



## University of New England Return to Work Program

### Table of Contents

Commitment.....	2
University Commitment .....	2
Workers Commitment .....	2
Workplace Arrangements.....	3
Return to Work Coordinator Details .....	3
Insurer Details .....	3
Rehabilitation Details .....	3
After an Incident .....	4
Incident Recording .....	4
Providing First Aid .....	4
Notifiable Incidents .....	4
Maintaining Communication.....	4
Flow Chart .....	5
Recovery at Work.....	6
Return to Work Plan and Suitable Duties .....	6
Dismissal of the Injured/III Worker .....	6
Support for the Worker .....	7
Provisional Payments.....	7
Weekly Payments .....	7
Authority to Release Information.....	7
Authority To Release Information .....	8
Rights and Obligations .....	9
Injured/III Workers Obligations .....	9
Injured/III Workers Supervisor .....	9
Nominated Treating Doctor .....	9
Dispute Prevention and Resolution.....	10
Consultation .....	11
Training .....	11
Administration .....	11
Confidentiality.....	11
Document Review .....	11
Sample Return to Work Plan.....	12

### Commitment

#### University Commitment

The University's commitments include:

- To give the worker their choice of nominated treating doctor and rehabilitation provider;
- Access to interpreter services where appropriate;
- To return injured employees to work as soon as possible (subject to medical opinion);
- To commence the recover at work process as soon as possible after a workplace injury;
- To provide early access to rehabilitation services for employees who need them (ie rehabilitation providers);
- To maintain the confidentiality of employees' workers compensation records in line with the *Federal Privacy Act 1988*, information will be stored securely in the University's corporate records management system (HPE/Trim) and managed in accordance with the *Privacy and Personal Information Protection Act 1998 (PPIP) NSW* and *Government Information (Public Access) Act 2009 (GIPA) NSW*;
- To provide suitable duties/employment, where reasonably practicable, to injured employees and to otherwise assist them to find alternative employment if they cannot return to their pre-injury role;
- To consult with our employees and any industrial union representing them to ensure that our Return to Work Program operates effectively;
- To provide effective communication and training to employees regarding this program, will be available through the *UNESAFE Safety Hub*;
- The workers right not to be dismissed within six months of injury, solely or principally due to that injury;
- Participation in a Return to Work Plan which will not prejudice an employee in either job security, promotion or workplace wellbeing.

#### Workers Commitment

The Workers commitments include:

- Follow WHS Protocols including being responsible for their own safety at work;
- Notify the University of a workplace injury as soon as possible after the injury happens;
- Make all reasonable efforts to return to work with the University as soon as possible;
- Cooperate with the University to enable their own safe and timely return to work as well as the meet the University's return to work obligations;
- Cooperate in workplace changes designed to assist in their return to work;
- Their non-participation in a Return to Work Plan may result in suspension or other reductions.

Workplace Arrangements	
Return to Work Coordinator Details	
<b>Belinda Keogh</b> (UNE) Specialist Policy and Projects Health, Safety and Wellbeing Team People and Culture  Phone no: (+61) 02 6773 2833 Email: <a href="mailto:wellbeing@une.edu.au">wellbeing@une.edu.au</a>	<b>Jackson Budden</b> (appointed by UNE) Client Services Broker (Workers Compensation) Austbrokers ABS  Phone no: +61 0460 851 431 Email: <a href="mailto:jackson.budden@austbrokersabs.com.au">jackson.budden@austbrokersabs.com.au</a>
<p>The RTW Coordinator's responsibilities involve:</p> <ul style="list-style-type: none"> <li>Assist injured workers, where safe and reasonable, to remain at work while they recover or return to work as soon as possible;</li> <li>Liaising and/or consulting with the injured workers supervisor or manager;</li> <li>Liaising with the employees treating medical professionals including rehabilitation providers and the employees representative (where one has been appointed by the worker);</li> <li>Lodge claims and monitor the progress of the workers claim;</li> <li>Assist to meet the workers and University's return to work obligations under relevant legislation.</li> </ul>	
Insurer Details	
Your Insurer is: Gallagher Bassett on behalf of iCare	Contact Details: P: 136 427 E: <a href="mailto:gbsnewclaims@workerscomp.nsw.gov.au">gbsnewclaims@workerscomp.nsw.gov.au</a>
Rehabilitation Details	
The University's Nominated Rehabilitation Provider is: Rehabilitation Services by Altius	Contact Details: P: 02 9112 6020 F: 02 9264 2333

### After an Incident

The flow chart below outlines the steps involved after an incident has occurred.

