



Australian  
National  
University



# INJURY MANAGEMENT

What I need to know as a supervisor

## Introduction

This booklet is designed to help supervisors at the Australian National University (ANU) understand the injury management process, what they need to do, when to facilitate an early intervention approach, and when a workers' compensation claim may be lodged. The guide outlines the steps in the return to work process and the role we all play in working together.

## Overview of the University's self-insurance arrangements

The University's self-insurance arrangements provide all ANU staff with an integrated safety, rehabilitation and compensation system. It requires the University to:

- maintain an injured or ill staff member at work or to achieve an early, safe and durable return to work;
- provide injured or ill staff members with suitable employment; and
- ensure that staff entitlements to workers' compensation are quickly and accurately assessed.

## Overview of the roles and responsibilities in the injury management process

### Employer role

- > assess the staff members needs and direct them to the appropriate support and assistance; and
- > support the employee to remain at work, or return to work quickly and safely should they have had time off.

### Employer responsibilities

- > make changes to the workplace to minimise the chance of further injury;
- > nominate a Rehabilitation Case Manager to support the employee;
- > direct the employee to relevant early intervention assistance and claim forms; and
- > provide the Claims Delegate with accurate, timely and complete information when a claim is made.

### Supervisor's Responsibilities

- > foster a workplace that encourages and supports safe work practices;
- > identify suitable duties with the Rehabilitation Case Manager while continuing to support the employee;
- > change or modify the work and work environment; and
- > contribute to the rehabilitation program.

## Early intervention

Early intervention involves assisting a staff member before a symptom develops into an injury, or as soon as possible after an injury. Responding early demonstrates support and provides the employee the greatest chance of successfully maintaining at or returning to work.

The University is able to assist with up to \$1,200 of early intervention funding assistance for staff. Full details of this assistance can be found in the guideline at link [https://policies.anu.edu.au/ppi/document/ANUP\\_000760](https://policies.anu.edu.au/ppi/document/ANUP_000760)

### Steps in the early intervention process

When a work related injury or illness has occurred, the following steps should be followed by supervisors:

1. Make immediate contact with the injured or ill staff member to offer assistance.
2. Facilitate the completion of a Figtree safety incident notification. An information guide for submitting an incident notification can be found at link:  
  
[https://services.anu.edu.au/files/user-guide/NEW%20Figtree%20User%20Guide%201%20-%20How%20do%20I%20report%20an%20incident%20or%20hazard%20notification\\_1.pdf](https://services.anu.edu.au/files/user-guide/NEW%20Figtree%20User%20Guide%201%20-%20How%20do%20I%20report%20an%20incident%20or%20hazard%20notification_1.pdf)
3. Participate in discussions about an agreed plan for the staff member to remain at work or return to work.
4. Support the staff member to access timely and effective medical treatment and evidence-based therapeutic interventions.
5. Encourage flexible workplace solutions to support the individual at work (e.g. suitable duties, reduced hours).
6. Participate in monitoring the progress of the return to work program.

As the supervisor you are critical to all parts of the return to work process. It is important to keep working with the University Rehabilitation Case Manager.

## Workers' Compensation at the ANU

Staff members of the ANU are able to claim workers' compensation if they sustain an injury or disease caused or contributed to by work - either while at work (including during normal recess breaks such as lunch); or while travelling on an approved work activity. Staff members are not obliged to make a claim for compensation. It is the individual staff member's choice to claim for compensation, however supervisors should be aware of the process to be followed and support their staff if they wish to proceed with this process.

### Steps in the workers' compensation claim process

1. Make immediate contact with the injured or ill staff member to offer assistance.
2. Facilitate the completion of a Figtree safety incident notification through HORUS (if one has not already been lodged).
3. Provide assistance as requested for the staff member to complete all relevant sections of the [Workers' Compensation Claim pack \(PDF, 1MB\)](#) and submit to [injurymanagement@anu.edu.au](mailto:injurymanagement@anu.edu.au)
4. The Injury Management team will complete the employer section of the claim form and provide to the ANU claims team.

### Once the workers' compensation claim is submitted

Following the submission of a workers' compensation claim, your role as a supervisor is to:

- Keep contact with the injured employee to support and identify available assistance to help with returning to work.
- Identify suitable duties with the rehabilitation case manager.
- Change or modify the work and environment for the injured employee.
- Contribute to developing the return to work plan for the injured or ill staff member and promptly let the rehabilitation case manager know if you, the staff member or co-workers have any concerns.

For further information about injury management and claim services at the ANU visit the website at <https://services.anu.edu.au/business-units/human-resources-division/injury-management-and-claims> or email [injurymanagement@anu.edu.au](mailto:injurymanagement@anu.edu.au)