resulting from the injury in line with state legislative requirements. For example, in NSW dismissal cannot occur within 6 months of the worker first becoming unfit for employment (for more information refer to section 9); • In NSW, staff can apply for reinstatement to their former position if they are terminated because of a work injury; • Access mechanisms for resolving complaints / disputes.

Who?	Responsibilities
Nominated Supervisors	Nominated supervisors support injured staff members to access appropriate first aid and / or medical treatment. They also ensure that staff members do not recommence their duties until they have appropriate work capacity and familiarise themselves with recovery at work processes. In the event of a notifiable incident, this is reported to the regulator within the designated time frames. • Visit Service Central (select the workers compensation option within the P&C service listing) and request to notify the Safety & Wellbeing Unit about a potential workers compensation claim; • Maintain regular, appropriate contact with the staff member with the aim of identifying needs and providing support; • Assist in identifying suitable work and the development of the Recover at Work Plan, in collaboration with the relevant RTWC and / or external rehabilitation consultant, and ensure that the plan is appropriate to their work area; • Provide appropriate supervision and training to ensure the recovery at work progresses as expected, the staff member is appropriately supported, and any issues are promptly identified and addressed; and • Communicate any concerns or difficulties in relation to the Return to Work Plan with the RTWC to ensure appropriate support and avoid delays in recovery.
Return-to-Work Coordinator (RTWC)	The functions of a RTWC will be performed by the Return-to-Work Coordinator. They will will contact a staff member within 24 working hours of the injury notification to discuss the injury. They also identify support requirements and services required and identify initial recovery at work options. They will also provide information about compensation benefits, the claim process, and explain roles and responsibilities. Obligations and functions include: • Compiling the initial notification information • Explain the health benefits of recovering at work, and ACU's commitments; • Seek informed consent from the staff member to communicate with other parties for facilitating early intervention and recovery at work. • Communicate and collaborate with the staff member and their support team (manager, treating doctor, workplace rehabilitation provider, insurer, and others) to identify what is needed to support recovery at work. • Actively monitor and review the Recover at Work Plan and liaise with the support team as required regarding any changes; • Notify the insurer within 48 hours of becoming aware that a staff member has received a workplace injury and submit necessary notification information (this process does not apply to Queensland staff); • Notify the insurer if there are difficulties identifying or providing suitable work at any stage in the recovery process; • Participate in the development of an injury management plan by the insurer, where relevant; • Coordinate identification of suitable work to support recovery at work and the development of a Recover at Work Plan; • Identify barriers to recovery and return to work and develop strategies to address these in consultation with the staff member and others involved in their recovery at work; • Keeping confidential case notes and records in line with laws and guidelines; • Keeping workers compensation data and statistics; • Provide wages information (PIAWE / State equivalent) to the insurer within three working days of any request from a workers compensation insurer; • Support nominated supervisors and others to identify contributing factors to injuries to inform the application of learnings / corrective actions and reduce the risk of other injuries occurring; • Cooperate with assigned ORP; • Ensure the unique needs and arrangements of the workplace are understood by the ORP; • Ensure reasonable access for the ORP to the workplace and injured workers as required; • Implement the Recovery at Work Program; • Liaising with external stakeholders, such as the nominated treating doctor, insurer, treating allied health providers, union and occupational rehabilitation provider; • Promoting the health benefits of recovery at work to the workforce; • Discuss rehabilitation provider arrangements (e.g. timing of appointments) with the worker to ensure appropriate support is assessed and offered for staff members; and • Contributing to the improvement of relevant policies and systems.

