

Position Profile



Position:	Injury Management Lead
Team:	People, Culture & Safety
Org unit:	Operations – Shared Services
Industrial coverage:	Non-award
AON Code:	Aon.HRS.50406.4 / Aon.HRS.50405.5
ANZSCO code:	251312
Approval status	Pending approval
Date reviewed:	June 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Team purpose

The People, Culture and Safety (PCS) team work with Aspect's business units to help create a positive, safe and rewarding employee experience for all Aspect employees.

Position purpose

To coordinate an effective injury management program across Aspect. The Advisor will lead the management of workers compensation claims and ensure compliance with all relevant State legislation. They will be the key liaison between injured workers and Principals at schools, managers, insurers, regulatory bodies and rehabilitation providers.

Key accountabilities

Case Management:

- Manage a portfolio of workers' compensation claims from initial notification through to resolution, ensuring adherence to legislative requirements and internal policies.
- Conduct initial injury assessments (remotely) and provide immediate support and advice to injured employees and their managers.

- Develop, implement, and monitor individualised return-to-work plans in consultation with injured employees, treating medical practitioners, managers, and other relevant parties.
- Facilitate suitable duties programs, ensuring they are meaningful, safe, and aligned with medical recommendations.
- Regularly review and update return-to-work plans, adjusting strategies as needed to support optimal recovery and sustainable return to work.

Stakeholder Engagement:

- Act as the primary liaison between injured employees, managers, treating medical practitioners, allied health professionals, insurers, and other third-party providers (e.g., rehabilitation providers).
- Build and maintain strong working relationships with all stakeholders to ensure a collaborative and supportive approach to injury management.
- Provide expert advice and guidance to managers and supervisors on injury management processes, legislative obligations, and early intervention strategies.

Compliance & Administration:

- Ensure strict compliance with the NSW Workers' Compensation Act 1987, VIC Workplace Injury Rehabilitation and Compensation Act 2013 and Acts in QLD, SA and associated regulations.
- Maintain accurate and confidential records of all injury management activities, claims, and communications.
- Prepare and submit all necessary documentation to the insurers for each State of operations and SIRA (State Insurance Regulatory Authority) in a timely manner.
- Monitor claim costs and identify opportunities for cost containment and effective claims resolution.

Prevention & Education:

- Contribute to the development and implementation of proactive injury prevention strategies and wellness initiatives.
- Deliver training and awareness sessions to employees and managers on injury reporting, early intervention, and return-to-work principles.
- Identify trends in workplace injuries and provide recommendations for improvements to WHS systems and practices.

Reporting & Analysis:

- Prepare regular reports on injury management performance, including claims statistics, return-to-work rates, and associated costs.
- Analyse data to identify areas for improvement and inform strategic decision-making related to WHS and injury management.

Team culture and development

- Contribute to and promote a team culture of continuous improvement and high performance.

People, Culture & Safety functional development

- Contribute to continuous operational improvement through knowledge of Aspect's business, the external context, and contemporary practice in own area of expertise.
- Contribute to the development of the PCS team collective knowledge and team spirit through participation in and leadership of learning and team building activities

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Reporting lines

Direct manager:	Chief People Officer
Direct reports:	Nil

Essential requirements

- Proven experience (minimum 3-5 years) in injury management, workers' compensation, or rehabilitation within a large or complex organisation, with working knowledge of the Loss Prevention and Recovery model in NSW.
- In-depth knowledge of State based Workers' Compensation legislation.
- Experience managing claims across multiple jurisdictions.
- Demonstrated ability to manage complex workers' compensation claims and facilitate successful return-to-work outcomes.
- Strong communication, negotiation, and interpersonal skills, with the ability to build rapport and influence stakeholders at all levels.
- Excellent organisational and time management skills, with the ability to manage multiple priorities and meet deadlines.
- High level of empathy, discretion, and confidentiality.

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- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and experience with injury management software/databases.

Qualifications:

- Tertiary qualification in a relevant discipline such as Occupational Therapy, Physiotherapy, Exercise Physiology, Rehabilitation Counselling, Human Resources, or WHS.
- Formal qualifications or certifications in Workers' Compensation or Injury Management are highly regarded.

Desirable Attributes:

- Knowledge of WHS legislation and principles
- Ability to work autonomously and as part of a team
- A proactive and solution-focused approach
- Strong data literacy, analysis and report development skills
- Mindset for positive change and commitment and aptitude for process improvement
- Willingness to travel to regional and interstate sites from time to time
- Completion of NDIS Worker Orientation Module
- Working with Children Check clearance (NSW)
- National Police Clearance