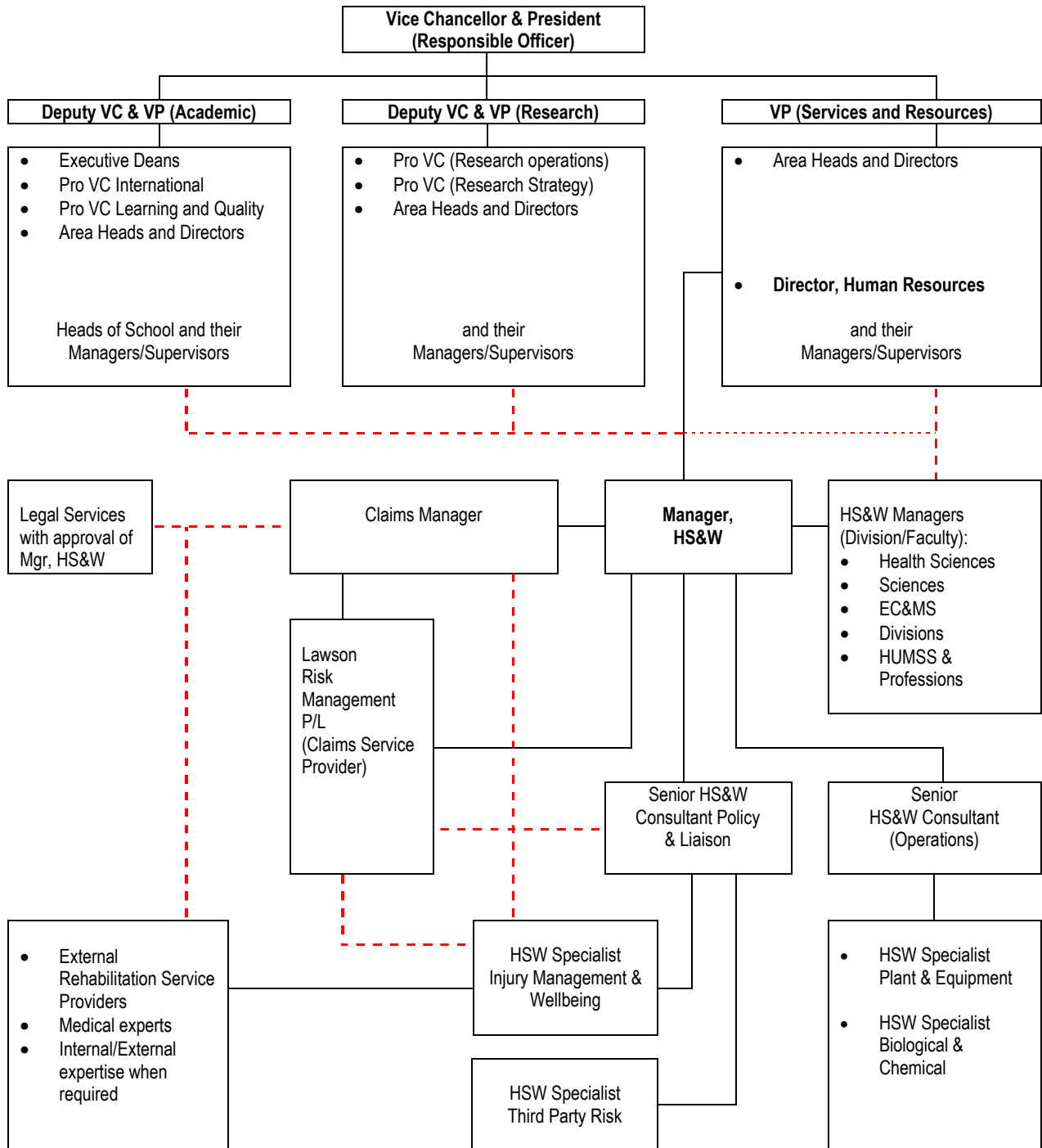


Lines of responsibility for meeting the Corporate objectives for Injury Management



Legend

Reporting lines —————	Close liaison - - - - -
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Responsibilities**1 Claims Manager****Computer facilities**

- Maintaining the Claims data base system on Lawson Risk Management Services data base (proRM);
- The yearly licence fee for the Claims data base;
- Upgrading the computer system as required by WorkCover Corporation and proRM;
- Training employees on the Claims database;
- Transferring data electronically to WorkCover each fortnight;
- Liaising with WorkCover data collection and Claims database.