### Incident Recording

SkyTrust is our cloud based safety intelligence system that tracks hazards and incidents organisational wide. During the new staff induction employees are shown how to use SkyTrust; training is also available on the *UNE Staff – UNESAFE Safety Hub* website.

### Providing First Aid

If a staff member sustains an injury at work they should seek first aid if necessary.

The University appoints First Aiders for each building who are responsible for the administering of first aid for staff, students or visitors in their relevant building areas. They are also responsible for the upkeep of first aid kits and accessing them as necessary. The building First Aider is posted on the Safety Notice Board in each building.

A list of first aid forms is available on the *UNE Staff – UNESAFE Safety Hub* webpage.

Further advices for providing first aid should be taken from *WHS P005 First Aid Management Protocol*.

### Notifiable Incidents

Notifiable Incidents are reported to SafeWork NSW in the instance of; death of a person, a serious injury or illness of a person, or a dangerous incident with the potential to cause significant harm. These incidents should be reported for employees, contractors, students or members of the public including volunteers.

The UNESAFE Team is responsible for contacting SafeWork NSW and transferring details of the incident. This may trigger the requirement to preserve the incident site pending further direction or inspection from the regulator.

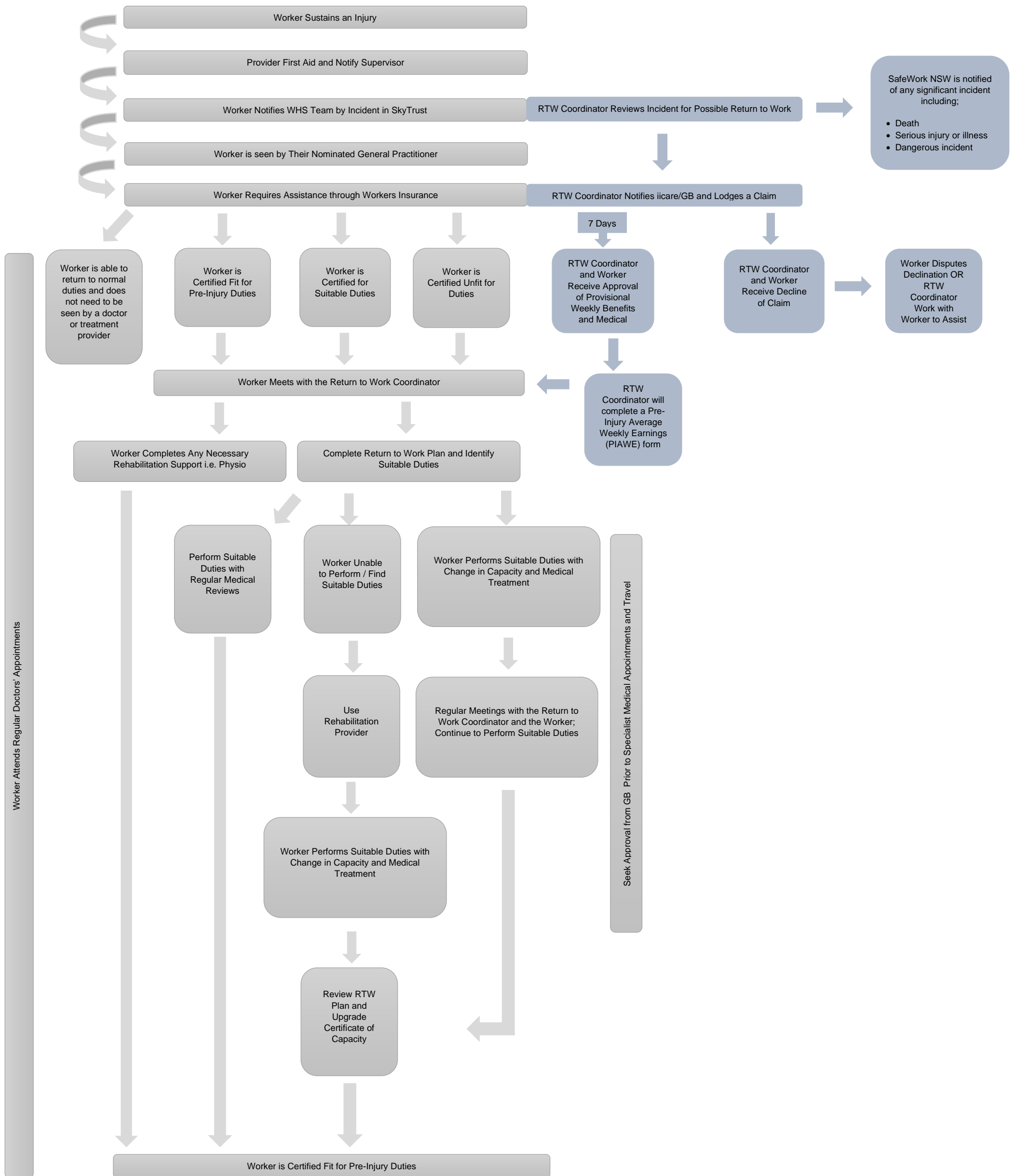
### Maintaining Communication

The University recognising that ongoing positive communication is essential in achieving a safe and timely recovery and return to duties.

The Return to Work (RTW) Coordinator is responsible for organising communication between relevant parties including; the injured or ill staff member, their supervisor, the nominated treating doctor and the insurance provider, unless stated otherwise.

The RTW Coordinator is also responsible for communicating regularly with the injured or ill worker for the duration of their claim.

Flow Chart



### Recovery at Work

#### Return to Work Plan and Suitable Duties

The Return to Work (RTW) Coordinator will prepare a RTW Plan if the worker's Certificate of Capacity requires a change in normal duties.

The RTW Plan will be prepared in consultation with the injured or ill worker and their supervisor in the first instance. Should the RTW Coordinator require more information regarding appropriate suitable duties then this will be discussed with the worker and their Nominated Treating Doctor (NTD).

