

Claims for sick leave

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

Medical certificates

- For absences of more than three consecutive working days, you are required to submit a medical certificate stating the nature of the injury or illness and the period of leave required.
- Forward medical certificate/s to your manager with your request/s for sick leave.
- It is your responsibility to ensure that you have a medical certificate for the duration of the leave required. This should be supplied prior to the expiry of any previous certificate to allow for processing of leave, in order to prevent under or over payment of wages.
- If a medical certificate does not provide sufficient detail on your capacity for work, you may be asked to provide further information from your doctor, eg. complete a [work capabilities checklist](#).
- Where your health is impacting on your work attendance or performance and further medical information is required, you may be directed to [an independent medical examination](#).

Checklist

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 and request sick leave	<input type="checkbox"/> Ensure leave is entered and processed according to standard local practice
<input type="checkbox"/> Provide continuing medical certificates to your manager	<input type="checkbox"/> Keep in contact with absent employee to support their recovery

Entitlements while on sick leave

- Fortnightly wage payments from your sick leave and [meritorious sick leave](#) (if eligible) balance until depleted.
- If you exhaust your paid sick leave balance and continue on sick leave without pay, you may be eligible to claim income protection benefits through your superannuation fund (eg. QSuper) or your private income protection insurer.
- If your sick leave balance is exhausted and you have exhausted or are ineligible for income protection benefits:
 - you can apply to access other paid leave balances in lieu of sick (eg. recreation, long service); or
 - you may be eligible to claim a job seeker payment through [Centrelink](#).
- Costs of medical treatment are your responsibility, unless your illness/injury is part of an accepted workers' compensation claim.
- You are entitled to claim for [workers' compensation](#) if an injury or illness is work related.

QSuper benefits

If you are a member of the QSuper product at Australian Retirement Trust (with income protection insurance) and have an injury or illness preventing you from working in your normal position, [QSuper](#) may be able to provide Income Protection benefit to eligible employees.

Income protection

- Provides eligible employees with an income benefit based on their type of insurance cover when they are temporarily unable to work due to an illness or injury.
- You must have exhausted all paid sick leave (but not recreation or long service leave) before you are eligible for income protection benefits.
- A waiting period exists before you can be paid income protection benefits. Please review your QSuper insurance cover to determine your waiting period.
- The default maximum benefit period that income protection can be paid is up to two (2) years for the same or related medical condition

Rehabilitation

- If you have been absent receiving income protection benefits and your recovery from injury or illness means that you have some capacity to return to work, you can participate in workplace rehabilitation.
- For approved return to work programs, the department pays for hours worked and QSuper pays a benefit for the hours not worked.
- The maximum benefit period of income protection benefits for the same or related medical condition is inclusive of the period of rehabilitation.

Income Protection		Rehabilitation
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 be deemed eligible by QSuper and meet the wait period.	<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"/> Income protection payments are paid weekly for an employee's benefit period.	<ul style="list-style-type: none"><input type="checkbox"/> The department pays the employee for hours worked. QSuper pays a percentage of the employee's salary 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 report.<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 and return to work plan is negotiated in consultation with the employee, doctor, QSuper Claims Manager and the department.

For more information about your insurance arrangements and eligibility to claim you can contact QSuper on 1300 360 750 or visit their website at [Income Protection Insurance | QSuper](#).

Employee Assistance Program

You and your immediate family members can access free, confidential counselling services for work or non-work-related issues by contacting the department's external Employee Assistance Provider (EAP), 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.