Workers compensation (Claims Manager)

- Managing of claims for compensation including determining, reviewing, recording and authorising benefits in conjunction with and subject to relevant approvals being obtained from the University of Adelaide;
- Other payments including weekly payment, reimbursement of worker entitlements, lump sum payments, death benefits, medical, rehabilitation and other benefits, legal services, investigation services, loss assessor services and other payments required under the Workers Rehabilitation and Compensation Act (1986);
- Gathering information to determine eligibility and entitlement for workers compensation claims;
- Managing claims effectively and implementing strategies that will achieve maximum capacity and sustained return to work outcomes;
- Developing, maintaining and implementing a claim management plan;
- Maintaining claim estimates on all claim files;
- Identifying appropriate duties for injured workers and where necessary utilising clinical assessments, job analysis and case conferences with medical experts;
- Liaising with treating medical experts;
- Referring workers for independent medical examinations;
- Conducting 1st year reviews on workers compensation files;
- Conducting 2nd year reviews on workers compensation files;
- Section 35 and 35A step downs;
- Maintaining files as per WorkCover standards;
- Conducting regular reviews of claims;
- Controlling, liaising and monitoring external rehabilitation services where applicable;
- Liaising with respondent and plaintiffs solicitors;
- Ensuring Income Maintenance is implemented as per Section 4 – average weekly earnings for all new claims;
- Ensuring Section 45C – counselling services are available;
- Determining lump sum settlements and discharges of liabilities in conjunction with and subject to relevant approvals being obtained from the University of Adelaide;
- Determining the cessation of workers compensation and medical benefits in conjunction with and subject to relevant approvals being obtained from the University of Adelaide;
- Reporting all suspected cases of fraud to the University of Adelaide and subsidiaries;
- Making all reasonable efforts to recover debts and recoveries;
- Maintaining file confidentiality as per the Worker Rehabilitation and Compensation Act;
- Complying with the WorkCover Ombudsman requests and directions;
- Implementation of the WorkCover Charter and performance agreement;
- Implementation of the Code of Claimants' Rights;
- Implementation of Section 44, 45A and 45B death benefits.

Responsibilities**1 Claims Manager Continued****Monthly Reports**

- Preparation of monthly open claims summary;
- Preparation of monthly all claims summary;
- Approval of all workers compensation payments in conjunction with and subject to relevant approvals being obtained from the University of Adelaide and subsidiaries;
- Preparation of audit reports;
- Preparation of cheque lists;
- Preparation of monthly reports (Yearly tables, graphs, statistical data and monthly summary reports);
- Distribution of reports in a timely manner;
- Creation of other reports as required.

Liaising with other stakeholders (Claims Manager)

- Instructing solicitors and attending the Workers Compensation Tribunal as required;
- Instructing and liaising with Solicitors, keeping the University of Adelaide and subsidiaries fully involved, and updated in the progress of all claims, loss assessors and private investigators;
- Liaising with Centrelink workers compensation department;
- Liaising with Centrelink fraud squad;
- Liaising with Medicare Australia on all settlements;
- Liaising with WorkCover;
- Liaising with WorkCover Corporate self insured section, claims data section, levy section;
- Working with Self Insurers of South Australia and attend meetings.

The University of Adelaide and subsidiaries meetings (Claims Manager)

- Attending weekly meetings with the University of Adelaide and subsidiaries on site;
- Attending the University of Adelaide and subsidiaries self-insured group meetings monthly;
- Attending meetings on site as requested.

