

Management of Work-Related Discomfort, Pain, Injury and Illness Policy



Responsibility for policy: Associate Director Safety and Wellness

Approving authority: Vice-Chancellor

Last reviewed: September 2025

Next review date: September 2027

Application

1. This policy applies to all staff of the University of Waikato.

Purpose

2. The purpose of this policy is to:
 - a. set out the procedures for managing the return to work of staff who have experienced work-related discomfort, pain, injury or illness, and
 - b. set out the duties and responsibilities in relation to the management and rehabilitation of staff who have experienced work-related discomfort, pain, injury or illness.

Related legislation

3. This policy takes account of the following legislation:
 - [Accident Compensation Act 2001](#)
 - [Code of ACC Claimants' Rights](#)
 - [Health and Safety at Work Act 2015](#)
 - Health and Safety at Work Regulations 2016 (various)

Related documents

4. The following documents set out further information relevant to this policy:
 - [Safety and Wellness Policy](#)
 - [Work Injury Claims Management and Rehabilitation Manual](#)

Definitions

5. In this policy:

non-work injury means an injury sustained outside the workplace that is not related to work activities

personal injury means a physical or psychological injury suffered by a person or caused to a person by an accident, incident, a gradual process, disease or infection

rehabilitation means a process of active change and support with the goal of restoring the staff member's health, independence and participation to the maximum extent practicable

return to work programme means a programme designed to return an injured, disabled or temporarily impaired staff member to the workplace as soon as medically feasible, in a safe and appropriate manner

staff member means "worker" as set out in [section 19](#) of the [Health and Safety at Work Act 2015](#), including employees of the University, employees of a controlled entity of the University, Council members, contractors or consultants engaged by or

working at the University, volunteers and any other person providing services to or at the University

work-related discomfort and pain means an unpleasant physical feeling that a staff member experiences in the workplace; it may occur without associated injury or illness

work-related illness means a disease or condition contracted by a staff member, primarily as a result of an exposure to hazards and risk factors arising from work activity

work-related injury means a personal injury that a staff member experiences in the workplace

workplace means any premises or place:

- occupied for the purposes of employment
- to which a person has access because of their employment
- attended by a person for a course of education or training for the purposes of their current employment, if they receive earnings from that employment for their attendance.

ACC Accredited Employer Programme

6. Under the ACC Accredited Employer Programme, the University of Waikato has responsibility for managing workplace health and safety, including early intervention in cases of work-related discomfort, pain, injury and illness, claims management and the rehabilitation of staff following a workplace injury or illness; the University has contracted WorkAon to assist it in the management of claims.

Responsibilities

7. In the event of work-related discomfort, pain, injury or illness, staff members are responsible for:
 - a. informing their line manager of discomfort, pain, injury or illness, or symptoms of such, as soon as practicable
 - b. reporting any safety event involving injury within 24 hours of the event and/or the onset of any work-related discomfort, pain or illness as soon as practicable.
8. Line managers are responsible for:
 - a. taking all practicable steps to ensure that staff in their areas of responsibility are aware of the University's procedures for [reporting a safety event](#)
 - b. taking all practicable steps to ensure that staff in their areas of responsibility are aware of the University's procedures for managing work-related discomfort, pain, injury and illness
 - c. ensuring that any work-related discomfort, pain, injury or illness suffered by staff in their areas of responsibility is reported.
 - d. reporting any safety event on behalf of staff in their areas of responsibility if the staff member is unable to access the University network.
 - e. advising staff in their areas of responsibility of their right to have a support person present when discussing the management of work-related discomfort, pain, injury or illness, such as a family member, colleague or union representative
 - f. where practicable, supporting return to work programmes and support for non-work injuries.
9. The Associate Director Safety and Wellness is responsible for:

- a. providing information to staff about ACC entitlements with respect to work-related discomfort, pain, injury and illness
- b. liaising with the ACC and WorkAon with respect to work-related discomfort, pain, injury and illness
- c. ensuring that ACC claims are managed in accordance with the [Work Injury Claims Management and Rehabilitation Manual](#)
- d. providing reports on work-related discomfort, pain, injury and illness to the Vice-Chancellor and other relevant managers
- e. reporting any breach of privacy with respect to personal health information to the ACC.

Concerns and complaints

- 10. A staff member who is dissatisfied with any action taken or not taken in relation to work-related discomfort, pain injury or illness may refer the matter to the Associate Director Safety and Wellness, who will provide assistance in resolving the situation in the first instance.

Responsibility for monitoring compliance

- 11. The Associate Director Safety and Wellness is responsible for monitoring compliance with this policy and reporting any breaches to the Vice-Chancellor.
- 12. Breaches of this policy may result in disciplinary action under the [Staff Code of Conduct](#).