Who?	Responsibilities
Treating Doctor	A preferred treating doctor will assess and diagnose an injured / ill staff member. This practitioner will also recommend evidence-based treatment to support recovery. Other key responsibilities are to: • Promote the benefits of work and the importance of recovering at work; • Gather information about the staff member's usual work duties and document adjustments that will support recovery at work, including suitable work options; • Complete the Certificate of Capacity / Work Capacity Certificate - where applicable focusing on what the staff member can do and their restrictions; • Collaborate with the staff member and other members of the staff member's support team – the insurer, employer, workplace rehabilitation provider and treatment providers to facilitate recovery at work. This may include participation in case conferences to discuss diagnosis, prognosis, treatment, and capacity for work; • Assist in providing necessary information to inform the development of the Return-to-Work Plan • Regularly review the staff member's recovery progress with a focus on functional recovery over time, rather than symptoms; and • Regularly review treatment outcomes.
Occupational Rehabilitation Providers (ORP)	Occupational Rehabilitation Providers have specialist expertise to support injured / ill staff members. ORP's are assigned by a workers compensation insurer if required. They conduct assessments to determine a staff member's capacity for work, ability to perform their usual work and alternative work that may be available to support recovery. Functions include: • Advise on strategies to reduce work demands (e.g. equipment provision, change in work environment or practices) and strategies to support recovery at work. • Engage injured staff and relevant nominated supervisors about the health benefits of recovering at work. • Collaborate with the staff member, Return to Work Coordinator and others in the support team to develop a tailored Recover at Work Plan in consultation with the treating doctor, staff member and insurer. • Advise other support providers and / or therapies to facilitate recovery at work. • Arrange appropriate training and placement in alternative employment when the staff member is unable to return to work in any capacity within ACU. For further Information regarding states with approved Rehabilitation Providers please visit the following links: • NSW • ACT • NT • WA • Tasmania
Insurers	The relevant workers compensation insurer will contact the injured or ill staff member, ACU and treating doctor (if necessary) to identify the needs of the staff member and University [3]. The insurer will also: • Assess liability and advise the staff member and ACU of the decision; • Undertake an investigation, whenever it is necessary, to inform the decision about the claim; • Assist in the identification and implementation of assessments, services and supports to address barriers to recovery promptly; • Approve and make payment for reasonably necessary medical and treatment services; • Calculate and make weekly compensation payments or reimburse ACU for the payment of weekly benefits; • Develop an Injury Management Plan (IMP), if required, in consultation with the staff member and their support team, and ensure all stakeholders understand and comply with their obligations under the plan; • Finalise a claim; and • Provide regular statistical reports to assist in the identification of injury trends and improvement in Recovery at Work performance.

Who?	Responsibilities
Unions	Unions representing ACU staff members may help a worker in relation to dispute prevention and resolution regarding the Return to Work and Injury Management Process.

[3] Gallagher Bassett, ACU's Victorian workers compensation insurer, typically takes over the management of a claim once the medical and / or wages (two weeks) excess has been reached.

Section 9 - Training and Competencies of WHS Staff

(71) The RTWC, who coordinate the University's Recovery at Work Program, participate in relevant and / or state-specific mandatory Return to Work Coordinator training within two months of commencing employment. This staff member renews their Return-to-Work Coonsultant qualifications every three years and participates in multi-jurisdiction training.

(72) Complex recovery workers compensation claims are managed in assistance with Gow Gates – Workers Compensation Consultancy Service.

Section 10 - Contacts

Workplace Contacts, Safety & Wellbeing Unit

(73) Claims support will be provided by:

Title	Name	Phone	Email
Return to Work Coordinator	Rebecca Gilmore	07 3623 7496	rebecca.gilmore@acu.edu.au
WHS Consultant	Anne-Marie Bennett	02 9739-2591	anne-marie.bennett@acu.edu.au

(74) Visit Service Central to contact the Safety & Wellbeing Unit about workers compensation processes.

Rehabilitation Providers

(75) ACU collaborates with its workers compensation insurers to select providers that have achieved a track record of providing good recovery at work outcomes for the relevant insurer and the University. While ACU does not have preferred ORP's, the current process for engagement of an ORP is to consult with the aligned workers compensation insurer who provides ACU with up to three preferred ORPs for consideration.

Contact Details, Insurers

(76) Workers' compensation claims for staff at ACU are administered by the relevant insurer, agent or third-party administrator depending upon the state of residence of the injured staff member. Current arrangements for all Australian States and Territories are detailed in the table below.

