

# Injury Management Handbook

Self Insurance South Australia

HANDBOOK

Injury Management Handbook – Self Insurance South Australia  
Version 3.0



**TOLL**

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## 1. Purpose

Toll Group is a self-insured employer under the terms of the Return to Work Act 2014. This means that Return to Work SA has delegated responsibility to Toll Group to manage injuries with associated worker's compensation claims. Toll Group finances all workers compensation payments such as medical, travel expenses and lost time claims. The primary objective of the Return to Work 2014 is to manage injured workers back to safe, sustainable employment and to the community.

In particular the Return to Work Act 2014 requires Toll Group to meet specific Service Standards for injury management.

These standards are contained within Schedule 5 of the Return to Work 2014.

## 2. Policy Statement

Our Toll Way is the underpinning foundation of our core beliefs and values which guides our decisions and actions. At Toll we believe that all injuries are preventable and that no task is so important that it can't be done safely. This underpins our belief that everyone has the right to go home safely, and together we can make it happen.

Toll Group is committed to providing a rehabilitation process in accordance with a structured workplace based rehabilitation and return to work program, whilst meeting its' legislative obligations. All Toll employees are required to actively participate in assisting a return to work rehabilitation process.

Toll's rehabilitation program will commence as soon as practicable following any work related injury or illness or at such time medical guidance allows, to ensure an employee is able to remain at work or return to work on a structured return to work plan.

It is an expectation of all parties that participation in a return to work plan will ultimately lead to a safe and durable resumption of pre-injury duties. In the event of this expectation not being achieved, then retraining or redeployment either internally or externally to Toll may eventuate.

Injury Management refers to workplace return to work management and workers compensation claim activities. It is a coordinated and managed process to facilitate recovery and restore injured workers to their pre-injury duties. It includes some or all of the following functions:

- Provision of acute and ongoing medical treatment, recovery and return to work planning; and
- Return to work management, including interaction with medical practitioners and allied health professionals; and
- Workers compensation claims management, employment management relating to recovery from injury and return to work; and
- Implementing initiatives that help prevent a recurrence of an injury.

## 3. Incident Reporting

All workers who have been injured or become ill as a result of performing work for Toll are required to:

- Notify their Supervisor / Manager immediately to ensure that appropriate medical assistance is provided. This includes immediate treatment, care by the workplace designated first aider or via the Toll Early Intervention Program.
- Complete and submit an injury report using TRAC within 24 hours of an injury occurring or when pain or other symptoms are first noticed.

## 4. Early Intervention Program

### 4.1 What is Early Intervention

Early Intervention is characterised by the provision of early medical management services for work related injury. Medical management services include obtaining medical advice via a telephonic medical triage service.

Toll Group's [Early Intervention Program](#) may also fund the medical investigation and treatment of the work-related injury, up to a specific number of treatments or cost.

## 4.2 Program Usage

The [Early Intervention Program](#) can be used when all of the following have been fulfilled:

- Following a reportable workplace injury;
- When the employee is directly employed by Toll Group;
- When the injury is physical in nature;
- When an injured worker opts-in to use the program or its services; and
- The treating practitioner is registered with Injury Net.

## 4.3 Program Scope

The program will fund the following:

- Up to 4 doctor's consultations; and / or
- Up to 4 physiotherapy consultations; and / or
- Basic imaging ie x-rays and ultrasounds; and / or
- Basic medical expenses ie bandaging, strapping etc.

The Group Early Intervention Manager reserves the right to fund additional treatment in consultation with the Business Unit, worker, and treating practitioners, provided both of the following criteria is confirmed:

- The total cost of treatment will not exceed \$1000.00 per incident; and
- The worker requests to continue treatment under provision of the program after being offered to make a claim for workers compensation.

# 5. Workers Compensation Claim

## 5.1 Claim Lodgement

You are entitled to make a claim for workers compensation for your work-related injury/illness where:

- you have lost time away from work (either totally off work or on modified hours/); and / or
- you have incurred medical and / or travel expenses.

