

# Workers' compensation

ACT Public Sector healthcare workers (workers) are covered for workers' compensation under the [Safety, Rehabilitation and Compensation Act 1988](#) (Commonwealth), which is administered by the ACT Government as a self-insurer. Employers Mutual Limited (EML) provide claims administration services for the ACT Government.

**ACTHD and CHS** injury management services are provided by the injury management team in the **Workplace Safety and Industrial Relations Group, Chief Minister, Treasury and Economic Development Directorate (CMTEDD)**.

**CPHB** injury management services **Injury Management Team in the People & Culture Unit**.

Case management services are provided to those workers who have an active workers' compensation claim.

## Lodging a claim

Workers who have experienced occupational violence (OV) are able to lodge a workers' compensation claim if they sustained an injury or illness as a result of work or consider that their employment caused or contributed to a disease or aggravated a disease. Injury management services support workers to remain in, or return to, safe and durable work in a timely manner, following illness or injury.

A summary of steps managers must follow when supporting a worker who has chosen to submit a workers' compensation claim.

- Ensure appropriate first aid/medical attention has been provided where required.
- The worker and manager must complete the relevant sections of the [workers' compensation claim form](#). If a worker or manager have any queries about completing the form, they can speak to their HR area or EML.
- The manager/worker will send the claim form to their HR area, EML and injury management.
- The worker, manager and HR will be contacted by the injury management team once the claim form has been received and processed. The assigned rehabilitation case manager (RCM) will contact the worker, manager, and HR to understand the injury and consider relevant work or return to work options. The RCM may, in discussion with the worker and manager, choose to engage a workplace rehabilitation provider, particularly if a rehabilitation plan is required to support the employee to safely return to work.
- The manager, RCM, workplace rehabilitation provider (if engaged) and the worker will discuss the workers return to work, agree on a rehabilitation, and return to work plan, and discuss suitable duties for the worker. The plan must be informed by medical advice and the medical certification provided by the workers treating practitioner.

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- The manager must maintain regular contact with the worker if they are away from work while they are unfit for work or on a gradual return to work plan.
- When the worker returns to work, the manager will continue to liaise with the rehabilitation case manager, HR, and the workplace rehabilitation provider (if required) to ensure the appropriate rehabilitation processes are followed.

#### ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

#### ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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