



**RETURN TO WORK PROGRAM PROCEDURE**

<b>Category/Business Group</b>	UNSW Global Pty Limited – All Business Groups
<b>Published Externally (Yes/No)</b>	Yes
<b>Responsible Officer</b>	Head of Human Resources
<b>Contact Officer</b>	Return to Work Coordinator
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<b>Version</b>	1

**Procedure Approval**

<b>Responsible Officer</b>
Glenn Jacob
Date:30/10/2018



## 1. Purpose

This Procedure:

- (a) assists injured Employees with their recovery and return to the workplace;
- (b) outlines the UNSW Global's commitment to assist injured Employees with accessing necessary treatment and rehabilitation, and the steps to be taken to achieve a safe, timely and durable return to work; and
- (c) forms the overall system of UNSW Global's workplace injury management practices and should be read in conjunction with the *Workplace Injury Management Procedure*.

This Procedure meets UNSW Global's requirements to provide a written Return to Work Program that is consistent with:

- (a) its obligations under the Workers Compensation Legislation;
- (b) its Insurer's Injury Management Program (namely, the Insurance and Care NSW (**icare**) *Injury Management Program* dated 31 May 2018); and
- (c) applicable statutory Guidelines (namely, the State Insurance Regulatory Authority (**SIRA**) *Guidelines for Workplace Return to Work Programs* dated May 2017).

## 2. Scope

This Procedure applies to all Employees whilst at work at any UNSW Global premises or whilst travelling on UNSW Global business.

This Procedure documents the process for assisting employees who have suffered a workplace injury within the meaning of the Workers Compensation Legislation.

## 3. Definitions

**Certificate of Capacity** means a NSW Workers Compensation Certificate of Capacity, a document issued by SIRA which is completed by a medical practitioner regarding the injured person, and includes information about the injured person's capacity for activities and capacity for work: see [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au).

**Employee** means a person who carries out work in any capacity for a person conducting a business or undertaking (PCBU), including work as: an employee, contractor or subcontractor, an employee of a contractor or subcontractor, or an employee of a labour hire company assigned to work for a PCBU, an outsourced employee, an apprentice or trainee, a student gaining work experience, volunteer.

**Incident** has the meaning given by the *WHS Incident Reporting and Investigation Procedure*.

**Injury** means workplace injury, namely:

- (a) personal injury arising out of or in the course of employment; and
- (b) includes a *disease injury*, which means:



- (i) a disease that is contracted by a worker in the course of employment but only if the employment was the main contributing factor to contracting the disease; and
  - (ii) the aggravation, acceleration, exacerbation or deterioration in the course of employment of any disease, but only if the employment was the main contributing factor to the aggravation, acceleration, exacerbation or deterioration of the disease; and
- (c) does not include (except in the case of a worker employed in or about a mine) a dust disease, or the aggravation, acceleration, exacerbation or deterioration of a dust disease, as so defined.

Note that under the Workers Compensation Legislation, Injury also includes psychological injury, however there are some restrictions on when a claim for psychological injury can be made.

***Injury Management Plan*** means a specific plan developed by the Insurer for an Employee who has suffered a Significant Injury. The Injury Management Plan details the treatment, rehabilitation and retraining of an injured Employee, for the purpose of achieving a timely, safe and durable return to work.

***Injury Management Program*** means a program which the Insurer is required to develop for integrating all aspects of injury management (including treatment, rehabilitation, claims management and employment management practices). See icare's Injury Management Program dated 31 May 2018 [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au).

***Insurer*** means Employers Mutual NSW Limited (**EML**) acting as the approved insurance agent of Insurance and Care NSW (**icare**), the Workers Compensation nominal insurer in NSW.

***Nominated Treating Doctor*** means the medical practitioner an injured Employee nominates to manage their recovery and assist in safely returning the Employee to work, and to complete an Injury Management Plan if the Employee has suffered a Significant Injury. It is possible to nominate a medical practice (which includes the doctors working at that particular practice) as the Nominated Treating Doctor.

