

DIVISION OF SERVICES AND RESOURCES  
**HUMAN RESOURCES - HSW**

**INJURY MANAGEMENT FOR WORK RELATED INJURIES / ILLNESSES**

**CLIENT FEEDBACK**

**What do you think of our services?**

We are always looking for ways to improve our Injury Management services and an important part of this is asking for your feedback. Please complete the following questions and return the form via email or mail to Manager, Safety and HR Compliance, Jane Knipe [jane.knipe@adelaide.edu.au](mailto:jane.knipe@adelaide.edu.au)

Note: Injury Management includes all activities related to workers compensation claims and rehabilitation. Injury Management personnel include the HSW Injury Management & Wellbeing Advisor, Claims Manager and external rehabilitation consultants.

**Gerald Buttfield**  
Associate Director, HR Policy, Safety and Compliance

Date:

<b>Please indicate whether you are responding to this survey as :</b>	
Injured/ill Employee	<input type="checkbox"/>
Manager/Supervisor of an injured/ill employee	<input type="checkbox"/>

<b>Is the Claim :</b>	
Open	<input type="checkbox"/>
Closed	<input type="checkbox"/>

<b>Have you completed an Injury Management survey before :</b>	
Yes <i>If you have further feedback then please complete the survey. If have no further feedback at this time please tick the adjacent box to acknowledge you have been provided with the opportunity to take part in this survey and return the form via email or mail to the Manager, Safety and HR Compliance, Jane Knipe <a href="mailto:jane.knipe@adelaide.edu.au">jane.knipe@adelaide.edu.au</a></i>	<input type="checkbox"/>
No <i>If you have answered no it would be appreciated if you could complete the remaining questions in this survey</i>	<input type="checkbox"/>

<b>1.</b>	<b>Where did you first obtain your information about the Injury Management process :</b>	
	University HSW Website	<input type="checkbox"/>
	HSO / HSR	<input type="checkbox"/>
	HR Consulting	<input type="checkbox"/>
	Manager / Supervisor	<input type="checkbox"/>
	HSW Team	<input type="checkbox"/>
	Another staff member	<input type="checkbox"/>
	Other (eg. Workcover website, Union, Legal)	<input type="checkbox"/>

HSW	Injury Management Operations Manual	Effective Date:	14 April 2013	Version 5.2
Authorised by	Associate Director, HR Policy, Safety and Compliance	Review Date:	4 July 2014	
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW S Drive			

2.	Could you locate Injury Management information on the University website easily?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	N/A				<input type="checkbox"/>
Comments:					

3.	How would you rate the information/support/service provided to you at your <b>initial meeting/communication</b> with Injury Management personnel?					
	Excellent	Good	Average	Below Average	Poor	N/A
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	<input type="checkbox"/>
Comments:						

4.	How would you rate the level of information / support ( <i>ie frequency of ongoing contact, updates etc</i> ) by the <b>HSW Injury Management &amp; Wellbeing Advisor</b> , taking into account the nature and severity of the injury/illness?				
	Excellent	Good	Average	Below Average	Poor
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Comments:					
N/A - I did not have any contact with the HSW Specialist					<input type="checkbox"/>

5.	How would you rate the level of information / support ( <i>ie frequency of ongoing contact, updates etc</i> ) by the <b>external rehabilitation consultant</b> (if applicable), taking into account the nature and severity of the injury/illness?				
	Excellent	Good	Average	Below Average	Poor
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Comments:					
N/A - I did not have any contact with an external rehabilitation consultant					<input type="checkbox"/>

6.	If you had any contact with the <b>Claims Manager</b> how would you rate the level of information / support provided? (eg was the advice/information provided in a clear and professional manner?)				
	Excellent	Good	Average	Below Average	Poor
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Comments:					

N/A - I did not have any contact with the Claims Manager	<input type="checkbox"/>
--	--------------------------

<b>7.</b>	<b>How would you rate HSW's involvement of you in the Injury Management process (eg. rehabilitation meetings, identifying and providing suitable duties, medical treatment)?</b>					
Excellent	Good	Average	Below Average	Poor	N/A	
1	2	3	4	5		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:						

**If you are the manager/supervisor of an injured/ill employee please proceed straight to question 11**

<b>8.</b>	<b>How would you rate the level of information / support (ie frequency of ongoing contact) provided by your <b>Manager / Supervisor?</b> (ie frequency on ongoing contact and involvement in the claim where their presence/contribution was required)</b>					
Excellent	Good	Average	Below Average	Poor	N/A	
1	2	3	4	5		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:						

<b>9.</b>	<b>How would you rate the ability of the University to provide you with suitable duties in line with the Doctor's medical certificate and your capacity?</b>					
Excellent	Good	Average	Below Average	Poor	N/A	
1	2	3	4	5		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:						

<b>10.</b>	<b>How would you rate the management of your claim, including income maintenance, medical costs and reimbursement of expenses?</b>					
Excellent	Good	Average	Below Average	Poor	N/A	
1	2	3	4	5		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:						

<b>11.</b>	<b>What are the things you liked about the Injury Management Service?</b>
Comments:	
<b>12.</b>	<b>What are the things you disliked about the Injury Management Service?</b>
Comments:	
<b>13.</b>	<b>Can you suggest some ways in which the University could improve its Injury Management Service?</b>
Comments:	
<b>14.</b>	<b>Any other comments?</b>
Comments:	

### Thank you for your assistance

Please return the form via email or internal mail to  
 Manager, Safety and HR Compliance, Jane Knipe  
 Human Resources Branch  
 L3, Rundle Mall Plaza  
 Adelaide 5005

[jane.knipe@adelaide.edu.au](mailto:jane.knipe@adelaide.edu.au)

Reference – 8.2 (Operations Manual) and 3.27.47 (HSW Handbook)

HSW	Injury Management Operations Manual	Effective Date:	14 April 2013	Version 5.2
Authorised by	Associate Director, HR Policy, Safety and Compliance	Review Date:	4 July 2014	
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW S Drive			