You can obtain a copy of a workers compensation claim form from your Supervisor / Manager, Toll Regional Injury Management Advisor or through the Return to Work SA website ([www.rtwsa.com](http://www.rtwsa.com)). Your Supervisor / Manager or the Toll Regional Injury Management Advisor will help guide you through this process.

When you lodge a claim, the following documents must be completed and provided in order for your claim to be determined:

- Completed Claim Form.
- Work Capacity Certificate from your treating medical practitioner or hospital.

The above documents must be forwarded to your Supervisor / Manager or the Toll Regional Injury Management Advisor as soon as possible who will then in turn forward the documents to the Toll Senior Case Manager. A copy of your Work Capacity Certificate must be provided to your Supervisor / Manager regardless of who you provide the claim form to.

## 5.2 Claim Determination

On receipt of your workers compensation claim and supporting documents outlined above, and in accordance with the requirements of the Return to Work Act 2014, your Senior Case Manager will advise you in writing about the decision of your claim and (where necessary) the calculation of your average weekly earnings within 10 business days of receipt where possible.

Any time lost from work in relation to your injury/illness prior to the determination of your claim will be treated and processed as normal leave, (personal, sick and / or annual leave). If your claim is accepted, any leave processed during this period will be reinstated to your leave entitlements and the time absent will be converted to workers compensation leave. (NOTE: Casual employees are not entitled to paid personal and / or annual leave).

In some cases, a decision on a claim may be deferred while further investigations are conducted. The reasons for a claim deferral may include:

- an investigation into the claim to establish Toll's liability under the Return to Work Act 2014; or
- a need to obtain additional medical or factual information.

If your claim is deferred, the Toll Senior Case Manager will advise you in writing outlining the reasons for deferral and detail the further information required to determine your claim. You will also be offered "interim payments" which may include income support if time off work is required and you have no current leave entitlements or do not wish to access same, payment for treatment etc. If your claim for compensation is rejected, these payments are recoverable from you by Toll.

### 5.3 Claim Acceptance

If your claim is accepted you will be entitled to reimbursement for medical treatment, travel and pharmacy expenses and / or payment of income support.

#### 5.3.1 Income Support

Income support refers to your normal salary and maintaining your income if you are absent from work due to a work-related injury/illness and not able to earn your normal salary. A worker who is totally incapacitated for work will receive income support based on their average weekly earnings. The amount will be calculated as "Notional Weekly Earnings" or an amount the worker would expect to receive if they were working. If a worker is partially incapacitated for work (i.e. undertaking reduced days or hours of work) they will receive salary for the hours worked and income support weekly payments for the remaining hours unable to work due to the injury or illness.

Income support is payable at:

- 100% of the determined notional weekly earnings for 0-52 weeks from your first date of incapacity;
- 80% of the determined notional weekly earnings for 53-104 weeks (non-seriously injured) from your first date of incapacity;
- 80% of the determined notional weekly earnings from 53 weeks to retirement age from your first date of incapacity (seriously injured workers with a whole person impairment determined at 30% or more. See section on Serious Injuries)

#### 5.3.2 Lump Sum Compensation

Once you have reached maximum medical improvement and your medical practitioner has deemed that you have a permanent loss of function, you may be entitled to a lump sum payment for economic and non-economic loss, in accordance with Sections 56 and 58 of the Return to Work Act 2014. Independent medical opinion from an accredited impairment assessor is required to assess and enable the Senior Case Manager to determine your whole person impairment. You may apply in writing to the Toll Senior Case Manager for your entitlement to be assessed.

If you do not agree with the amount calculated, you may apply for a review through the SA Employment Tribunal (SAET) online (<https://www.saet.sa.gov.au/return-to-work/>).

## 5.4 Claim Rejection

If, after full consideration of all relevant information your claim is denied, the Toll Senior Case Manager will notify you in writing of the reasons for the decision and advise you of your right to have the decision reviewed by the SA Employment Tribunal. Details of this process will be outlined in the letter to you.

Should you disagree with any decisions that are made you can lodge an Application for Review with the SA Employment Tribunal (<https://www.saet.sa.gov.au/return-to-work/>) regarding:

- A compensation claim.
- Recovery & Return to Work Plan.
- Compensation payments being stopped or reduced.
- Any determinations or delays made on claims.