***Notifiable Incident*** has the meaning given by the *WHS Incident Reporting and Investigation Procedure* and the *Work Health and Safety Act 2011* (NSW).

***Recover at Work Plan*** means a plan prepared by UNSW Global for managing the process of recovery and return to full pre-injury work or as close to it as is possible once the Employee has returned to work.

***Return to Work Coordinator*** means the person appointed by UNSW Global to assist with recovery at work planning and managing Employees with an Injury.

***Return to Work Program*** means a program developed by UNSW Global which summarises the system UNSW Global will use to manage Employees with work related Injuries or illnesses. It is found in the Return to Work Program Procedure.

***Significant Injury*** means an injury that is likely to result in an Employee being incapacitated for work for a continuous period of more than 7 days, whether or not any of



those days are work days and whether or not the incapacity is total or partial or a combination of both.

**Suitable Employment** in relation to an Employee, means employment in work for which the Employee is currently suited, having regard to the Employee's incapacity, age, education, skills and work experience.

**SIRA** means the State Insurance Regulatory Authority. It is the NSW Government organisation responsible for regulating and administering the NSW workers compensation system.

**WHS Regulator** means SafeWork NSW, the regulator for workplace health and safety in NSW.

**WorkCover Authority** is the name of the former regulator and nominal insurer for all workplace injury and workers compensation matters in NSW. In 2015 it was split into SIRA (as the insurance regulator), icare (as the nominal insurer) and SafeWork NSW (as the workplace safety regulator).

**Workers Compensation** means a form of insurance payment to employees if they are injured at work or become sick due to their work. It is part of a compulsory insurance scheme for all employers in NSW. Workers Compensation includes payments to employees to cover their:

- (a) wages while they are not fit for work; and/or
- (b) medical expenses and rehabilitation.

**Workers Compensation Legislation** means:

- (a) *Workers Compensation Act 1987* (NSW);
- (b) *Workplace Injury Management and Workers Compensation Act 1998* (NSW);
- (c) *Workers Compensation Regulation 2016* (NSW); and
- (d) Any guidelines issued by SIRA under section 52 of the *Workplace Injury Management and Workers Compensation Act 1998* (NSW) (eg *SIRA Guidelines for Claiming Workers Compensation 2016* and *SIRA Guidelines for Workplace Return to Work Programs 2017*)

as currently in force or as amended from time to time.

## 4. Procedure Detail

### 4.1. Leadership and Commitment

#### 4.1.1 UNSW Global's commitment to helping Employees to recover at work

UNSW Global is committed to:

- (a) educating Employees about the Return to Work Program Procedure and process as to early notification of Injury;
- (b) educating Employees, managers and supervisors via communication regarding the health benefits of recovery at work;



- (c) developing a culture that promotes recovery at work by fostering positive attitudes towards Employees recovering at work;
- (d) returning an injured Employee back to work as soon as practicable, subject to medical recommendations;
- (e) commencing the workplace rehabilitation process as soon as practicable for injured Employees who have capacity for some type of employment;
- (f) providing early access to rehabilitation services for Employees who require them;
- (g) maintaining the confidentiality of rehabilitation records in accordance with privacy provisions;
- (h) making all reasonable efforts to accommodate a request for permanently modified duties/employment for an injured Employee with suitable employment that is, as far as reasonably practicable, the same as, or equivalent to, the pre-Injury employment where possible; and
- (i) ensuring that any vocational retraining is reasonably likely to lead to suitable employment for the Employee.

#### 4.1.2 **UNSW Global's Return to Work Program and WHS Policies and Procedures**

The Return to Work Program Procedure is part of UNSW Global's broader commitment to the management of workplace injury, and is connected to the following UNSW Global WHS Policies and Procedures:

- (a) WHS Policy;
- (b) WHS Incident Reporting and Investigation Procedure;
- (c) WHS Hazard Reporting and Risk Assessment Procedure; and
- (d) Workplace Injury Management Procedure.