The RTW Plan will:

- Identify suitable duties in aid of a safe and timely return to normal duties;
- Detail a draft timeline for recovery and return to normal duties;
- Outline steps to be taken by all parties including the worker, the supervisor, the NTD and the RTW Coordinator;
- Be reviewed every 2 to 4 weeks dependent on the recovery timeline of the injured or ill worker.

Suitable duties will be based on:

- The employee's work experience and capabilities;
- The nature and severity of the injury or illness;
- The expected recovery timeline as detailed by the RTW Plan and the NTD;
- Medical advice from the treating health professionals or an Independent Medical Examination;
- Availability of duties within the University.

Should suitable duties be available outside of the injured or ill worker's position description, department or directorate the University may temporarily transfer the injured or ill worker.

#### Dismissal of the Injured/Ill Worker

In accordance with the *Workers Compensation Act 1987 – Section 248*, should a staff member be unfit for employment due to workplace injury or illness, the University will not dismiss their employment within the first 6 months of them becoming unfit for employment.

In all other instances, workers should refer to their relevant Collective Agreement. Find out more:

[Enterprise Agreements - University of New England \(UNE\)](#)

### Support for the Worker

#### Provisional Payments

Provisional payments involve the insurer paying the injured or ill workers weekly payments within seven days of notification. If the insurer does not accept the claim lodged, the worker does not have to repay these provisional payments.

#### Weekly Payments

Weekly payments can be paid for different situations including;

- The worker has no capacity for work;
- The University may not be able to offer the worker alternate suitable duties for their injury;
- The worker can only work part time.

The worker may receive up to 95 per cent of their pre-injury average weekly earnings (PIAWE) for a set period of time.

Find out more: <https://www.icare.nsw.gov.au/injured-or-ill-people/workplace-injuries/payments/weekly-payments/>

#### Authority to Release Information

The below Authority to Release Information is to be used between the University and the worker, to authorise information shared between medical providers and the RTW Coordinator.



