



Injury Management POLICY AND PROCEDURE

Aim of this Policy and Procedure

To outline the process for the management of both work and non-work related injuries / illnesses at Resurrection Catholic Primary School.

Responsibilities

Resurrection Catholic Primary School leadership team is responsible for:

- maintaining appropriate contact with injured / ill staff
- appointing a RTW Coordinator
- assisting the RTW Coordinator with determining, implementing and monitoring suitable return to work options for injured / ill staff
- ensuring all information relating to an injured / ill employee is kept confidentially in line with relevant legislation.

Return to Work Coordinator is responsible for:

- forwarding all Workers' Compensation forms and associated documentation to the relevant [WorkCover insurer](#) within 10 days of receipt
- liaising with all parties for a work related injury, and after receiving [employee consent](#) for a non-work related injury / illness developing RTW Plans in consultation with all relevant parties.

Employees are responsible for:

- submitting all Workers' Compensation forms and associated documentation to the return to Work (RTW) Coordinator in relation to a work related injury / illness, when a claim is being made
- actively participating in the RTW process
- providing compliant medical certificates that state the employee's capacity for work
- complying with this policy and procedure.

Definitions

[Certificate of Capacity](#) – This is a WorkSafe approved medical certificate, and **must** be provided for any compensable injury / illness.

RTW Coordinator – Return to Work Coordinator, this is the appointed person at the school responsible for coordinating the return to work of injured / ill employees.

[RTW Plan](#) – Return to Work Plan, this is the document that outlines the return to work arrangements of an injured / ill employee.

Procedure

Steps to take in the Return to Work Process

Step 1: An Employee reports a work related injury or illness to a member of the school leadership team, and seeks medical assistance.

Step 2: Injured / Ill employee advises a member of the school leadership team of the outcome of the medical appointment, and provides a certificate of capacity that outlines their capacity and restrictions.

Step 3: A member of the school leadership team informs RTW Coordinator of employee injury / illness. If there is no RTW Coordinator, then Principal will appoint one.

Step 4: RTW Coordinator will make contact with injured / ill employee to perform a welfare check, outline the RTW process and provide them with a [Workers Claim Form](#) so they can claim any weekly compensation and / or medical expenses (this is only compulsory if employee wishes to receive weekly compensation and/ or have medical expenses paid).

Step 5: Injured / Ill employee completes Workers Claim Form and submits it along with any relevant documentation to the RTW Coordinator. Relevant documentation could be a [certificate of capacity](#), receipts for medical expenses etc.

Step 6: RTW Coordinator sends letter to injured / ill employee confirming receipt of claim documentation, completes the [Employer Claim Form](#) and sends all documentation to the [nominated insurer](#) within 10 calendar days of receipt.

Step 7: Insurer conducts an investigation, and determines liability within 28 days of receipt.

Step 8: Upon receipt of Workers Claim Form, RTW Coordinator consults with injured / ill employee, their treating health practitioner, school leadership team (as appropriate) and [Rehabilitation Provider](#) (where applicable), and begins return to work planning.

Step 9: Using information from the certificate of capacity and conversations with the injured / ill employee and their treating health practitioner, the RTW Coordinator will develop a [RTW Plan](#) that will outline the return to work arrangements. The RTW Plan is to be signed by the RTW Coordinator, the injured / ill employee, their treating health practitioner, a member of the school leadership team (preferably the Principal) and Rehabilitation Provider (where applicable) when agreed upon.

School leadership team will consider whether any workplace supports, aids or modifications may be needed to assist the injured / ill employee with their return to work.

Step 10: The RTW Coordinator will continue to monitor and update the RTW Plan in line with the injured / ill employee's progress and with regular consultation with their treating health practitioner, school leadership team, insurer and Rehabilitation Provider (where applicable).

NB: If an injured / ill employee is unable to ever return to their pre-injury duties, Resurrection Catholic Primary School will consider offering alternative employment at the school within the employee's ongoing medical restrictions. Any alternative employment offered will be in accordance with Resurrection Catholic Primary School operational requirements. Should no suitable alternative employment be available, the school may engage a Rehabilitation Provider to assist the employee in finding alternative employment with another organisation or terminate their employment in line with legislation (it is advised to always seek advice from the insurer, CECV and / or legal representation prior to carrying out this process).

Step 11: If a WorkCover Claim is rejected, Resurrection Catholic Primary School will continue to support the injured / ill employee, but will manage it as non-work related injury / illness. When managing a non-work related injury / illness, the RTW Coordinator will seek consent from the employee prior to speaking with their treating health practitioner. This is carried out by asking the employee to complete and sign an [Authority to Release Medical Information Form](#).