#### 4.1.3 **How UNSW Global Will Develop a Positive Culture that Promotes Recovery At Work**

- (a) UNSW Global is committed to preventing workplace Injury and providing a safe, healthy and secure learning and working environment by taking all reasonable precautions to protect the health, safety and welfare of its Employees.
- (b) Workplace Injury management is about returning injured Employees to productive employment as efficiently and as safely as possible following an Injury. The underlying principle of Injury management is that rehabilitation in the workplace, rather than at home or in a medical institution, is both more effective and more productive.

## 4.2. **Workplace Arrangements**

### 4.2.1 **Return to Work Coordinator Contact Details**



UNSW Global's Return to Work Coordinator and Alternate Return to Work Coordinator are noted below:

Lily Truong, Human Resources (Return to Work Coordinator)  
UNSW Global Pty Ltd  
+61 2 8936 2082  
[L.Truong@unswglobal.unsw.edu.au](mailto:L.Truong@unswglobal.unsw.edu.au)

Garry Groutage, Human Resources (Alternate Return to Work Coordinator)  
UNSW Global Pty Ltd  
+61 2 8936 2145  
[G.Groutage@unswglobal.unsw.edu.au](mailto:G.Groutage@unswglobal.unsw.edu.au)

#### 4.2.2 Return to Work Coordinator Role

- (a) The Return to Work Coordinator has the authority to represent and make decisions for UNSW Global in relation to the following duties:
  - (i) preparing, monitoring and reviewing a Recover at Work Plan (in consultation with key parties) that documents the Employee's capacity and the duties available;
  - (ii) referring Employees to external rehabilitation providers (where appropriate);
  - (iii) helping to redeploy Employees both internally and externally into suitable employment (where reasonably practicable);
  - (iv) contributing to the improvement of relevant policies and systems; and
  - (v) educating the workforce and promoting the health benefits of recovery at work.
- (b) The Return to Work Coordinator does not make decisions on Workers Compensation claims liability or funding for treatment; this is the Insurer's responsibility.

#### 4.2.3 Approved workplace rehabilitation provider

- (a) UNSW Global consults with the Insurer and the injured Employee to nominate an approved workplace rehabilitation provider where required. SIRA maintains a list of approved providers:  
[www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)
- (b) While an approved workplace rehabilitation provider is normally recommended by the Nominated Treating Doctor, UNSW Global or the Insurer, Employees still have the opportunity to refuse or request a change in provider.
- (c) The Return to Work Coordinator will ensure that:
  - (i) there is full cooperation with the approved workplace rehabilitation provider;



- (ii) the unique needs and arrangements of the workplace are understood by the approved workplace rehabilitation provider; and
- (iii) the approved workplace rehabilitation provider has reasonable access to the workplace and to injured Employees.

#### 4.2.4 Arrangements for Consulting Employees and their Unions

- (a) UNSW Global is committed to consultation with Employees and any industrial union representing them in the development of the Return to Work Program Procedure.
- (b) UNSW Global shows this commitment by convening regular meetings of the UNSW Global WHS Committee, which represents Employees and relevant stakeholders across the business.

#### 4.2.5 Communication and Training Arrangements for the Program

UNSW Global keeps Employees informed about its injury management processes and the Return to Work Program Procedure in the following ways:

- (a) at commencement of employment;
- (b) through the WHS Committee;
- (c) via the Staff Intranet; and
- (d) through Employee training programs.

#### 4.2.6 Monitoring, review and display arrangements

- (a) The Return to Work Program Procedure is published on the Staff Intranet. Other WHS material is displayed throughout staff common areas.
- (b) The Procedure is monitored by the Return to Work Coordinator and the WHS Committee.
- (c) The Procedure will be reviewed in consultation with Employees and any industrial union representing them, through contact with the WHS Committee.