## Authority To Release Information

>> Title << >> Name <<		Date
------------------------	--	------

```
1.    >>Dr Name<<
      >>Address<<
      >>Phone<<
```

```
2.    >>Dr Name<<
      >>Address<<
      >>Phone<<
```

```
2.      >>Dr Name<<
        >>Address<<
        >>Phone<<
```

**Contact Details:**

Phone no: (+61) 02 6773 2833

8



### Rights and Obligations

#### Injured/Ill Workers Obligations

- If medical treatment is necessary, seeking appropriate treatment as soon as possible after the incident
- Notify the University of the incident or injury via SkyTrust within 24 hours
- Cooperating with the University to prevent any further injury to self and others
- Being actively involved in their Return to Work (RTW) Plan, which includes:
  - Specify a nominated treating doctor
  - Participate and cooperate in the establishment of a RTW Plan
  - Making all reasonable efforts to return to work as soon as possible
  - Maintain regular contact with the RTW Coordinator
  - Participating in medical case conferences where applicable and requested by treating medical practitioners or the University
  - Comply with medical restrictions resulting from the work injury as obtained from the treating doctor

#### Injured/Ill Workers Supervisor

- Investigate the incident, via SkyTrust and identify root causes and potential hazards
- Ensuring that staff members, under their supervision, understand the process for reporting injuries
- Support the worker to follow the University's Return to Work (RTW) Program and Return to Work (RTW) Plan
- Making suitable duties and adjustments available to injured staff who are certified fit for suitable duties (partially incapacitated) if reasonably practicable to do so.
- Advising the RTW Coordinator of any difficulties with the RTW Plan as soon as possible

#### Nominated Treating Doctor

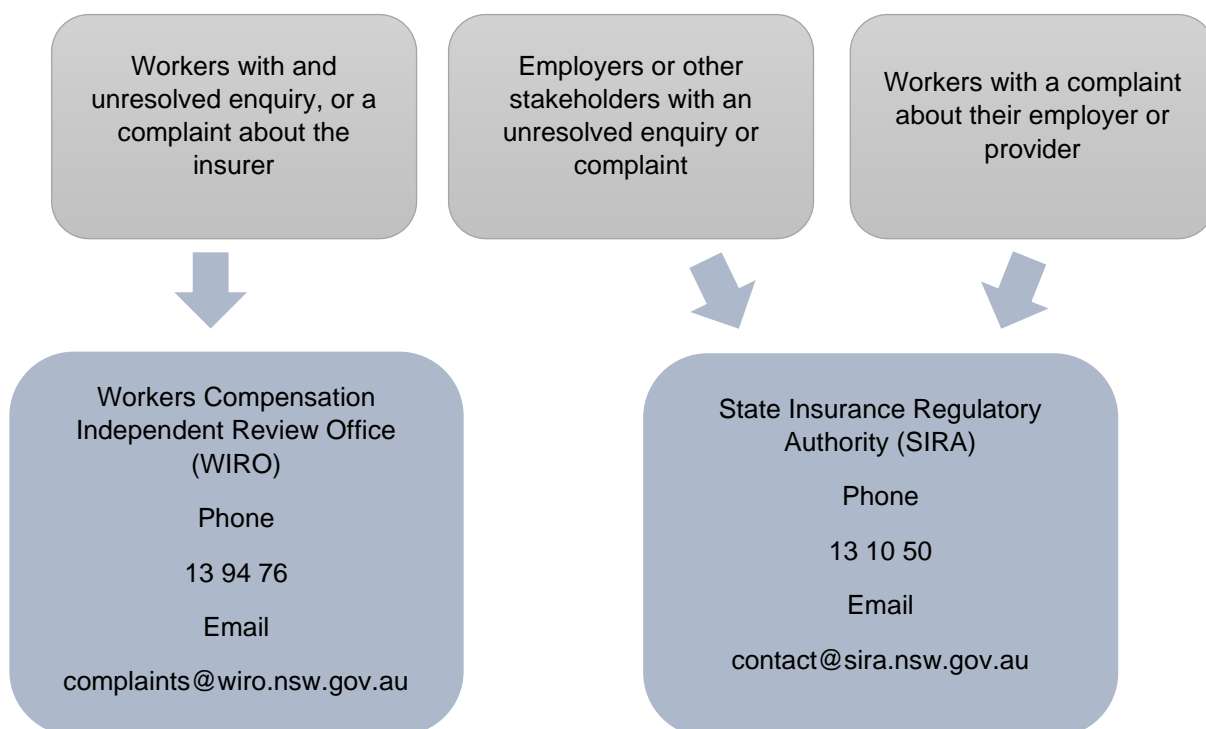
- Complete certificates of capacity thoroughly and only certify time away from work as medically necessary
- Arrange and monitor appropriate treatment including referral to specialists and rehabilitation providers
- Provide information to the Return to Work (RTW) Coordination in relation to injury management and return to work plans for the injured worker
- Promote a prompt return to work and active communication with the University
- review the progress of recovery of the injured worker and revise the worker's medical management as needed

