

WORKERS' COMPENSATION AND COVID-19



As the ACTPS and our community respond to the COVID-19 pandemic there will be some changes to arrangements for managing your workers' compensation, especially for appointments and meetings with service providers. These changes are needed to work within the advice from ACT Health and new rules for workplaces.

The transition that you may be making to new working arrangements, or new measures being applied in your workplace, may also affect your rehabilitation and return to work arrangements.

The Injury Management team is committed to providing you with the same level of services and making new arrangements for you wherever we possibly can.

The FAQs below answer questions and concerns we have been receiving. As always, if there is something you're not sure about, or are worried about, contact your rehabilitation case manager.

Keeping in touch

Injury Management Team

Can I still contact my Injury Management Team rehabilitation case manager?

Yes. They are working from home, but you can contact them as usual by phone and email.

Is the team still having face-to-face meetings?

Based on health advice, face-to-face meetings will only go ahead where there is a pressing need and where no alternative is possible. Alternative arrangements – such as videoconferencing – are in place to ensure that the team can continue to support you and your HR team.

EML Claims Team

Can I still contact my EML case manager?

Yes, they are working from home, but you can contact them as usual by phone and email. You can provide information to them by email and through Empower.

Rehabilitation programs

Are rehabilitation programs and consultants still available?

Yes, rehabilitation programs will continue. Rehabilitation consultants remain available and are providing the majority of their services through remote working arrangements. We will keep you informed as these providers adjust their arrangements during COVID-19.

How will rehabilitation programs be signed?

Where possible, you and others will print, sign and scan the signed program back to the rehabilitation case manager. Where that isn't possible, you and others will confirm acceptance of a rehabilitation program by email following the consultation period. This confirmation will be attached to the final program and noted in the A-H considerations.

Making a claim

How do I complete and sign the claim form when I can't visit my supervisor or HR area?

Complete the [claim form](#) as you normally would and send it to EML, the Injury Management team, your supervisor and HR area to complete.

Will EML continue to make claim determinations?

Yes, EML will continue to make timely claim determinations.

I have been asked to attend an independent medical examination (IME) by EML, will this be going ahead?

Yes, but there are likely to be changes to how these examinations are conducted. Your EML case manager will let you know what's changed.

If you have an IME already been scheduled, please contact your EML case manager.

Getting treatment

How will I use treatment services or visit my GP?

Your treatments and consultations with your GP may be provided remotely. These providers will be regularly giving updates to their patients on their COVID-19 measures. If you need to see a provider, contact them directly to discuss how they will treat you.

Is the early intervention physiotherapy program still running?

- **Active Recovery** is offering a virtual service. Initial assessments will continue to be available, but only from their Belconnen and Gungahlin practices.

There will be fewer appointments to enable physical distancing and extra time between appointments for cleaning.

You will be asked to bring a laptop or phone so they can help you set up the technology to do virtual appointments.

- **Capital Clinic** is working as usual (at this stage), apart from some additional safety and hygiene measures.

Changes to AAT hearings

Are tribunal conferences continuing as scheduled?

Yes, the AAT is conducting teleconferences in place of face-to face conferences. The Tribunal will provide you and EML with details of any proposed changes that will affect existing matters.

Are AAT hearings continuing as scheduled?

Yes, but they will be held via video conferencing. In circumstances in which applicants or respondents feel they will be disadvantaged by this process (for example, key witnesses appearing via teleconferences) they can apply for the listing to be vacated and rescheduled.

Working from home

Can I work from home if I have an accepted workers' compensation claim and am fit to perform pre-injury hours and duties, with no medical restrictions in place?

You can, just like any other employee, if your supervisor verifies that you can work safely from home. You must let your rehabilitation case manager know about any changes to your working arrangements. More information about working from home safely, including a WHS checklist, is on the WHS and COVID-19 sharepoint site.

Can I work from home if I have an accepted workers' compensation claim and am fit to perform restricted hours or restricted duties?

This is at the discretion of your employing business area. Considerations will be the ability to properly support you working from home, the nature of your medical restrictions and your pre-injury role. More information about working from home safely is on the WHS and COVID-19 sharepoint site.

Can I work from home if I have reasonable adjustments in place?

You can, just like any other employee, if your supervisor verifies that you can work from home safely. For you, this would include considering if the reasonable adjustments are needed and appropriate in your home environment. More information about working from home safely is on the WHS and COVID-19 sharepoint site.

What do I do if I have an injury while working from home?

You will need to advise your supervisor as soon as possible and lodge an incident report within 24 hours, just as you would for an injury in your usual workplace.