(77) All completed application for compensation forms needs to be submitted via Service Central to ensure the RTWC can promptly notify the insurer and advise the staff member of workers compensation processes.

(78) All workers compensation applications will require the submission of a valid workers compensation medical certificate.

Staff Member's Home State	Insurer	Phone	Website
Australian Capital Territory	GIO	13 10 10	Online Claim Form
New South Wales	GIO	13 10 10	Workers Compensation Information
Queensland	WorkCover Queensland	1300 362 128	Online claim form Workers compensation information
Victoria	Gallagher Bassett	03 9297 9000	Access a claim form
South Australia	Lawson Risk		Online Claim Form
Western Australia	GIO	13 10 10	Online Claim Form
Northern Territory	GIO	13 10 10	Online Claim Form
Tasmania	GIO	13 10 10	Online Claim Form

Section 11 - Communication and Training Arrangements

(79) ACU recognises that maintaining ongoing and positive communication and training is essential for achieving good recovery and for general awareness of all staff members.

(80) Relevant 'If you get injured at work' posters are published and available to staff via the ACU staff website. Updates are posted on Workplace to increase awareness and support staff to submit workers compensation claims. These posters are also displayed on staff noticeboards across the University.

(81) Training regarding this program is incorporated into:

- Onboarding and induction training;
- Informal team discussions;
- Intranet pages and updates;
- Campus WHS Committee agendas;
- Display of Recovery at Work Program and information on staff noticeboards; and
- Staff development through online training modules and programs.

Section 12 - Consultation

(82) ACU will consult with its staff about its Work Health and Safety Management System (WHSMS), including this Recovery at Work Program, via the ACU Staff Consultative Committee, campus WHS Committees, Health and Safety Representatives (HSR), and forums such as team meetings. Campus WHS committee meetings are scheduled quarterly. HSRs and committee members are provided with a are provided with a two-week period to review document and provide any feedback to WHS & Wellbeing.

(83) Additionally, ACU will consult with the unions representing them including the National Tertiary Education Union (NTEU) and the Community and Public Sector Union (CPSU) when developing their Return-to-Work Program. This consultation will occur at the ACU Staff Consultative Committee (ACUSCC). This committee meets a minimum of four times a year.

(84) If staff members involved in consultation require assistance or reasonable adjustments should complete a Service Central request to WHS & Wellbeing.

(85) The program is accessible from the P&C / Safety and Wellbeing section of the staff website and will be provided for display as requested.

Section 13 - Internal Dispute Prevention and Resolution

(86) ACU is committed to preventing disputes related to injury management, workers compensation and return to work matters by making early and regular contact with staff members to provide information and updates and provide an opportunity for questions to be answered.

(87) 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 formally
- Make a formal complaint

(88) Staff members are encouraged to raise any issues at an early stage to their nominated supervisor and the Return-to-Work Coordinator who is overseeing their recovery to resolve any grievances or concerns. Every effort should be made to resolve a grievance or dispute through open communication between the RTWC, injured worker, treating doctor, nominated supervisor, and ORP, and where relevant, any nominated representative of the worker. This may involve formal or informal consultation between some or all the above stakeholders.

(89) If concerns cannot be resolved at this stage, ACU will consult with the relevant workers compensation insurer and implement one or a combination of the following strategies:

- Liaise with the staff member and treating doctor to establish the basis for disagreement and negotiation of a suitable solution.
- Provide all assessments of the staff member’s capacity to work and available workplace duties to the treating doctor.
- Referral to an approved Workplace Rehabilitation Provider.
- Referral to an Injury Management Consultant for assessment and consultation with the treating doctor; and
- Referral to an Independent Medical Examiner.

(90) If a dispute is not resolved, the relevant staff member has the right to pursue external dispute review options (See Section 16). Staff members are informed of dispute resolution processes via training. Additionally, staff members are provided this information in writing from the RTWC upon claims lodgement.