## Dispute Prevention and Resolution

The University commits to regular communication between the Return to Work (RTW) Coordinator and the injured worker to ensure all steps of the claim process are understood.

The RTW Coordinator will;

- Seek help from the insurer or an approved workplace rehabilitation provider if the workers recovery is difficult or progress is stalled;
- Work with the worker and their representative to resolve any disputes, and seek help from the insurer if necessary;
- If there is a dispute the University will provide the worker the insurer's contact details as well as the following useful contacts:



### Consultation

The University commits to consulting and educating workers on the use and update of the Return to Work (RTW) Program.

The RTW Program will be reviewed every two years with consultation through the Joint Consultative Committee /Workers Union and Health & Safety Representatives (HSR). This consultation will be undertaken, where possible, during Committee meetings, followed by a consultation period for feedback. Should workers want to contribute to this feedback, they must convey this to their relevant HSR's or Union Workers.

### Training

Each new update or review of the Return to Work (RTW) Program will be implemented through;

- New Starters Induction (fortnightly);
- WHS Management Committee;
- Directorate Management Committee's;
- WHS Newsletter Notices;
- Updates available on the *UNE Staff – Health & Wellbeing* webpage;
- Training can be available to staff members should there be a minimum 6 requests.

### Administration

#### Confidentiality

To maintain the confidentiality of employees' workers compensation records in line with the *Federal Privacy Act 1988*, information will be stored securely in the University's corporate records management system (HPE/Trim) and managed in accordance with the *Privacy and Personal Information Protection Act 1998 (PPIP) NSW* and *Government Information (Public Access) Act 2009 (GIPA) NSW*

#### Document Review

Version	Date Released	Custodian	Approver	Amendment
Revision 0	03.05.2019	Miriam Lott		
Revision 1	01.12.2022	Chelsea Hardman		Updated RTWC details
Revision 2	21.05.2025	Belinda Keogh		Updated RTWC and CSP details



## Sample Return to Work Plan

Date:		Sign:	
-------	--	-------	--

The following Return to Work (RTW) Plan is aimed at assisting any injured or ill worker make a gradual and durable increase from reduced hours of work to return to full-time duties. This RTW Plan should be used in alignment with the RTW Program.

Employee Details			
Name:		Job Title:	
Department:		Supervisor:	
Phone:		Email:	
Date of Injury:		Date of Report:	
Details of Injury and Diagnosis:			

Pre-Injury Position Details:	
Weekly Hours:	
Location:	
Duties:	

Doctors Recommendations	
Advice:	

Work Plan	
Support Arrangements (including personal)	
Suitable Duties:	
Restrictions / Modifications	
Communication	
Review Date:	

### Conditions

This Return to Work (RTW) Plan will be updated at the nominated review dates in conjunction with the injured or ill worker, the workers supervisor, the nominated treating doctor and the RTW Coordinator.

Any difficulties or issues that will impede the injured or ill worker from fulfilling and progressing with the RTW Plan must be reported to the RTW Coordinator immediately.

This RTW Plan should be read and completed in conjunction with the RTW Program.

### Agreement

The following parties are in agreement with the above Return to Work Plan.

Name	Position	Signature	Date