Actuaries

- Instructing actuaries upon approval of the University of Adelaide and subsidiaries to undertake actuarial investigations including projecting incurred cost for new claims, claim payments and the calculation of the requisite Bank Guarantee;
- Meetings with actuary to review workers compensation files.

Excess of Loss Insurance

- Providing claims data, summary of large claims and claims trends to the Underwriter;
- Reviewing terms of insurance and liaising with the University of Adelaide and subsidiaries and WorkCover Corporation.

WorkCover Auditors

- Liaising with WorkCover auditors in the conduct of maintaining workers compensation files.

Responsibilities**1 Claims Manager Continued****Miscellaneous**

- Maintaining and reviewing performance of contractors providing services for the University of Adelaide and subsidiaries (legal, rehabilitation, investigators and loss assessors);
- Supplying all stationary and office requirements except the University of Adelaide and subsidiaries letterhead paper;
- Setting and maintaining standards that comply with WorkCover Code of Practice for Self-Insurers;
- Maintaining updated legislation, and case precedents as required;
- Maintaining working relationships with the University of Adelaide and subsidiaries stakeholders.

Risk Management

- Advise the University of Adelaide and subsidiaries on Risk Management matters arising from Workers compensation claims;
- Providing advice and consultation;
- Attending the site as required (any time in the event of a major loss).

2 HSW Specialist : Injury Management and Wellbeing**2.1 Claims Administration**

- Triaging all claims documentation and disseminating to the relevant personnel;
- Liaising with University payroll on income maintenance calculations;
- Liaising with the Senior Consultant (Policy and Liaison) and Claims Manager to ensure all personnel are aware of relevant changes which affect the management of the claim and/or rehabilitation;
- Ensuring WorkCover Medical Certificates (formerly Prescribed Medical Certificates) are current and clearances are obtained in consultation with the staff member, external Rehabilitation Consultant (if applicable) and Claims Manager.

2.2 Rehabilitation

- Co-ordinating the University's rehabilitation service;
- Providing a rehabilitation case management service;
- Overseeing the case management service provided by external rehabilitation providers;
- Co-ordinating any referral for rehabilitation assistance for externally contracted rehabilitation providers;
- Creating and maintaining case files in a confidential manner;
- Providing relevant Supervisors and Managers with information, support and feedback
- Recommending expenditure on rehabilitation items and services for staff who are receiving rehabilitation assistance to the Claims Manager;
- Reviewing Policy and processes in the event of significant changes to the Act, the WorkCover Corporation's Performance Standards for Self-Insured Employers, any other prevailing legislative requirements, structural changes in the University or (in the event of no changes) every year;
- Preparing and maintaining summary reports/registers to monitor work and non-work related injuries/illness;
- Co-ordinating preparations for any external evaluation;
- Providing reports to relevant stakeholders and registered Health and Safety Committees to enable monitoring of Injury Management processes;
- Liaising with the Senior Consultant, Policy and Liaison and Claims personnel to ensure all personnel are aware of relevant changes which affect their area of responsibility.
- Providing training to those with Injury Management responsibilities

Responsibilities**3 Senior Consultant, Policy and Liaison (University of Adelaide)**

- Co-ordinating the development of systems to assist the University meet their duty of care responsibilities under the Worker's Rehabilitation and Compensation Act (1986) and the requirements of the WorkCover Performance Standards;
- Supervising the HSW Specialist (Injury Management and Wellbeing) and providing support where required;
- Monitoring and measuring rehabilitation outcomes;
- Attending case conferences where required;
- Attending meetings with the Claims Manager on a weekly basis to discuss claims status and ongoing management;
- Providing reports to Manager, Health Safety and Wellbeing on status and outcomes.

4 Manager, Health Safety and Wellbeing (University of Adelaide)

- Securing additional rehabilitation resources if necessary, either in the form of in-house service provision or external contracted rehabilitation providers;
- Resolving disputes over rehabilitation assistance provided to employees;
- Monitoring and measuring rehabilitation and claims experience outcomes;
- Liaising with the Claims Manager on claims which require legal advice/representation;
- Providing reports to the Director, Human Resources on status and outcomes.

