Workplace Rehabilitation Procedure

1 Purpose

To outline the University of Southern Queensland's process for workplace rehabilitation. Our aim is to assist Employees to return to work in a safe and sustainable manner, while meeting obligations under workers' compensation and other relevant legislation.

2 Scope

This procedure applies to all University of Southern Queensland Employees who sustain a work-related injury or illness in the course of their employment. Where operationally viable, workplace rehabilitation may also be provided for non-work-related injuries or illnesses.

3 Procedure Overview

This procedure applies when Employees experience injuries or illnesses that impact their ability to perform their duties, whether arising at work or outside the workplace.

The procedure aligns with relevant state and territory legislation and regulations.

4 Procedures

4.1 Workplace Rehabilitation

The University is committed to supporting Employees recovering from injury or illness and facilitating a safe, sustainable return to meaningful work, including pre-injury duties where possible.

Injuries or illnesses may affect their ability to perform their duties. These may occur in the course of employment or outside of work. Regardless of where they occur, the University applies the following principles to guide workplace rehabilitation and support a safe return to work.

4.2 Workplace Rehabilitation Principles

Workplace rehabilitation is guided by the following principles:

- Early Intervention - Injuries or illnesses are reported immediately, the Rehabilitation and Return to Work Coordinator is notified, and rehabilitation planning commences without

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delay.

- Collaboration - The Employee, treating practitioners, supervisor/manager, and other relevant stakeholders work together to agree on a rehabilitation plan and maintain regular, transparent communication.

- Individualised Approach -Medical advice and work capacity assessments are reviewed, and duties and adjustments are tailored to the Employee's specific needs and circumstances, including psychosocial factors.

- Safe and Sustainable Recovery - All duties and workplace adjustments are risk-assessed to support physical and psychological wellbeing, enabling a safe and sustainable recovery.

- Graduated Return to Work - When full duties cannot be resumed immediately, a suitable duties plan is implemented, and progress is monitored until pre-injury duties can be safely resumed.

4.3 Responsibilities

4.3.1 Employees

Employees play an active role in their own rehabilitation and recovery. They are responsible for:

- Notifying that an incident resulting in a workplace injury or illness or suspected injury/illness has occurred and lodge an incident report via SafeTrak.

- Seeking appropriate treatment and obtaining a medical certificate at the time of receiving treatment.

- Informing the treating medical practitioner that the University provides workplace rehabilitation and supports suitable duties.

- Staying in regular contact with the Rehabilitation and Return to Work Coordinator.

- Advising the supervisor about their injury or illness, discussing expected absences from work or restrictions on duties or specific requirements for the period of rehabilitation.

- Being actively involved in rehabilitation and recovery at work and reporting any exacerbation or aggravation.

- Submitting leave requests promptly for any time away from work due to injury or illness, ensuring accurate records are maintained for correct payment.

4.3.2 Manager/Supervisor

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Managers and supervisors are key in supporting Employees during their return to work. They are responsible for:

- Ensuring Employees have reported all workplace incidents and injuries via SafeTrak and actioning these in accordance with the Incident Management Procedure.
- Assisting the Rehabilitation and Return to Work Coordinator in identifying and coordinating suitable duties.
- Supporting reasonable adjustments to ensure effective rehabilitation and successful performance of suitable duties.
- Monitoring and supporting an Employee's progress while undertaking suitable duties.
- Ensuring leave requests are submitted by Employees or completing them on the Employee's behalf when required, to maintain accurate records.

4.3.3 Rehabilitation and Return to Work Coordinator

The Rehabilitation and Return to Work Coordinator leads and facilitates the rehabilitation process. They are responsible for:

- Confirming that a SafeTrak incident report has been lodged for work-related injury or illness.
- Contacting an ill or injured Employee to discuss the nature of an injury and early intervention.
- Advising an Employee about the rehabilitation process including access to treatment, wage entitlements, and related support.
- Completing initial notification processes for WorkCover Queensland or relevant state workers' compensation insurers, where required.
- Developing, coordinating, and monitoring Rehabilitation and Return to Work Plan (RRTW Plan) including suitable duties, in consultation with stakeholders, and in alignment with the Employee's current medical certificate.
- Maintaining regular contact with all stakeholders to facilitate a safe, timely and sustainable return to work.
- Providing copies of a Rehabilitation and Return to Work Plan (RRTW Plan) to WorkCover and/or treating medical practitioner as required.
- Ensuring accurate documentation of all rehabilitation activities and compliance with

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legislative obligations.

