

Claims for sick leave

The purpose of this fact sheet is to provide information to assist employees in lodging applications for sick leave and to understand their obligations and entitlements.

Medical certificates

- For absences of more than three consecutive working days, employees are required to submit a medical certificate stating the nature of the injury of illness and the period of leave required.
- Ongoing certification should be forwarded to your manager or Claims Management Officer.
- It is the ill or injured employee's responsibility to ensure that he or she has a medical certificate for the duration of the leave required. This should be supplied prior to the expiry of any previous certification to prevent under or over payment of wages.
- In circumstances of extended sick leave, or where documentation does not provide sufficient detail, the department may elect to send an employee for [an independent medical assessment](#).

Checklists

| Employee | Principal/Manager |
|---|---|
| <input type="checkbox"/> Obtain medical certificate | <input type="checkbox"/> Approve initial application for sick leave |
| <input type="checkbox"/> Advise manager of period of absence | <input type="checkbox"/> Ensure leave is entered and processed according to standard local practice |
| <input type="checkbox"/> Provide continuing medical certificates to Claims Management Officer | <input type="checkbox"/> Keep in contact with absent employee to support their recovery |

Entitlements while on sick leave

- Fortnightly payments from the employee's sick leave balance and [meritorious sick leave](#) (if eligible) balance until depleted.
- Employees who have exhausted their paid sick leave balances and continue on sick leave without pay may be eligible, following a period of 14 days (10 working days) without pay, for an income protection benefit through QSuper.
- If an employee's sick leave has expired and they are ineligible for QSuper income protection benefits, they may be eligible for Centrelink Sickness Allowance.
- Costs of medical treatment are the individual's responsibility unless the employee's illness/injury is the subject of an accepted WorkCover claim.
- Employees are entitled to claim for [workers' compensation](#) if an injury or illness is work related.

QSuper benefits

If an injury or illness prevents an employee from working in their normal position, [QSuper](#) may be able to provide financial assistance to eligible employees.

Income protection benefit

- Provides eligible employees with 75% of their normal weekly earnings when an employee is temporarily unable to perform his or her normal job because of injury or illness.
- Employees must have exhausted all paid sick leave (but not recreation or long service leave) before they are eligible for the income protection benefit.
- A waiting period of 14 days (10 working days) without pay exists before payment of any income protection benefit can occur.
- QSuper may not pay income protection for medical conditions that existed prior to entry into the QSuper fund, if an employee has been a member of the fund for less than 10 years.
- Income protection can only be paid for up to two (2) years for any one medical condition.

Rehabilitation benefit

- When an injury or illness prevents an employee from completing their normal duties but where the condition still allows for the employee to undertake some work, a rehabilitation benefit can be accessed by eligible employees.
- The department pays for hours worked and QSuper pays 75% of the employee's normal salary for the hours not worked, in accordance with a rehabilitation plan.
- A rehabilitation benefit can only be paid up to two (2) years for any one medical condition.
- If receiving an income protection benefit for the same condition, the two year period will be calculated on the combination of time both benefits have been paid.

| | Income Protection Benefit | Rehabilitation Benefit |
|--------------------------------------|---|--|
| Eligibility | <ul style="list-style-type: none"> <input type="checkbox"/> Employee must have exhausted all of their paid sick leave. <input type="checkbox"/> Employee must have 10 working days of sick leave without pay. | <ul style="list-style-type: none"> <input type="checkbox"/> Employee must have exhausted all of their paid sick leave and be deemed eligible for receipt of the QSuper income protection benefit. |
| Entitlements | <ul style="list-style-type: none"> <input type="checkbox"/> Payments of 75% of the employee's salary, as at the previous 1 July, are paid as a weekly pension for a maximum of two (2) years for any one medical condition. | <ul style="list-style-type: none"> <input type="checkbox"/> The employer pays the employee for hours worked. QSuper pays 75% of the employee's salary, as at the previous 1 July, for hours not worked. |
| Application and determination | <ul style="list-style-type: none"> <input type="checkbox"/> Employee makes application to QSuper. <input type="checkbox"/> QSuper makes an initial assessment based on a claim form and medical certificate. <input type="checkbox"/> QSuper may require more detailed and specialist medical documentation for determining subsequent applications. | <ul style="list-style-type: none"> <input type="checkbox"/> A rehabilitation plan may be negotiated in consultation with the employee, QSuper Case Manager and the department. |

Centrelink – sickness allowance

Employees who have exhausted their sick leave and are not eligible for QSuper income protection may be eligible for assistance through [Centrelink](#).

Further information can be obtained by contacting Centrelink on 13 27 17.

Employee Assistance Program

Staff and immediate family members can access free, confidential telephone counselling services for work or non-work related issues by contacting the department's external Employee Assistance Provider (EAP), LifeWorks, on **1800 604 640**.

This is a 24/7 telephone number. Urgent after hours counselling requests will be put through to an on call counsellor. All non-urgent telephone counselling appointments can be booked during business hours.

Managers seeking advice on how to help staff cope with current events and the changing work environment are also able to call the **Manager Hotline** on **1800 604 640** for free 30 minute, confidential telephone consultations with a senior clinician.

All staff and their immediate family members are entitled to access up to 4 counselling sessions per calendar year.