### 4.3. Rights and obligations

#### 4.3.1 Keeping Employees Informed

- (a) UNSW Global keeps Employees informed of their rights and obligations regarding workplace Injury management by regular all-staff communications and communications via the Staff Intranet.
- (b) Employees are required to:
  - (i) notify their manager or supervisor of any work-related Injury or illness as soon as possible after the Injury happens;



- (ii) participate and co-operate in the establishment of an Injury Management Plan and carry out any actions such a plan requires of them;
  - (iii) provide their consent for information regarding their injury management and recovery at work to be shared between the Insurer, UNSW Global, Nominated Treating Doctor, treating practitioners, providers and SIRA; and
  - (iv) make all reasonable efforts to recover at work.
- (c) Employees have the right to:
- (i) nominate their own treating doctor;
  - (ii) employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-Injury employment;
  - (iii) privacy and confidentiality;
  - (iv) access to mechanisms for resolving complaints and disputes.

#### 4.3.2 Support Team

There are several people injured Employees may encounter during their recovery. Each has a role in the Injury management process and together they form a support team to help injured Employees recover at work. The following is an outline of the roles and responsibilities of the support team.

##### (a) Return to Work Coordinator

The Return to Work Coordinator assists Employees with recovery at work and is also responsible for the implementation of the Return to Work Program Procedure. The Return to Work Coordinator carries out the day-to-day duties of the Procedure and is the link between the injured Employee and their health provider's support team. The duties of the Return to Work Coordinator include:

- (i) acknowledging and compiling the initial notification information;
- (ii) making early contact with the injured Employee, supervisor and Nominated Treating Doctor to coordinate recovery at work and identify suitable employment arrangements;
- (iii) maintaining regular positive communication with the injured Employee and other relevant stakeholders where necessary;
- (iv) coordinating the Employee's recovery at work, including identifying suitable employment opportunities;
- (v) preparing, monitoring and reviewing a Recover At Work Plan (in consultation with key parties) that documents the Employee's capacity and duties available;
- (vi) implementing the Return to Work Program;
- (vii) supporting the redeployment of Employees into Suitable Employment when they cannot return to their pre-Injury duties;



- (viii) keeping Injury and recover at work statistics;
- (ix) keeping confidential case notes and records in line with laws and guidelines;
- (x) maintaining confidentiality of information regarding access to rehabilitation records and consent to release information in accordance with legislation;
- (xi) liaising with external stakeholders, such as the Nominated Treating Doctor, the Insurer, treatment providers, union and workplace rehabilitation provider;
- (xii) promoting the health benefits of good work to the workforce; and
- (xiii) contributing to the improvement of relevant policies and systems.

**(b) Insurer**

The Insurer coordinates all aspects of an injured Employee's Workers Compensation claim.

**(c) UNSW Global Senior and Middle Management**

UNSW Global senior and middle management will:

- (i) provide suitable employment (as far as reasonably practicable) when an injured Employee has the capacity to return to work, either on a full-time or part-time basis and the suitable work is (as far as reasonably practicable) the same or equivalent to the work being performed at the time of Injury;
- (ii) provide a positive and supportive environment and offer support throughout the recovery process; and
- (iii) actively participate in the Employee's Recover At Work Plan and monitor the Employee's progress.

**(d) Nominated Treating Doctor**

The Nominated Treating Doctor assesses the injured Employee's capacity, diagnoses, treats and certifies the Employees in the Workers Compensation system. They support the Employee to return to work and where possible to recover at work, through appropriate clinical intervention and management.

This includes the following:

- (i) contributing to recover at work and return to work planning in collaboration with the Employee and other members of the support team;
- (ii) completing the Certificate of Capacity;
- (iii) reviewing the Employee's capacity and condition on a regular basis;
- (iv) cooperating and communicating with UNSW Global and the Insurer;
- (v) regularly reviewing the effectiveness of treatment with the Employee and facilitating an evidence-based treatment approach.



- This includes ensuring timely progression of treatment to an active, self-managed approach by the Employee; and
- (vi) recommending cessation of treatment where there is no resulting objective improvement in function or work capacity within the expected time frame.

