

REHABILITATION POLICY AND PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT	1
4	PROCEDURE	2
	Roles associated with workplace rehabilitation	2
	Workplace rehabilitation for work-related injury/illness.....	4
	Workplace rehabilitation for non work-related injury/illness.....	4
	Grievance procedures.....	5
	Redeployment.....	5
	Termination of employment on the grounds of ill health.....	5
5	RESPONSIBILITIES	5
	Compliance, monitoring and review.....	5
	Reporting.....	6
	Records management.....	6
6	DEFINITIONS	6
7	RELATED LEGISLATION AND DOCUMENTS.....	6
8	FEEDBACK.....	6
9	APPROVAL AND REVIEW DETAILS.....	7

1 PURPOSE

- 1.1 CQUniversity has an obligation to provide workplace rehabilitation to its employees which meets or exceeds current legislation.
- 1.2 CQUniversity is committed to ensuring the health, safety and wellbeing of all its employees and will provide workplace rehabilitation for all employees whose ability to carry out their duties is affected by any physical and/or psychological, work-related or non-work-related injury or illness. This policy and procedure provides a framework for the provisions of workplace rehabilitation.

2 SCOPE

- 2.1 This policy and procedure applies to all CQUniversity employees.

3 POLICY STATEMENT

- 3.1 CQUniversity recognises that early intervention and early return to work programs offer substantial benefits to both the injured/ill employees and the University. The goal of workplace rehabilitation is the earliest possible safe return to work for an injured/ill employee to their pre-injury/illness position. Where possible, workplace rehabilitation aims to maintain the injured/ill employee at work without time off.
- 3.2 Where time off work is required, the aim is to ensure a return to work occurs as soon as medically advisable. Within realistic time frames, workplace rehabilitation is actively facilitated to:
 - maintain injured or ill employees at work
 - ensure the employee's earliest possible return to work
 - maximise the employee's independent functioning, and

- achieve sustainable and durable return to work goals.
- 3.3 CQUniversity is committed to the following priorities with respect to final return to work outcomes.
- Priority 1: The employee returns to the same job.
- Priority 2: The employee returns to a modified version of the same job.
- Priority 3: The employee is redeployed to a different job preferably within the original department, or to another department.
- 3.4 In rare circumstances, the employee is unable to be redeployed within the University and as a last resort; employment is ceased on the grounds of ill health. If this occurs the University would provide assistance to explore other options for the employee.
- 3.5 The University is committed to providing effective rehabilitation programs with the following objectives:
- rehabilitation is normal practice and an expectation within this workplace
 - rehabilitation commences as soon as practicable after the injury/illness, in accordance with medical advice and approval from the employee's medical practitioner
 - ensure appropriate suitable duties are made available for injured/ill employees to facilitate their safe and early return to work - these duties must be consistent with current medical advice and will be time limited
 - ensure the confidentiality of the employee's medical and rehabilitation information is maintained
 - a team approach to rehabilitation is used, with cooperation, consultation and confidentiality being key requirements for all persons involved, and
 - injured/ill employees are not disadvantaged by participating in workplace rehabilitation.
- 3.6 CQUniversity provides relevant workers' compensation cover for staff members in their respective State . Worker's compensation and workplace rehabilitation will be provided as per the respective State's legislation.

4 PROCEDURE

Roles associated with workplace rehabilitation

Injured/ill employee

- 4.1 The injured/ill employee has the rights and responsibilities to:

Rights:

- apply for workers' compensation in accordance with the WorkCover Queensland's Workers' Compensation Procedures for Work-Related Injuries
- choose their own treating medical practitioner
- authorise the Rehabilitation Officer to contact the employee's treating medical practitioner and/or other health professionals for advice on suitable duties and other rehabilitation strategies
- confidential, safe keeping of workers' compensation and rehabilitation information relating to their injury/illness
- be provided with suitable duties, if practicable
- be consulted in the development of a suitable duties plan
- union representation if so desired
- ask The Regulator for a review of certain insurer's decisions with which they do not agree, and
- have access to an impartial grievance mechanism, via the University's Grievance Resolution Procedures detailed in the [Central Queensland University Enterprise Agreement 2017](#).

Responsibilities:

- notify their supervisor of the existence of any injury/illness which may cause long term absence or require adjustments to the workplace or work practices
- provide medical certification for absences/treatment, including a workers' compensation medical certificate if subject to a workers' compensation claim
- advise their treating medical practitioner of the availability of workplace rehabilitation
- have their treating medical practitioner complete the Work Capabilities Checklist (if required) or provide advice to the Rehabilitation Officer to assist with their rehabilitation
- actively participate in workplace rehabilitation, and
- maintain relevant communication with the Rehabilitation Officer and their supervisor/manager.