(91) In addition, staff members can also refer to the Staff Complaints Management Policy.

Section 14 - External Dispute Resolution

(92) This table outlines the external dispute resolution options for staff in each state:

Home State	Contact Details	Type of Service
Australian Capital Territory		
WorkSafe ACT	Phone 132 281 WorkSafe ACT	All workers compensation complaints.
New South Wales		
Workers Compensation Independent Review Office (IRO)	Phone 13 94 76 Visit Independent Review Office (NSW)	To help staff with unresolved enquiries or complaints about an insurer.
Customer Service Centre, State Insurance Regulatory Authority (SIRA)	Phone 13 10 50 Visit SIRA	To assist staff with a complaint about an employer or provider.
Personal Injury Commission	Phone 1300 368 040 Visit Personal Injury Commission	The Commission assists in resolving disputes between injured staff and their employers.
Queensland		
Worksafe QLD	Give a compliment or complaint	To make a complaint about the way a claim was managed.
Office of Industrial Relations (QLD)(OIR)	Independent review of a claim decision	To request an independent review of a claim decision.
Queensland Industrial Relations Commission (QIRC)	Appealing a review discussion	To lodge an appeal of the review of the claim decision.
Victoria		
WorkSafe VIC - Employer non-compliance	Phone 03 9641 1051 Visit WorkSafe VIC	To assist staff with a complaint about an employer.
WorkSafe Advisory Service	Phone 1800 136 089 Visit: More information about complaints	Workers compensation complaints relate to dissatisfaction about the conduct of, or service provided by WorkSafe representatives, including the insurer and medical providers.
South Australia		
ReturnToWork SA	Phone 13 18 55 Email: enforcement@rtwsa.com	To report concerns about an employer or provider
SafeWork SA	Phone 1300 365 255 Visit SafeWork SA	To make a complaint in relation to work, health, and safety laws and certain industrial relations laws
Ombudsman SA	Phone 08 8226 8699 Visit Ombudsman SA	To lodge a complaint about services received
South Australian Employment Tribunal	Phone 08 8207 0999 Visit South Australian Employment Tribunal	To apply for review of a decision made about a claim
Western Australia		
Workers Compensation Conciliation Service	Phone 1300 794 744 Visit Resolving a Dispute	To resolve a dispute in relation to a claim.
WorkCover WA – Complaints	Phone: 1300 794 744 Visit WorkCover WA – Submit a Complaint	To make a complaint about an insurer or workplace rehabilitation provider
Northern Territory		
WorkSafe NT	Phone 1800 019 115 Visit WorkSafe NT: Resolving a Dispute	All workers compensation complaints

Home State	Contact Details	Type of Service
WorkSafe NT	Phone: 1800 250 713 Visit WorkSafe NT: Mediation Process	For mediation support with dispute resolution
Tasmania		
WorkSafe Tasmania	Phone 1300 366 322 or 03 6166 4600 Visit WorkSafe Tasmania: Workers Compensation Disputes	Complaints related to the workers compensation process
Tasmanian Civil and Administrative Tribunal	Phone: 1800 250 713 Visit Tasmanian Civil and Administrative Tribunal	To resolve a dispute in relation to claim liability / weekly payment / medical treatment / issues relating to Injury Management

Section 15 - Administration, Privacy and Confidentiality

(93) All information and records collected during the Return-to-Work process will be kept confidential and used or disclosed in alignment with the Privacy Policy and applicable laws.

(94) Privacy legislation requires the University to:

- Treat personal [4] information and health information confidentially and securely.
- Only use personal information and health information for the purposes for which it was collected; and
- Not to disclose the information to third parties without permission unless the health or safety of the staff member is otherwise threatened.

> [4] The meaning of personal information is information from which an individual can be identified. Health information is personal information about a person's physical or mental health, or health services provided to the person. Unless otherwise required by law, the University must treat personal and health information in accordance with its compliance obligations. Any agents requiring such information to perform work on behalf of the University must treat the information in the same manner.

