



Workplace Health and Rehabilitation FAQs

The purpose of these FAQs is to provide information on how occurrences of physical or psychological illness or injury are managed for paid staff at UQ. Flowcharts in the [Appendix](#) provide an overview of processes for managing both work-related and non-work-related injury or illness.

What are UQ's workers compensation arrangements?

All paid employees of UQ may apply for workers' compensation if they sustain an injury or illness caused by, or contributed to by, work where work is the significant contributing factor. Injuries that occur during a recess or a journey between home and work may also be compensable.

UQ is self-insured for workers' compensation. The Work Injury Management team (WIM) manages this on behalf of the university and all queries related to workers' compensation arrangements or entitlements should be directed to the WIM team.

Supervisors should make employees aware process to be followed and support the employee if they wish to proceed with a workers compensation claim. Note a claim for compensation is a separate process to the submission of a UQSafe report.

If an employee has an accepted workers compensation claim, the university is obliged to provide workplace rehabilitation, and the WIM team will communicate with supervisors regarding their obligations.

It is an employee's entitlement and choice to make a claim for compensation - they are not obliged to claim for compensation. If an employee chooses not to lodge a claim for a work-related injury, workplace health and rehabilitation support will be provided as per the non-work-related injury process, and personal leave used for any time off work.

More information: [Work injury and worker's compensation](#).

Does UQ offer support for non-work-related injury or illness?

A non-work-related injury or illness is one that has occurred or was sustained where work was not the cause of the injury or illness.

In principle, the university seeks to support employees to remain at work or return to work wherever possible. While the university is not obligated to provide rehabilitation for non-work-related injury/illness, employees are provided return to work support wherever possible with requests being considered on a case-by case basis. Any suitable duties or return to work plans for a non-work-related injury or illness should be both beneficial to the employee's recovery, be in accordance with medical practitioner advice, and not cause undue operational burden to the work area to safely implement and manage. For example, the return-to-work support should not increase a colleague's workload.

If it is determined that there is capacity to offer rehabilitation or return to work support, the case management processes are undertaken via partnership between the injured or ill staff member and their supervisor, with support from their HR Client Partners, and or the HSW Workplace Health and Rehabilitation team.

If a suitable duties plan is not required to return to work a Medical clearance to return to work may still be requested. For more information: [When is medical clearance needed for work?](#)

When health is impacting an employee's capacity to perform inherent requirements of work, an Independent Medical Examination may be requested by HR in accordance with [Medical Conditions Affecting Performance Procedure](#).



What are reasonable adjustments?

In some instances, an injured or ill employee is diagnosed with a medical condition that requires consideration of temporary or permanent disability supports to enable them to undertake the inherent requirements of their position. These are known as reasonable workplace adjustments and require the injured or ill employee to provide appropriate medical information with their request. The University is not obligated to automatically agree to any requested or recommended reasonable adjustments, but all requests must be given appropriate consideration.

Injured or ill workers can request for reasonable adjustments as per the [Disability Inclusion and Reasonable Adjustment for Staff Procedure](#).

More information: contact local HR Client Partner, Workplace Health and Rehab team.

What is the difference between WIM and Workplace Health and Rehabilitation?

Both WIM and Workplace Health and Rehab team are part of the HSW Division but have very separate functions and responsibilities.

The WIM team work independently to make determinations about workers' compensation applications in accordance with the Workers' Compensation and Rehabilitation Act 2003 (Qld) and frameworks established by the Queensland Workers' Compensation Regulator.

WIM manage workplace rehabilitation in accordance with requirements of the Regulator and may appoint a Rehabilitation Consultant to work with supervisors and injured workers to develop Suitable Duties Plans – this may be a member of the Workplace Health and Rehabilitation team or an external consultant.

The Workplace Health and Rehabilitation team provide advice on workplace health management, medically required reasonable adjustments, rehabilitation and return to work services for non-work-related injuries and illnesses and act as a specialist service to provide support in more complex matters. Collaboration occurs with HR Client Partners and with local HSW personnel as needed to support for management of less complex matters as required. Return to work case management services are provided for workers' compensation claims on referral from WIM.

What are the leave entitlements for non-work-related injury/illness?

For periods of partial or total incapacity, personal leave should be accessed. Other paid leave may be available to cover ongoing absences when sick leave has been exhausted and where appropriate medical certification is provided. HR should be contacted to explore these alternatives.

For extended absences (typically exceeding three months), injured or ill staff are encouraged to contact their superannuation fund to explore options for temporary or total incapacity payments. Early contact is recommended to gain understanding of support options and allow sufficient time for processing.

More information: contact local HR client partner, the relevant superannuation fund.

What are the best approaches for effective workplace health support?

The following principles underpin effective workplace health support at UQ -

- Early support – Contact made with the injured/ill employee at the earliest opportunity after having been made aware of the injury/illness to ensure immediate health needs are met. Available supports discussed and information provided for the injured worker to consider.
- Collaborative return to work planning – Consultative discussion between appropriate parties to support durable return to work planning. Consideration of medical advice to determine what, if any, workplace or duty modifications are required.



- Biopsychosocial approach – Holistic consideration of the barriers or challenges that may impact return to work planning.
- Open communication –Regular, structured reviews maintained with the injured employee through their recovery to review/discuss any considerations that might support their rehabilitation and return to work. This includes contacting employees during periods of extended absence. These conversations will be documented and address return to work barriers that may present.
- Confidentiality – Information obtained to support workplace health and rehabilitation will be treated with sensitivity and confidentiality. Supervisors, HR and HSW will only share/release information that is relevant and required to enable rehabilitation and return to work support. For example, WHR may share the medically advised duties recommendations with Supervisor and HR but not specific details about diagnosis and personal health matters.