Supervisor/Manager

4.2 The supervisor/manager will:

- discuss with the injured/ill employee whether assistance is required in the return to work process. If assistance is required, and with consent of the employee, the supervisor/manager will notify the Rehabilitation officer as soon as possible of the employee's injury/illness
- actively assist the Rehabilitation Officer in identifying and coordinating suitable duties
- support reasonable adjustment within the workplace to enable successful implementation of the suitable duties plan
- monitor the injured/ill employee's progress in relation to suitable duties, and
- offer support and encouragement to the injured/ill employee during workplace rehabilitation.

Rehabilitation Officer

4.3 The Rehabilitation Officer will:

- ensure an efficient system exists for early reporting of injuries to enable early contact and intervention with the injured/ill employee to clarify the nature and severity of the injury and rehabilitation required
- comply with the employer's duty to report the injury to the insurer and to ensure confidentiality of information received
- where a workers compensation claim has been lodged, liaise with the insurers about the injured/ill employee's progress and suitable duties plans, including actual hours worked
- develop, coordinate and monitor workplace rehabilitation strategies for injured/ill employees, including developing suitable duties/return to work plans in consultation with the injured/ill employee ensuring consistency with the current medical certificate/report from treating medical practitioners
- educate employees about workplace rehabilitation and what to expect when an injury occurs, including this information in new staff induction programs
- where possible, ensure rehabilitation for employees is coordinated with and understood by supervisors/managers and co-workers
- promote an internal culture of acceptance of workplace rehabilitation
- promote CQUniversity's workplace rehabilitation externally to treating medical practitioners so as to build a good working relationship and gain their trust and assistance, and
- provide injured/ill employees with the opportunity to give feedback on the rehabilitation system, to document this feedback and implement improvements where identified.

Co-workers

4.4 Co-workers will:

- offer support and encouragement to injured/ill employee, and

- be informed about their co-worker's workplace rehabilitation only as needed and as it relates to work.

Workplace rehabilitation for work-related injury/illness

Rehabilitation and return to work

- 4.5 The University will liaise with the workers' compensation insurer regarding the development and maintenance of a rehabilitation and return to work plan in consultation with the treating medical practitioner. The plan and any amendments must be consistent with the employee's needs and the current medical certificate/report.

Payment of Wages

- 4.6 In Queensland:

[WorkCover Queensland](#) will determine the liability of a claim, that is, they will accept or reject an application for compensation.

CQUniversity may pay sick or other accrued leave to an employee while the claim is being determined. Upon acceptance of a claim, leave will be reimbursed. If the claim is accepted, CQUniversity will continue to pay the employee direct and seek reimbursement from WorkCover Queensland. In some cases the University may ask [WorkCover Queensland](#) to pay weekly benefits directly to the employee.

For workers participating in a partially funded suitable duties program, CQUniversity will continue to pay the employee at their normal rate for pay. CQUniversity will then provide [WorkCover Queensland](#) with the details of the actual hours worked at the end of each pay period and seek reimbursement from [WorkCover Queensland](#) for the lost time.

- 4.7 In other States of Australia:

Payment of wages for accepted workers' compensation claims in other States will be looked at on a case by case basis in conjunction with the relevant workers' compensation legislation.

Funding for Rehabilitation

- 4.8 In Queensland:

[WorkCover Queensland](#) will pay all reasonable costs for treatment/rehabilitation for accepted workers' compensation claims. Other costs, such as equipment or training, considered desirable to assist in workplace rehabilitation may be funded by the relevant organisational area.

- 4.9 In other States of Australia:

Funding for rehabilitation for accepted workers' compensation claims in other States will be looked at on a case by case basis in conjunction with the relevant workers' compensation legislation.

In some cases, it may be desirable for the University to meet limited medical/rehabilitation expenses prior to the claim being accepted by the workers compensation insurer. This will be at the discretion the supervisor/manager or the relevant director/dean.

Workplace rehabilitation for non work-related injury/illness

Rehabilitation and return to work

- 4.10 In cases of non-work related injury or illness, workplace rehabilitation may also be provided to employees at the discretion of the Occupational Health and Safety (OHS) Unit and in co-operation with the injured/ill employee and their supervisor/manager. This particularly applies to employees who have been, or are likely to be:
- absent from work for an extended period of time
 - are unable to perform their inherent work tasks as a result of an injury/illness, or

- are on reduced work hours because of their injury/illness.

