

## Workers Compensation and Recovery/Return to Work Complaint Management Procedure

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### **Purpose**

The University of South Australia is Self Insured under the Workers Compensation legislative provisions. UniSA is committed to providing a prompt and reliable injury management service to achieve the best possible outcomes for injured or ill employees. There are legislative provisions to address disputes in relation to compensation entitlements which are explained in written communication from the Claims Manager. This complaint management process is an alternative means to addressing problems and does not impact any decision made by the [South Australian Employment Tribunal](#). The University is committed to resolving issues at the earliest opportunity and will investigate and address all complaints in a timely and objective manner with a view to reducing conflict effectively.

### **Claims Management Provider**

The University claims management service is provided by Lawson Risk Management Services. The Claims Manager is also an employee of the University and therefore has the delegation to determine workers compensation claims.

### **Recovery/Return to Work**

Recovery and Return to Work assistance is provided to University employees by our in-house Return to Work Case Manager, an employee of the University. The Return to Work Case Manager is based in the Safety and Wellbeing team, within the central People, Talent and Culture Unit at 101 Currie St, Adelaide.

### **Injury Management Process**

The injury management program is triggered by the logging of an injury/illness report on the online [Health Safety & Injury Management System](#). The system is monitored by the Injury Management team and an injury management information kit is sent to the injured employee on receipt of an incident report. The support process commences as soon as it is reported to the University and continues until such time as a satisfactory outcome is achieved within the limitations of the Return to Work Act 2014.

In the event that a University employee is dissatisfied with their experience at any point they have the following rights of redress:

1. Discuss the complaint with their immediate supervisor
2. Discuss the complaint with the Return to Work Case Manager
3. Discuss the complaint with the Claims Manager
4. Discuss the complaint with the Manager: Work Health and Safety
5. Discuss the complaint with their Union
6. If a satisfactory outcome is not achieved the matter may be escalated to the Executive Director: People, Talent and Culture.
7. If the outcome remains unsatisfactory the complaint can be taken to [OmbudsmanSA](#)

All complaints will be addressed as a matter of priority and those presented to the Injury Management team will be acknowledged within 2 days and investigated with a response provided to the complainant within 14 days of receipt.

Complaints will be investigated sensitively with due regard to privacy and confidentiality with objective assessment of facts. Principles of procedural fairness and impartiality will be observed throughout the process and no employee need fear any reprisal or discrimination for making a complaint. Records will be maintained in a secure manner in accordance with University record keeping procedures.

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The [Employee Assistance Program](#) is available to all staff that need the support of a skilled and experienced counsellor at any point during the process. Free call 1300 277 924.

There is a further opportunity to provide feedback to the Injury Management team anonymously through the annual survey which all workers compensation claimants are invited to complete. This information is used to continuously improve the service provided to employees and their supervisors by updating and amending procedures accordingly.

All University health, safety and injury management procedures are available on the [Safety and Wellbeing](#) website.

### References

[University HS&IM Policy](#)

[Injury Management](#)

[Return to Work Act 2014](#)