What are my responsibilities and who can provide support?

There are shared responsibilities to ensure health and safety for all at work.

Worker	Report any work-related injury or illness in UQSafe. Advise supervisor of any personal injury or health condition that may impact capacity to work or may be aggravated by work. Provide medical certificates, when necessary (including medical clearance certificate if required), comply with medical guidance.
Supervisor/ Manager	Respond to UQSafe reports and create action plans, make early contact with injured team members, maintain regular communication both work-related and non-work-related health matters, support return to work and identification of suitable duties in accordance with medical guidance. Check in regularly, monitor and review workplace health support arrangements.
Local HSW personnel	Inspect, investigate, provide support and advice to address identified hazards and risks in the work environment.
HR Client Partner	Provide support and advice on leave arrangements. Provide support to supervisor for non-complex return to work matters and reasonable adjustments, refer to Workplace Health and Rehab for specialist support.
Workplace Health & Rehab team	Facilitate the recovery and return to work process for complex health matters. Provide consultative support to supervisors, HR partners, local HSW personnel and employees for management of workplace health concerns.
Work Injury Management	Make decisions regarding worker's compensation entitlement. Manage workplace rehabilitation arrangements for workers' compensation claims.

What injury/illness support is available for students or others on campus?

For information about insurance coverage for students or volunteers during UQ authorised activities contact insurance@uq.edu.au or consult [Student insurance information](#).

Contacts

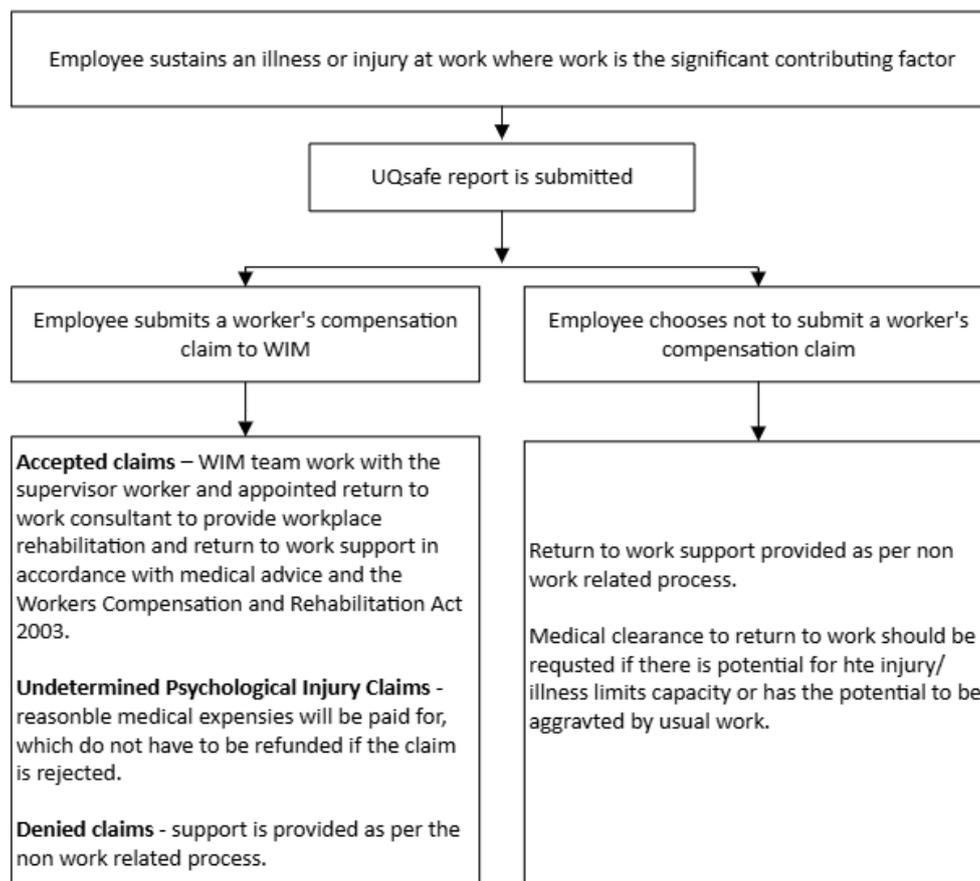
- Workplace Health and Rehab: rehab@uq.edu.au, ph: 33365 2365
- Work Injury Management: wimteam@uq.edu.au, ph: 3365 6022
- HR: Your local HR Client Partner or askh@uq.edu.au

Appendix

Work-related injury/illness flow chart

This is a guide. For specific advice or if concerns please consult Work Injury Management, local HSW personnel, or Workplace Health and Rehab.

- Immediate support for workplace injuries are managed as per the [First Aid Management Procedure](#).
- Injuries and illnesses arising from workplace activities should be reported in UQSafe as per the [Health and Safety Incident and Hazard Reporting Procedure](#).
- The [Workers' Compensation and Rehabilitation Procedure](#) describes the procedure for workers' compensation claims and assessment.



Non work related injury/illness flow chart

This is a guide. For specific advice or if concerns please consult local HR Client Partner or [Workplace Health and Rehab](#). This process applies for return to work and provision of temporary suitable duties. Ongoing modifications for temporary or permanent disability due to health conditions are managed under the Reasonable Adjustments process.