(e) **Approved Workplace Rehabilitation Provider**

SIRA-approved workplace rehabilitation providers are experts who can address the physical, functional, psychological and/or workplace barriers that may affect an injured Employee recovering at work or returning to work, including:

- (i) assessing an Employee's capacity to perform duties safely;
- (ii) identifying duties that will support improvements in an Employee's capacity;
- (iii) identifying options to help reduce work demands (including providing advice on equipment, job or workplace modifications);
- (iv) identifying and addressing risks that may impact on an Employee's recovery/return to work outcome;
- (v) implementing and monitoring a plan to achieve an agreed recovery at work goal; and
- (vi) communicating with relevant parties throughout their service to ensure progress towards the recovery at work goal.

(f) **Unions**

Unions may help an Employee in relation to dispute prevention and resolution regarding the Return to Work and injury management process.

#### 4.4. After an Incident

##### 4.4.1 UNSW Global's arrangements for providing first aid

UNSW Global will ensure injured Employees receive prompt first aid or medical treatment. Further information can be found in the WHS Incident Reporting and Investigation Procedure. This Procedure applies to all work-related injuries or illnesses, whether they result in a Workers Compensation claim or not.

##### 4.4.2 Register of Injuries

- (a) UNSW Global maintains a Register of Injuries which can be completed by an injured Employee and/or their manager or supervisor. The Register is maintained by the Return to Work Coordinator.
- (b) An injured Employee, or any person acting on behalf of the injured Employee, may enter details of the Injury by completing the Register of Injuries and sending it to the Return to Work Coordinator.



- (c) Employees can access the Injuries Register on the Intranet and/or through GlobalHR. The Return to Work Coordinator will issue user guides to assist Employees with completing the Register of Injuries.

#### 4.4.3 Procedures for Employees reporting an Injury

- (a) Employees must report all Injuries in the following way:
  - (i) to the immediate supervisor or manager, as the case may be, as soon as possible after the Injury occurs; and
  - (ii) to the UNSW Global Human Resources team within 24 hours.
- (b) Employees may elect to report an Injury by completing:
  - (i) the WHS Incident Report and Investigation Form; and/or
  - (ii) the Register of Injuries; and/or
  - (iii) by other effective means.
- (c) Alternatively, a notification of Injury can be made by another person acting on behalf of the injured Employee.

#### 4.4.4 Procedures for UNSW Global to notify the Insurer

Human Resources must notify the Insurer within 48 hours of the immediate manager or supervisor becoming aware that an Employee has received an Injury.

#### 4.4.5 Process for reporting Notifiable Incidents to the WHS Regulator

- (a) If the Incident which gave rise to the Injury is a Notifiable Incident, Human Resources will notify the WHS Regulator as soon as possible, in accordance with the *WHS Incident Reporting and Investigation Procedure*.
- (b) The manager or supervisor will undertake the ongoing UNSW Global investigation processes as set out in the *WHS Incident Reporting and Investigation Procedure*.

### 4.5. Support for the Employee

#### 4.5.1 UNSW Global's Plan for Maintaining Positive Communication with Injured Employees and Support Team

Communication plays a fundamental role in all facets of the return to work process. Therefore, it is very important that communications between the Return to Work Coordinator, injured Employee and external stakeholders are upheld by:

- (a) building and maintaining positive relationships;
- (b) transparency of free and open exchanges between all parties as to the rules and reasons behind regulatory measures that are fair, clear and accurate and without hidden agendas or conditions;



- (c) discouraging blame;
- (d) keeping it simple and specific by identifying key information and utilising the checklist: who, what, when, where and how;
- (e) checking for understanding to ensure clear transmission and clear expectations are understood by the injured Employee as to their obligations around participating and cooperating throughout their recovery at work process; and
- (f) keeping in regular contact with the Employee via phone, email and meetings.