In broad terms, privacy legislation requires the University to:

- Treat personal information and health information confidentially and securely;
- Only use personal information and health information for the purposes for which it was collected; and
- Not to disclose the information to third parties without permission, unless the health or safety of an individual is otherwise threatened.

(95) Information relating to an injured staff members' Return to Work Plan, or their injury management, will be confidential and restricted to those involved in providing rehabilitation, treatment and managing work health and safety. The scope of this information includes treatment, rehabilitation, retraining, claims management and employment management practices that are directed to assist an injured staff member to recover at work.

(96) The University will ensure that case files will be maintained in a complete and confidential manner. All files are securely stored on the restricted access only drive. Personal medical / injury management details will only be disclosed on a 'need to know' basis to P&C staff, nominated supervisors and the relevant workers compensation

insurer to assist the recovery at work process.

(97) The documentation, storage, retention and disposal of rehabilitation and claim files will be consistent with the WHSMS Records and Document Management Procedure, Privacy Policy, Records and Archive Management Policy and associated documents.

Section 16 - Recovery at Work Files

(98) An online file will be created for the information and documents that are required to support an injured staff member to recover at work.

(99) The following records will be maintained by relevant WHS & Wellbeing Staff:

- Names and contact details of all parties involved, i.e. the injured worker, their nominated supervisor, treating doctor, any other treating medical professionals, rehabilitation provider, insurer details and claim number;
- Riskware injury report;
- Copies of any employee claim forms / employer claim forms;
- Medical Consent Form;
- Introduction letter to the treating doctor;
- Certificates of Capacity / Work Capacity Certificates;
- Medical reports from injured worker's nominated treating doctor;
- Copy of the Injury Management Plan (this is issued by the insurer, or WorkCover QLD, and has agreed treatment and return to work goals);
- Copy of the Recover at Work / Return to Work Plans;
- Progress notes; and
- Copies of all correspondence in relation to the Recover at or Return to Work.

18.1 Accessing Return to Work Files

(100) Access to an injured staff member's recovery at work file by people within the University is restricted to those with a legitimate need to know. Access should be confined to relevant documents on the case file and limited to those who have a direct responsibility for coordinating, monitoring or providing recovery at work services to the injured staff member, and those involved in providing clerical and administrative support to these staff.

(101) Examples of people with a legitimate need to know may include the:

- Return to Work Coordinator (and senior officers within People and Capability);
- Staff member's nominated supervisor or manager within normal work area / suitable duties;
- Occupational physician / workplace medical officer (external);
- Workers' compensation case manager (insurer) who is handling workers compensation claims.

Section 17 - Monitoring Return to Work Outcomes

(102) Once a staff member's workers compensation claim is closed, if an external ORP has been appointed to support the return to work, they will contact the RTWC to review progress of the staff member's return to work. This occurs at 13 weeks after the closure of the rehabilitation file. If the return to work was managed internally, the insurer will contact the RTWC about the claim.

Section 18 - Organisational Units' Liability for Insurance Excesses

(103) Work areas are responsible for insurance excesses that are associated with accepted and minor workers compensation claims in some states.

(104) Relevant WHS & Wellbeing staff will liaise with relevant nominated supervisors to coordinate the payment of the medical excess that is applicable to Victorian workers compensation claims. Whenever the medical excess is reached (see table below), the Safety & Wellbeing Unit will send the relevant work area an invoice which is issued by the Victorian workers compensation agent.

Excesses apply to claims in the following States

Home State of Staff Member	Medical Excess	Wage Excess
Australian Capital Territory	Not applicable	5 working days (delays in injury notification will also result in additional wage excesses). This excess is waived if GIO is notified of the injury within 2 working days.
New South Wales	Not applicable	5 working days / weekly wage entitlement if ACU fails to notify the insurer, within 5 days of being informed about a work-related injury or illness.
Victoria	$843.00*	10 Business days.
Queensland	Not applicable	5 working days (in addition to the day that the injury was sustained).
South Australia	Not Applicable	Employers who make a claim within 5 business days of being notified by their employee that they want to lodge a claim may be eligible for a waiver of the employer excess. 10 Business days.
Northern Territory	Not Applicable	Any part day lost on the day of the injury.