In these cases, the Rehabilitation Officer must be notified by either the supervisor/manager or employee.

Payment of Wages

- 4.11 The University will pay the injured/ill employee for actual hours worked. With approval of their supervisor/manager, the employee may use accrued sick, annual or long service leave to supplement the hours worked. Use of sick, annual or long service leave will be used in accordance with leave provisions as detailed in the [Central Queensland University Enterprise Agreement 2017](#).
- 4.12 Injured/ill employees may also be eligible for benefits through their superannuation fund.

Funding for Rehabilitation

- 4.13 All costs required for treatment/rehabilitation will be at the employees own expense.
- 4.14 In some cases, the employee may be asked to attend an independent medical assessment before and/or during the workplace rehabilitation. Costs associated with this assessment will be met by the staff member's organisational unit.

Grievance procedures

- 4.15 If an injured/ill employee is unhappy with a decision made at the workplace regarding their rehabilitation, they can raise the matter with the Rehabilitation Officer and if necessary the National OHS Manager.
- 4.16 In Queensland:

For workers compensation claims in Queensland, if the ill/injured employee or the employer is unhappy with the decision made by the insurer regarding the claim lodged a review of the decision can be lodged with [Workers' Compensation Regulator](#). Strict time frames apply.

- 4.17 In other States of Australia:

For all other states, the right for review a decision will be in accordance with the relevant workers' compensation legislation.

- 4.18 For non-workers compensation injury/illness the grievance procedure is outlined in the [Central Queensland University Enterprise Agreement 2017](#).

Redeployment

- 4.19 Where the ill/injured employee is unable to return to their substantive position as a result of the illness or injury, redeployment options will be considered where practicable in accordance with workers' compensation legislation and the [Central Queensland University Enterprise Agreement 2017](#).

Termination of employment on the grounds of ill health

When the ill/injured employee's capacity to perform their duties is in doubt, and the staff member cannot be redeployed, termination on medical grounds may be pursued in accordance with workers compensation legislation and the [Central Queensland University Enterprise Agreement 2017](#).

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Director, People and Culture will ensure the policy document adheres to legislation and CQUniversity requirements.
- 5.2 The [Workers' Compensation and Rehabilitation Act 2003](#) (Qld) requires this procedure to be reviewed at least every three years.

Reporting

- 5.3 No additional reporting is required.

Records management

- 5.4 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.
- 5.5 The Rehabilitation Officer will keep an electronic file on all staff members undergoing workplace rehabilitation. The Rehabilitation Officer will also keep accurate and objective case notes as part of the electronic file. This electronic file will remain protected and available only to approved staff members.

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).
- 6.2 Other definitions in relation to rehabilitation can be located in the respective legislative documentation (e.g. Acts, Regulations, etc.)

7 RELATED LEGISLATION AND DOCUMENTS

[Anti-Discrimination Act 1991](#) (Qld)

[Central Queensland University Enterprise Agreement 2017](#)

[Industrial Relations Act 2016](#) (Qld)

[Leave Procedure](#)

[Return to Work Act 2014 \(SA\)](#)

[Return to Work Regulations 2015 \(SA\)](#)

Work Capabilities Checklist

[Work Health and Safety Act 2011](#) (Qld)

[Work Health and Safety Regulation 2011](#) (Qld)

[Workers Compensation Act 1987](#) (NSW)

[Workers Compensation Amendment Act 2015](#) (NSW)

[Workers Compensation Regulation 2016](#) (NSW)

[Workers' Compensation \(Common Law Proceedings\) Act 2004](#) (WA)

[Workers' Compensation and Injury Management Act 1981](#) (WA)

[Workers' Compensation and Rehabilitation Act 2003](#) (Qld)

[Workers' Compensation and Rehabilitation Act 1981](#) (WA)

[Workers' Compensation and Rehabilitation \(QOTE\) Notice 2017](#) (Qld)

[Workers' Compensation and Rehabilitation Regulations 2014](#) (Qld)

Workers' Compensation Procedures for Work-Related Injuries

[Workplace Injury Management and Workers Compensation Act 1998](#) (NSW)

[Workplace Injury Rehabilitation and Compensation Act 2013](#) (Vic)

8 FEEDBACK

- 8.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, People and Culture
Next Review Date	16/03/2021

Approval and Amendment History	Details
Original Approval Authority and Date	16/03/2016
Amendment Authority and Date	Vice-Chancellor and President 16/03/2018
Notes	This document consolidates and replaces the Rehabilitation Policy and Rehabilitation Procedures (16/03/2016).