Employer Liability

Under the WorkCover scheme, employers have a statutory obligation to the employee for all accepted WorkCover claims to pay the first 10 days of time of loss and the stated amount as per the Victoria WorkCover of medical and like expenses for all accepted WorkCover claims.

Any employees that lodge a WorkCover claim will be required to pay all medical expenses, and will be reimbursed once their WorkCover claim is accepted. In regards to time loss, employees are required to use their personal (sick) leave, and if no entitlements remain they must use either annual, long service or unpaid leave. This will be reimbursed upon acceptance of the WorkCover claim.

Weekly Compensation

Once the employer liability has been met the WorkCover insurer will pay the injured employee 95% of their *Pre-Injury Average Weekly Earnings* (PIAWE) for the first 13 weeks, and 80% of their PIAWE from 14-130 weeks.

Under the Victorian Catholic Education Enterprise Agreement, any injured / ill employee that is entitled to weekly compensation under the WIRC Act is also entitled to Accident Make-up Pay for a maximum of 26 weeks (this is inclusive of school holidays, in respect of the same injury).

Medical Expenses

WorkSafe has a schedule of fees relating to WorkCover, and it is important to note that some medical providers charge higher than the scheduled WorkCover rate. In cases where this is applicable, employees will be required to either pay the additional cost out of their own pocket or choose a different medical provider that will charge the WorkCover rate.

Occupational Rehabilitation Providers (ORP)

Some WorkCover claims may require the services of an Occupational Rehabilitation Provider (ORP); this is generally an allied health professional such as an occupational therapist or an exercise physiologist.

An ORP can assist by performing the following services:

- assisting with the development of Return to Work Plans;
- assisting and supporting the employee during the Return to Work program;
- provide advice on the provision of aids or vocational assessment and worker re-training.

An ORP is sometimes utilised in the following circumstances:

- stress-related claims
- voice loss claims
- medical expense only claims that exceed 3 months of treatment
- claims where there are complications with an employee's return to work.

Claims Liability Dispute (Conciliation)

If an employee disagrees with a decision made by the insurer, the employee may request the insurer to review the decision. The review will be undertaken by a senior officer of the insurer who was not involved in making the original decision that is in dispute.

If the employee does not agree with the senior review outcome, the employee may lodge a Request for Conciliation with the Accident Compensation Conciliation Service ([ACCS](#)). The ACCS will arrange a Conciliation Conference, the purpose of which is to resolve the dispute through discussion and agreement.

If an employee has requested conciliation the ACCS will advise of the arrangements for the Conciliation Conference. Advice concerning conciliation can be obtained from the Accident Compensation Conciliation Service on 9940 1111, or toll free on 1800 635 960 or from the assigned Case Manager who is managing the claim.

Following the Conciliation Conference, the conciliator will issue a Conciliation Certificate which will document the outcome of the conference. Before implementing the outcomes in the Conciliation Outcome Certificate the employer will consult with the assigned Case Manager. If the Conciliator decides the dispute cannot be resolved then the employee may take the matter to the appropriate court.

Confidentiality

The injury management process, for both compensable and non-compensable injuries, illnesses and diseases, is highly confidential and Resurrection Catholic Primary School will ensure that all records relating to the injured / ill employee will only be made available to relevant authorised people.

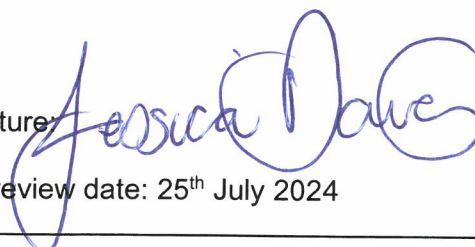
Further Information

For further information or support you can contact:

- [Your WorkCover Insurer](#)

Authorised by: Mrs Jessica Davis
(Acting Principal)

Signature:



Policy ratified by: 25th July 2023

Next review date: 25th July 2024

Relevant Legislation and Guidance

Occupational Health and Safety Act 2004

[A Guide to the Return to Work Process - CECV](#)

[Steps to Resolving Return to Work Issues – WorkSafe](#)

[Staff members' return to work rights and obligations – CECV](#)

[Return to Work Information Template – WorkSafe](#)

[Return to Work Solutions – CECV](#)

[What you need to know about Return to Work – CECV](#)

[Why is Return to Work Important - CECV](#)

[Weekly payments and your entitlements – Information for injured workers](#)

[Return to Work Arrangements Template – WorkSafe](#)

[Doctor Restrictions Letter - CECV](#)

[Authority to Release Medical and Return to Work Information Form - CECV](#)

[Return to Work YouTube Video \[Part 1\]\(#\) and \[Part 2\]\(#\)](#)

[OHS in Schools – A practical guide for school leaders](#)