*2023 / 2024 financial year - indexed annually

There is no wage excess in WA / Tasmania

Section 19 - Wage Entitlements

Calculation of a worker's weekly benefits

(105) When a claim is accepted for lost wages, the insurer will request ACU provide them with a report to help determine the pre-injury average wage (PIAWE) figure. The RTWC generates a report in AURION software to calculate wages paid to the staff member for 12 months prior to the injury date. This report, along with aligned wage slips are emailed to the insurer for review. Once the insurer has calculated PIAWE figure, this information is provided to the claimant and ACU in writing.

(106) The RTWC is responsible for the calculation and payment of workers compensation.

(107) Where weekly payments change because of entitlement periods, the insurer will notify the claimant in writing.

(108) Staff members are required to notify the insurer of any changes in employment that affect their earnings, such as commencing work for another employer.

(109) The insurer will provide, in writing the amount of weekly compensation payable on a claim, as well as any other changes throughout the duration of the claim.

Payment of workers compensation wages

(110) If claim liability has been accepted by the insurer, wages are paid fortnightly in line with ACU's pay schedule.

(111) Wages are reviewed by ACU payroll each fortnight throughout the duration of the claim to ensure the correct rate is applied.

(112) Workers' compensation wages are paid directly by ACU to the staff member.

(113) Any monies received by the insurer for the worker will be directly transferred to them by ACU.

(114) Please view the following table for more detailed information related to workers compensation wage entitlements for each state:

Home State of Staff Member	Insurer	Wage Entitlements
Australian Capital Territory	GIO	For the first 26 weeks For staff members who have an incapacity for work they are entitled to receive 100% of your normal weekly earnings. From Week 27 From 26 weeks, for staff members who have an incapacity for work, your entitlement to weekly wages will drop (likely to 65% of your normal weekly earnings). The more you work, the more that percentage will increase towards your pre-injury wage. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.
New South Wales	GIO	For 13 weeks 95% of your pre-injury average weekly earnings (PIAWE). For weeks 14-130 80% of your pre-injury average weekly earnings (PIAWE). Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.
Victoria	Gallagher Bassett	Victorian staff are entitled to 100% of their normal salary, under the ACU Staff Enterprise Agreement 2022-2025, for a maximum of 12 months' workers compensation leave. The wage reimbursements, received from insurer Gallagher Bassett, are less than this amount and reflect the relevant staff member's entitlements in Victoria. If the staff members remain incapacitated for work following the 12-month period staff members will receive 80% of their PIAWE wages. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages
Queensland	Workcover	For staff members who have an incapacity to work, they will receive: • From 1-26 weeks staff members will receive 85% of their normal weekly earnings • Between 26 -104 weeks staff members will receive 75% of their normal weekly earnings Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages

Home State of Staff Member	Insurer	Wage Entitlements
Northern Territory	**GIO**	**Weeks 1-26** Staff members will receive: • 75% of NEW to a maximum of $2,354.55 **Weeks 27 -103** Staff members will receive: Post 26 weeks weekly benefits are indexed annually on 1 January in accordance with movements in average weekly earnings as published by ABS. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.
Western Australia	GIO	**Weeks 1-13** Weekly payments will consist of the workers average weekly earnings up to a maximum of $2,772.00. **From Week 14** Weekly payments consist of 85% of the workers average weekly earnings up to a maximum of $2,665.70. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.
Tasmania	GIO	**First 26 weeks** Weekly payments will consist of 100% of the staff members normal weekly earnings. **Weeks 27-78** Weekly payments will consist of 90% of the staff members normal weekly earnings. **After week 78** Weekly payments will consist of 80% of the staff members normal weekly earnings. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.
South Australia	Lawson Risk	**First 52 weeks** A staff member is entitled to 100% of their average weekly earnings. **After week 53** A staff member is entitled to 80% of their average weekly earnings. Please visit SafeWork Australia: Workers Compensation for more details related to workers compensation wages.

