

# Workplace injuries / illness - employees



MNHHS is committed to providing a safe and healthy work environment for all employees. If you become injured or ill because of your work, we will assist you to remain to work or return to work as soon as possible.

Employees who sustain work-related injuries can lodge a workers' compensation claim for costs including medical, hospital, rehabilitation and wage payments. WorkCover Queensland assess all claims for compensation in accordance with the [Workers' Compensation and Rehabilitation Act 2003](#).

Employees need to play an active part in the workplace rehabilitation available to support stay at work and / or return to work following injury / illness. Your line manager and rehabilitation and return to work coordinator (RRTWC) will also support this process.

Employees undertaking workplace rehabilitation for work related injuries / illnesses have responsibilities to:



Report the occurrence of a work-related injury / illness to your manager and via completion of a Riskman incident report.



Communicate with RRTWC and line manager at agreed intervals regarding your recovery at work/ return to work and ensure medical certificates remain current during the period of workplace rehabilitation.



Ensure duties performed on a suitable duties program comply with work capacity and any medically endorsed restrictions.

## Employee Support

If you require additional support, the Employee Assistance Program (EAP) provides professional counselling services and support. You may wish to visit the [Benestar](#) page on QHEPS or contact them directly on 1300 360 364.

## Frequently asked questions

### Who will pay my wages?

If an employee is permanent or on a temporary contract Queensland Health will continue to pay their wages directly and seek reimbursement from WorkCover.

If an employee is employed on a casual basis, WorkCover will pay the employee directly. Casual employees participating in a suitable duties program will be paid as prescribed in the legislation.

### How do I lodge a claim with WorkCover?

Lodge your [workers' compensation claim](#) by either:

- Contacting WorkCover Queensland on 1300 362 128
- Completing an [online claim form](#) at [www.worksafeqld.com.au](http://www.worksafeqld.com.au)
- Or through your treating medical officer.

### What if I cannot return to my normal duties straight away?

Most employees are usually able to return to work to their normal work duties after an injury / illness, however in some circumstances a suitable duties plan is required. Your local RRTWC will assist to coordinate the suitable duties plan.

A suitable duties plan is developed in consultation with the employee, line manager, RRTWC, WorkCover and other relevant parties such as rehabilitation providers and medical professionals. It is aimed at achieving the timely, safe and durable return to work of the employee. The plan details the duties to be undertaken, hours of work, support or modifications to the workplace and relevant timeframes.

## Workplace injuries – Employee Checklist

| What do I need to do?             | Employee Key Responsibilities   |
|-----------------------------------|---|
| <b>Immediate action</b>           | <ul style="list-style-type: none"> <li><input type="checkbox"/> Seek first aid treatment and notify your line manager of the work-related injury.</li> <li><input type="checkbox"/> Enter a Riskman incident report as soon as possible or request that another employee / line manager completes on your behalf.</li> <li><input type="checkbox"/> Attend a medical practice to obtain a Workers' Compensation work capacity certificate (known as a 'WorkCover certificate') from your treating medical officer.</li> <li><input type="checkbox"/> If you have significant restrictions a workplace capabilities checklist may need to be also completed. The appropriate checklist can be obtained from your line manager or Rehabilitation and Return to Work Coordinator (RRTWC).</li> <li><input type="checkbox"/> Discuss suitable duties with your treating medical officer and provide them with a copy of your role description and a workplace capacity checklist if available.</li> </ul> |
| <b>Ongoing action</b>             | <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure you provide medical certificates to cover your absence from work.</li> </ul>   |
| <b>Who do I communicate with?</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Your line manager (or another nominated workplace contact). Early and ongoing communication both during any absence from work and when recovering at work is vital to successful workplace rehabilitation.</li> <li><input type="checkbox"/> Your RRTWC.</li> <li><input type="checkbox"/> Your WorkCover Claims Advisor.</li> </ul>  |
| <b>Returning to work</b>          | <ul style="list-style-type: none"> <li><input type="checkbox"/> When your treating medical officer indicates that you are ready to commence a graduated return to work program advise your line manager as soon as possible.</li> <li><input type="checkbox"/> Your line manager will put you in touch with your RRTWC who will help to coordinate your return to work.</li> <li><input type="checkbox"/> Your line manager or RRTWC will provide you with a workplace capacity checklist that must be taken to your treating medical practitioner to complete. Your return to work program will be based on the completed workplace capacity checklist.</li> </ul>   |
| <b>General information</b>        | <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>A clearance medical certificate is required from you prior to returning to normal duties.</b></li> <li><input type="checkbox"/> Payroll queries to be referred to the Payroll Injury and Rehab Claims Team: <ul style="list-style-type: none"> <li>○ <b>Telephone:</b> 07 3089 5252</li> </ul> </li> </ul>   |