4.4 Rehabilitation and Return to Work Plan (RRTW Plan)

A RRTW Plan is a structured plan that outlines meaningful and suitable duties for an injured Employee, enabling gradual and safe progression to their normal pre-injury duties. The purpose of the plan is to support recovery while ensuring the Employee is not placed at further Risk of injury. For work-related injuries, this RRTW Plan is developed in accordance with relevant workers' compensation legislation.

Suitable duties are tasks that an injured worker can perform while recovering. These duties should:

- Be safe and medically appropriate.
- Enable the worker to contribute in a meaningful way to the workplace.
- Reflect the worker's capabilities and restrictions, in line with medical advice.

The Rehabilitation and Return to Work Coordinator may also request a Workplace Capability Checklist to support a medical certificate or to clarify advice, ensuring duties align with the Employee's functional capacity.

Before resuming pre-injury duties, Employees will need to provide medical clearance from their treating practitioner.

4.5 Residual Incapacity due to Injury/Illness

If an Employee is unable to fully resume their pre-injury or pre-illness duties, the Rehabilitation and Return to Work Coordinator will work collaboratively with the Human Resources team to identify and implement reasonable workplace adjustments, where appropriate.

Where reasonable adjustments do not enable a full return to pre-injury or pre-illness duties, and no suitable alternative employment can be identified, the University will follow the process outlined in the *Managing Ill Health* clause of the current *University Enterprise Agreement*.

4.6 Employee Assistance Program (EAP)

The University provides an Employee Assistance Program (EAP) through an external provider for Employees requiring short-term counselling. University Employees are entitled to six (6) sessions of EAP counselling at no cost, delivered face-to-face, online, or via telephone appointments.

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4.7 Confidentiality

All Information obtained during workplace rehabilitation whether written, verbal, or electronic will be managed sensitively and in strict confidence. Access to, or release of, medical or rehabilitation Information relevant to workplace rehabilitation and return-to-work arrangements will only occur with the Employees' consent, obtained through the *Authorisation to Release Information* form. All personal and medical Information will be handled in accordance with privacy legislation and University policy.

4.8 Case Notes and Records

The Rehabilitation and Return to Work Coordinator will maintain accurate and objective case notes for each Employees undergoing workplace rehabilitation.

All rehabilitation records are considered University Records and must be managed in accordance with the Records and Information Management Procedure, the *Public Records Act 2023 (Qld)*, and authorised *Retention and Disposal Schedules*.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Chief People Officer
Responsible Officer	Director (Health, Safety and Wellbeing)
Policy Type	University Procedure
Policy Suite	Work Health and Safety Policy
Subordinate Schedules	
Approved Date	26/6/2026
Effective Date	26/6/2026
Review Date	26/6/2031
Relevant Legislation	*Workers' Compensation and Rehabilitation Act 2003*

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	Workers' Compensation and Rehabilitation Regulation 2025
Policy Exceptions	Policy Exceptions Register
Related Policies	
Related Procedures	Incident Management Procedure Records and Information Management Procedure
Related forms, publications and websites	Workplace Rehabilitation standards
Definitions	**Terms defined in the Definitions Dictionary**
	Employee A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University. Enterprise Agreement University of Southern Queensland Enterprise Agreement 2023-2026. Information Any collection of data that is processed, analysed, interpreted, organised, classified or communicated in order to serve a useful purpose, present facts or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form. Retention and Disposal Schedule A legal document issued by the Queensland State Archivist to authorise the disposal of public records, including University Records. Risk The effect of uncertainty on objectives. University The term 'University' or 'UniSQ' means the University of Southern

	Queensland. University Record Any recorded information created or received that provides evidence of the decisions and activities of the University while undertaking its business. This is irrespective of the technology or medium used to generate, capture, manage, preserve and access those records.
	Definitions that relate to this procedure only
Keywords	Rehabilitation, WHS, compensation, WorkCover
Record No	13/432PL

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