5 Heads of Division/Faculty, Executive Deans (University of Adelaide)

- Rehabilitating employees under their direction, who suffer from work-related injuries or illness.
- Ensuring the training needs of staff with Injury Management responsibilities are identified and that those staff receive training.

6 Director, Human Resources Responsibilities (University of Adelaide)

- Providing the resources to meet the objectives of the Rehabilitation Policy;
- Monitoring the University's rehabilitation caseload;
- Integrating rehabilitation and claims administration into the overall organisation values, objectives and processes;
- Resolving disputes where there is an overlap between rehabilitation and employee relations;
- Providing reports to Vice President (Services and Resources) and Vice Chancellor and President on status and outcomes.

7 Managers/Supervisors (University of Adelaide)

- Accepting responsibility for the rehabilitation of employees with work-related injuries or illnesses and providing active support;
- Providing support and assistance to the injured employee during his or her absence from the workplace;
- Forwarding documents to the HSW Specialist (Injury Management and Wellbeing) as soon as possible, including the WorkCover Claim Form, WorkCover Medical Certificate and accounts associated with the injury;
- Monitoring the progress of the employee with his or her rehabilitation program/return to work plan;
- Maintaining communication with other supervisors and the employee, if the injured person is being rehabilitated in a different work area;

Responsibilities

7 Managers/Supervisors (University of Adelaide) Continued

- Providing the HSW Specialist (Injury Management and Wellbeing) with regular feedback on the employee's progress and any problems encountered;
- Selecting appropriate alternative duties where required in conjunction with the HSW Specialist (Injury Management and Wellbeing), and therefore be aware of any medical restrictions (as guaranteed to the worker under section 58b of the Workers Rehabilitation and Compensation Act);
- Supervising injured employees to ensure they are provided with suitable and safe work duties that do not extend any restrictions specified on their WorkCover Medical Certificate;
- Attending case conferences with the staff member, treating specialist(s), HSW Specialist (Injury Management and Wellbeing) and external Rehabilitation Consultant as required;
- Providing other employees with an understanding on the specific duties to be undertaken by a person undergoing rehabilitation and encouraging the acceptance and support for the person on rehabilitation;
- Informing the Head of Branch/School if supervising an employee who requires vocational rehabilitation as soon as reasonably practicable following the establishment of rehabilitation program/return to work place, and informing them on progress.

Consultation

The University will establish effective mechanisms for consultation with employees (or their representatives) to ensure they are involved in the development of policy, processes and evaluation of the injury management strategies within the workplace.

Consultation will involve seeking feedback from affected employees and stakeholders by way of questionnaires, meetings and audits. Consideration of their feedback will be taken when making changes to the Injury Management processes, policy and processes.

Consultation will also occur between the University and WorkCover for the purpose of evaluating the University's Injury Management systems via the Partnership Plan and also following an evaluation.

Contingency Planning

HSW Specialist (Injury Management and Wellbeing)	Claims Manager
<p><u>Short-term absence (less than 10 days)</u></p> <ul style="list-style-type: none"> • Case hand-over conference with Senior HS&W Consultant Policy and Liaison; or • Handover to External rehabilitation provider in consultation with Claims Manager and Senior Consultant Policy and Liaison. <p><u>Long-term absence (greater than 10 days)</u></p> <ul style="list-style-type: none"> • Case hand-over to External rehabilitation provider in consultation with Claims Manager and Senior HS&W Consultant Policy and Liaison. 	<p><u>Short-term absence (less than 10 days)</u></p> <ul style="list-style-type: none"> • Worker's Compensation Administrator (Lawson Risk Management) • HSW, Manager (University of Adelaide) <p><u>Long-term absence (greater than 10 days)</u></p> <ul style="list-style-type: none"> • Worker's Compensation Administrator (Lawson Risk Manager) in consultation with HSW Manager • HSW, Manager (University of Adelaide)