(115) Victorian staff are entitled to 100% of their normal salary, under ACU's Enterprise Bargaining Agreement 2022 - 2025, for a maximum of 12 months' workers compensation leave. The wage reimbursements, received from ACU's Victorian workers compensation agent, are less than this amount and reflect the relevant staff member's entitlements in Victoria.

Section 20 - Reimbursing Work Areas for Wage Compensation

(116) People and Capability staff coordinate the transfer of compensable wage reimbursements to relevant work areas whenever they recruit a staff member, on a temporary basis, to replace an injured staff member. These reimbursements occur once the University is paid by the relevant workers compensation insurer. The requests to transfer these monies are submitted, via Service Central, every second Thursday by the RTWC (prior to the pay week).

Section 21 - Revisions made to this Program

(117) The University may make changes to this Program from time to time to improve its effectiveness. It will also be reviewed every two years. If any staff member wishes to make any comments about this Program, they should

forward their suggestions to People and Capability.

(118) Unless otherwise indicated, this Policy will still apply beyond the review date.

Section 22 - Further Assistance

(119) Any staff member who requires assistance in understanding this Program should first consult their nominated supervisor or manager who is responsible for applying the Work Health and Safety Management System within their work area. Should further information or advice be required, staff should visit Service Central.

Section 23 - Appendices

Appendix A: Timelines for Notifying Insurers and Assessing Workers Compensation Claims

Home State of Staff	Limits on Claim Notifications (Staff)	Obligations Upon ACU for Notifying Relevant Insurer within the Following Timeframes	Maximum Claim Assessment Period (relevant State-based workers compensation insurer)
Australian Capital Territory GIO	As soon as possible.	2 calendar days to qualify to waive one week's worth of the wage claim excess.	28 calendar days.
New South Wales GIO	As soon as possible.	Notifications of injury: 48 hours Claim submitted: 7 calendar days after receiving the claim.	Decision liability for all or part of a claim within 21 days of a claim being made.
Queensland WorkCover Queensland	6 months from date of injury (liability is only accepted for 20 days prior to claim lodgement).	Employers' report should be provided within eight business days.	No statute for deemed acceptance or rejection, however claims must be determined within 20 business days where practical.
Victoria Gallagher Bassett	As soon as practical.	10 calendar days whenever there is an entitlement for wage compensation and / or the excess for medical and like expenses are exceeded.	28 days after receiving the claim from ACU A claim is deemed to be 'accepted' if a decision has not been made by insurer within 39 calendar days.
South Australia Lawson Risk	6 months from date of injury.	5 business days after receiving the claim.	10 calendar days where practicable.
Western Australia GIO	12 months from date of injury.	5 calendar days after receiving the claim.	Insurers have up to 14 days.
Tasmania GIO	As soon as practicable.	3 working days after becoming aware the worker has suffered a workplace injury.	If the liability has not been disputed via a referral to the Tribunal within 84 days, the liability to taken to have been accepted.
Northern Territory GIO	As soon as practicable.	Forward the claim form to the insurer within 3 working days of receiving the claim from the worker.	10 Business days after receipt by employer.

Appendix B: Recovery / Return to Work Plan (Template)

(120) See Recovery at Work - Appendix B: Recovery / Return to Work Plan (Template).

Appendix C: Medical Consent Form

(121) See Recovery at Work - Appendix C: Medical Consent Form.

Status and Details

Status	Current
Effective Date	19th August 2024
Review Date	19th August 2029
Approval Authority	Governance Officer
Approval Date	19th August 2024
Expiry Date	Not Applicable
Responsible Executive	Angelle Laurence Chief People Officer
Responsible Manager	Angelle Laurence Chief People Officer
Enquiries Contact	Bernardine Lynch ER and Safety Committees and Policy Officer People and Capability