

# Claiming for Workers' Compensation





## The University of Queensland is a 'self-insurer' for workers' compensation in Queensland

The University is self-insured for workers' compensation and has established the Work Injury Management Section, within the Health, Safety and Wellness (HSW) Division, to manage all claims for workers' compensation and rehabilitation.

The Work Injury Management (WIM) Section has been the provider of workers' compensation and rehabilitation entitlements for University staff since April 2001. The benefits of the WIM Section providing services to University staff include:

- early provision of compensation payments and medical treatment to injured staff;
- best practice claims management and rehabilitation services for injured staff;
- effective communication with injured staff and managers regarding workers' compensation matters, due to the University's employment of specialist claims and rehabilitation personnel;
- strong incentives to prevent work-related injuries.

All workers' compensation claims in Queensland are adjudicated under the legislative criteria of the *Workers' Compensation and Rehabilitation Act 2003*.

The following information is provided to assist University staff to report injuries and, if appropriate, apply for rehabilitation and compensation.





## Workers' compensation

You must see a doctor if you are considering making a claim for workers' compensation and you have suffered an injury or illness as a result of your employment with The University of Queensland.

Please inform your doctor that all correspondence about work related injuries for University staff should be sent to the Work Injury Management Section at The University of Queensland.

If your doctor decides that it is appropriate to issue a workers' compensation medical certificate in relation to the injury, the certificate should state the following information:

- Your specific injury or illness
- How the injury or illness is related to your work
- Pre-existing factors relevant to the diagnosis
- Whether you are fit to return to work, fit to return to suitable duties, or partially or totally unfit for work
- A start date and end date of any period of incapacity or treatment
- A date for the next medical review if applicable

## If you decide to apply for workers' compensation in Queensland what are the next steps?

To lodge an application for workers' compensation, please read the Guideline – Lodging a Claim for workers' compensation under the 'Guidelines' tab of the Policies and Procedures Library, and download the Application for Compensation Form and Forms 1 to 4 under the 'Forms' tab of the Policies and Procedures Library.

Please submit your completed Application for Compensation Form, Forms 1 to 4, and a workers' compensation medical certificate to [wimteam@uq.edu.au](mailto:wimteam@uq.edu.au). If you have any questions, please contact the Work Injury Management (WIM) Section on 3365 6022 or [wimteam@uq.edu.au](mailto:wimteam@uq.edu.au) as soon as possible.

**It is preferable for the application form to be returned to the Work Injury Management Section within 48 hours of the injury occurrence so that a decision about your application can be made as early as possible.**

A decision about your entitlement to workers' compensation cannot be made until all information is received by the Work Injury Management Section. If you are unable to complete all of the requested information on the application, contact should be made with the Work Injury Management Section.

It should be noted that the *Workers' Compensation and Rehabilitation Act* stipulates that you must lodge your application for workers' compensation within 6 months of your injury/illness being assessed, or within 20 business days of being certified totally or partially incapacitated for work. The Act also states that if your application is lodged more than 20 business days after your injury/illness arose, your entitlements may be affected.

### What happens after your application has been sent to the Work Injury Management Section?

The WIM Claims Manager reviews your application. The Claims Manager (Case Manager) may need to talk/write to your doctor, supervisor or manager and conduct any necessary investigation before a decision is made about your application.

Your suitability for a Rehabilitation Program will be assessed in consultation with the Claims Manager, Rehabilitation Adviser and your doctor.

### How long will it take to make a decision about the application?

A decision will be made as soon as possible. Most claims are determined within three days of the completed claim being received by the Work Injury Management Section. You can assist to reduce the decision making time by providing clear and accurate details on the application. If your application is not complete, there may be a delay in the decision-making process.

For example, if your medical certificate given by your doctor is unclear about your injury or illness, you may need to return to the doctor for more details.

Complex claims may take longer to decide. You will be kept informed of the progress of the application and notified as soon as a decision is made.

### If you are off work, how do you get an income?

While a claim decision is pending, the staff member may elect to continue to be paid from their leave credits if they are available (i.e. personal, recreational or accessible long service leave). If the claim is accepted, leave taken to cover absence will be re-credited and the staff member will receive back pay for any time taken as leave without pay.

If the staff member does not have sufficient leave entitlements to cover the period of absence while a claim is pending, or if the claim is rejected, they will need to take leave without pay.

The University will not continue to pay the staff member during the absence and staff members will need to source external financial support, if required.