#### 4.5.2 **Informed Consent**

- (a) Informed consent is where an Employee is given all the relevant information before consenting to the release and exchange of information. It ensures the Employee understands the benefits of providing consent and the risks of not doing so.
- (b) UNSW Global may use the Certificate of Capacity to obtain consent.
- (c) The kind of health information that may be required to be released and/or exchanged to assist with an Employee's recovery at work includes: any electronic or paper-based information or opinion about an Employee's physical or psychological health, treatment, rehabilitation, retraining, claims and injury or employment management practices.
- (d) The following roles are authorised to exchange and release information: UNSW Global (employer); Return to Work Coordinator; the Insurer; workplace rehabilitation providers; the Nominated Treating Doctor; other allied health professionals involved and SIRA.

#### 4.5.3 **Procedures for Managing Weekly Payments**

UNSW Global will:

- (a) inform the Insurer of the Employee's pre-Injury average weekly earnings;
- (b) make weekly payments at the usual times wages are paid;
- (c) pass other payments on to the Employee as soon as practicable after receiving them from the Insurer; and
- (d) keep the Employee informed of dispute resolution mechanisms (see Dispute Prevention and Resolution below).

#### 4.5.4 **Employer's Commitment to Participating and Cooperating in Developing Injury Management Plan**

- (a) As soon as possible after being notified of a Significant Injury or illness, UNSW Global will participate and cooperate while the Insurer writes an Injury Management Plan for the injured Employee.



- (b) UNSW Global will comply with any obligations imposed on it by the Injury Management Plan, including offering Suitable Employment where appropriate.

#### 4.6. Recovery at Work

##### 4.6.1 Identifying and Providing Suitable Employment

- (a) UNSW Global is committed to providing Suitable Employment to injured Employees, where reasonably practicable, so they have the opportunity to recover at work, even when a claim is in dispute.
- (b) Suitable Employment identified by UNSW Global will be provided to an injured Employee on a temporary basis only. It will be monitored closely and regularly upgraded towards pre-Injury hours and duties where appropriate.
- (c) UNSW Global is not required to provide Suitable Employment in the following circumstances:
  - (i) it is not reasonably practicable to provide such employment; or
  - (ii) the Employee voluntarily left the employment after the Injury happened; or
  - (iii) UNSW Global terminated the Employee's employment after the Injury happened, other than for the reason that the Employee was not fit for employment as a result of the Injury; or
- (d) In circumstances where suitable duties cannot be identified within UNSW Global, or if an Employee is unable to return to their pre-Injury employment, an approved workplace rehabilitation provider may be required.
- (e) SIRA has a range of funded programs to support injured Employees who need additional assistance to return to work.

##### 4.6.2 Procedures for Developing and Maintaining a Recover at Work Plan

- (a) Where an Employee has suffered an Injury which results in any period of medically certified reduced work capacity (but still has capacity to work), an individual Recover at Work Plan will be developed by the Return to Work Coordinator (or accredited rehabilitation provider if involved), in consultation with the injured Employee and their manager or supervisor.
- (b) Not every Injury will require the development of a Recover at Work Plan; only those preventing the Employee from returning to work and performing their full pre-Injury duties.
- (c) The Recover at Work Plan will include the following information:
  - (i) the Employee's pre-Injury duties;



- (ii) the Employee's recover at work goal;
  - (iii) details of the current Certificate of Capacity;
  - (iv) details of suitable work available;
  - (v) a review date for the plan; and
  - (vi) agreement to the plan by the Employee and their manager or supervisor.
- (d) The Recover at Work Plan will also take into account the medical information provided by the Nominated Treating Doctor and any other treatment providers.
- (e) The following factors will be considered in developing the Recover at Work Plan:
  - (i) special needs of the individual injured Employee or their personal circumstances;
  - (ii) modification of any factors that may have contributed to the Injury;
  - (iii) ways to minimise the workload impact on other employees; and
  - (iv) industrial or other issues in the workplace.
- (f) The injured Employee's Nominated Treating Doctor must be supplied with all relevant information that will assist them with the Recover at Work Plan.
- (g) Employees must participate in the Recover at Work Plan, as well as any updated Plan. Employees must be careful to follow any restrictions identified in the Recover at Work Plan, so as to support optimal rehabilitation of the Injury.
- (h) The Recover at Work Plan will continue to be monitored and reviewed as required, and may be reviewed in consultation with the Nominated Treating Doctor, on receipt of a Certificate of Capacity at the end of each plan period or when there is a change in work capacity or significant change in the injured Employee's treatment plan.
- (i) The injured Employee's manager or supervisor is expected to monitor the Employee's progress on a weekly basis, and to regularly report to the Return to Work Coordinator for the duration of the Employee's Recover at Work Plan (or the Certificate of Capacity where a Recover at Work Plan has not been developed).
- (j) An injured Employee will report on their progress at regular intervals while participating in a Recover at Work Plan.

#### 4.6.3 Managing Dismissal of Injured Employees Within NSW Law

- (a) Under NSW law, UNSW Global cannot legally dismiss an Employee for six months after the Employee becomes unfit for employment due to a work related Injury.



- (b) If an Employee is dismissed due to a work related injury at any stage in the claim, the Employee may apply to UNSW Global to be reinstated. If UNSW Global then replaces the Employee within two years of dismissing them, UNSW Global must inform the replacement Employee that the dismissed Employee may be entitled to be reinstated to the role.

#### 4.7. Dispute Prevention and Resolution

- (a) UNSW Global consults with injured Employees and relevant stakeholders to ensure the Recover at Work Program Procedure operates effectively. Nevertheless, Employees may seek resolution of issues of dispute in relation to the Procedure in one or more of the following ways:
  - (i) seeking information or assistance;
  - (ii) resolving the complaint informally;
  - (iii) making a formal complaint; and/or
  - (iv) taking no action.
- (b) Employees are encouraged to raise any issues at an early stage to their manager or supervisor, however every effort should be made to resolve a grievance or dispute through open communication between the Return to Work Coordinator, the injured Employee, Nominated Treating Doctor, manager or supervisor, Approved Rehabilitation Provider (if required) and, where relevant, any nominated representative of the injured Employee.
- (c) This may involve formal or informal consultation between some or all of the above parties.

#### 4.8. Administration

##### 4.8.1 Record Keeping

- (a) All Incidents, including Workers Compensation Injury, system failure or a serious illness, or injury must be recorded by Human Resources in the UNSW Global WHS reporting system.
- (b) All records must be retained as follows:
  - (i) records of Incidents including Notifiable Incidents – 5 years from the day that notice of the Notifiable Incident is given to the Regulator;
  - (ii) records relating to Workers Compensation claims not involving serious personal injury or incapacity – 25 years after the action is completed; and
  - (iii) Register of Injuries – 5 years.

##### 4.8.2 Maintaining Confidentiality

All personal information and records in the Injury management process will be collected, kept confidential and disclosed in accordance with the Australian



Privacy Principles, *Privacy Act 1988* (Cth) the *Privacy Policy* and the Workers Compensation Legislation.

**5. Procedure Implementation**

- (a) The UNSW Global Executive Team is collectively responsible for the implementation of this Procedure.
- (b) The Head of Human Resources is responsible for the coordination of implementation actions relating to this Procedure.
- (c) The UNSW Global WHS Committee exercises a consultation oversight on behalf of Employees.

**6. Procedure Review**

This Procedure is due for review two (2) years from date of approval, in accordance with SIRA's *Guidelines For Workplace Return to Work Programs* (May 2017).

**7. Related Policies and Procedures**

- (a) WHS Policy
- (b) WHS Incident Reporting and Investigation Procedure
- (c) WHS Hazard Reporting and Risk Assessment Procedure
- (d) Workplace Injury Management Procedure
- (e) Privacy Policy

**8. Version History**

Version Control	Date Effective	Approved By	Amendment Notes