### What should you do with bills for medical treatment and other expenses?

You are responsible for the costs of medical treatment until your application for compensation is decided. If you have accounts and receipts at the time of lodging your application, they should be attached to the application. If your application for compensation and rehabilitation is accepted, you should send all subsequent accounts and receipts to the **WIM Section and quote your claim reference number**. WIM will reimburse medical expenses in accordance with the Tables of Costs for medical and allied health services.

### What should you do if the application is not accepted?

You will be given reasons in writing if your application is not accepted. You will also be advised of your rights of review.

You may submit an application for review of the decision to the Workers' Compensation Regulatory Services. If you are not satisfied with the outcome of

the Workers' Compensation Regulatory Services review you can ask that your application be heard and decided by the Industrial Relations Commission.

### What are you entitled to if the application is accepted?

Under the *Workers' Compensation and Rehabilitation Act*, you are entitled to all reasonable medical treatment that is appropriate in the circumstances. Weekly compensation is paid at a rate of either 85% of your normal weekly earnings, or an amount payable under the relevant industrial instrument, for the first 26 weeks incapacity (while supported by medical evidence). Your weekly compensation rate will change at 27 weeks of incapacity, and 2 years of incapacity. The University will pay your workers' compensation through the normal payroll system.

### Complaints

If you are dissatisfied with WIM, the return to work program or the appointed Rehabilitation and Return to Work Coordinator, these concerns are to be raised in the first instance with the claims manager. If the issue cannot be resolved, you can escalate the issue to the WIM Manager. WIM will respond to complaints within 14 days of receipt of the complaint. If the complaint cannot be resolved, it can be escalated to the Director, HSW and/or to the Workers' Compensation Regulator Services. The Workers' Compensation Regulator Services can be contacted via:

Phone	1300 362 128
Website	Workers' Compensation Regulatory Services worksafe.qld.gov.au
Post	Workers' Compensation Regulatory Services PO Box 10119, Brisbane QLD 4000

## Rehabilitation

### Rehabilitation will assist in your safe return to work.

Rehabilitation aims to maintain injured or ill staff members in suitable employment. When a staff member is off work, rehabilitation aims to return the staff member to suitable employment as early as possible in accordance with assessed needs.

A Rehabilitation Adviser will assess your suitability for a rehabilitation program and, if appropriate, will develop a rehabilitation program to meet your specific needs. The Rehabilitation Adviser will work with you, your treating doctor, supervisor/manager and other experts as appropriate to facilitate a safe and early return to suitable duties. A suitable duties program of gradually increasing hours and physical demands may be used to prepare you for returning to your normal or pre-injury duties. The Rehabilitation Adviser will also assess other needs such as work area modifications, treatment, and transport.

All injured/ill staff members are legally obliged to participate fully in their rehabilitation and suitable duties program,

in cooperation with the treating doctor, supervisor/manager, and the rehabilitation adviser.

Further information regarding entitlements and responsibilities in relation to rehabilitation, can be found in the Workers' Compensation and Rehabilitation Policy and Procedures.

### What is the role of the Work Injury Management Section within the Health, Safety and Wellness Division at The University of Queensland?

The Work Injury Management (WIM) Section provides University staff with a professional, accessible and prompt Workers' Compensation Service.

The WIM staff are accredited to administer the University's licence for self-insurance of workers' compensation under the *Workers' Compensation and Rehabilitation Act*.

The operations of the WIM Section are based on best practice research.

The Section also works with HSW in relation to injury prevention strategies and to assist in meeting the obligations under the *Workplace Health and Safety Act*.

## General

You may also be required to provide factual statements and have your claim periodically reviewed and provide up-to-date medical evidence to support continuing payments of compensation. The University may require you to attend a medical examination with an independent doctor to assist in assessing ongoing liability or progression of rehabilitation. It is at this time that you should provide evidence to support your claim. By complying with this request quickly you will avoid unnecessary delays in making a decision on your application or ongoing liability to the University.

### Non-compliance with:

- a rehabilitation program, or
- with a request to attend a medical examination, or
- with a request to provide information requested by the University, without reasonable explanation may lead to compensation payments being suspended.

### Pre-approval of surgery and hospital intervention in a private hospital for accepted claims is required.

Prior approval must also be obtained from the University for all elective hospitalisation in a private hospital.

## Further information

Work Injury Management Section

**Phone** 3365 6022

**Email** [wimteam@uq.edu.au](mailto:wimteam@uq.edu.au)