## 6. Recovery and Return to Work

You are entitled to a Recovery / Return to Work Plan if you sustain a work-related injury / illness in accordance with the Return to Work Act 2014 and one must be implemented after 4 weeks of certified incapacity for work. Workplace recovery and return to work is a managed process involving early intervention, appropriate, adequate and timely medical and occupational rehabilitation and return to work based on assessed needs to:

- enable injured workers to remain at work.
- return injured workers to suitable work in a timely and proactive manner.
- achieve the best practicable level of recovery following a work related injury or illness.
- reduce the impact of a serious work-related injury or illness.
- ensure early medical assessment and treatment occurs.
- implement strategies in the workplace to complement treatment plans and prevent aggravation of the condition.

Health Providers who may be involved with your recovery and return to work may include:

- Treating Medical Practitioner: a legally qualified medical practitioner chosen by the injured worker to participate in the injury management process.
- Medical Experts: a medical practitioner, specialist, physiotherapist, dentist, occupational therapist, podiatrist, optician, psychologist, physiotherapist, psychiatrist, speech pathologist who may be involved in treating your injury / illness.
- Internal Regional Injury Management Advisor and / or External Return to Work Consultant: a suitably qualified person who is appointed by Toll to assist you and your treating practitioners to achieve a safe and early return to work.

You are welcome to bring a support person to any return to work meeting arranged by Toll Holdings Limited.

### 6.1 When does recovery and return to work planning commence?

After you submit the injury report and claim for workers compensation your Supervisor / Manager and the Toll Regional Injury Management Advisor / External Return to Work Consultant will consult with you to prepare a Recovery / Return to Work Plan ('RRTWP').

The Toll Regional Injury Management Advisor / External Return to Work Consultant may contact you:

- To discuss your injury, suitable duties, your need for support and any other relevant issues;
- If a Recovery / Return to Work Plan (RRTWP) has been requested by your medical practitioner or is required pursuant to the Return to Work Act 2014.
- If you are absent from work or likely to be absent with a work related illness or injury.
- If your doctor prescribes modified or restricted hours and/or modified duties.
- To arrange a meeting to discuss your work capacity with your treating medical practitioner, with your authorisation.

## 6.2 What is a Recovery / Return to Work Plan?

Recovery / Return to Work Plans are used to guide a step by step process documenting the action that each party is required to undertake during the course of your recovery and return to work. Approved services and medical equipment are also noted in the plan where required. In most cases the Toll Regional Injury Management Advisor / External Return to Work Consultant will develop and prepare this in consultation with you, your Supervisor / Manager, treating medical practitioner and medical experts.

The Recovery / Return to Work Plan must comply with standards and requirements set out in the Return to Work Act 2014 and once established, the requirements become binding on both you and Toll. A copy of the plan will be provided to you and your Supervisor / Manager by the Senior Case Manager.

If you are not satisfied with the contents of the Recovery / Return to Work Plan you do have the right to submit an Application for Review to the SA Employment Tribunal.

If annual leave is taken during a Recovery / Return to Work Plan, the worker must notify the Toll Regional Injury Management Advisor / External Return to Work Consultant and Senior Case Manager. Workers compensation income payments will be suspended during the period of annual leave and be replaced by normal annual leave payments.

## 7. Provision of Suitable Employment

Injured workers who are incapacitated for their normal duties or hours of work will be provided with suitable employment as required by Section 18 of the Return to Work Act.

The Supervisor / Manager or Toll Injury Management Advisor / External Return to Work Consultant will develop a Recovery / Return to Work Plan that will include an offer of suitable duties that are available and adhere to medical restriction.

Where Toll cannot provide suitable duties, redeployment may be discussed and where required, Return to Work SA will be advised in writing that it is not reasonably practicable to provide suitable employment.

## 8. Seriously Injured

Being seriously injured means having a permanent whole person impairment of 30% or more as determined by an accredited impairment assessor (medical practitioner). Being seriously injured may or may not mean you will be able to return to work. Where you are able to return to work and maintain a degree of independence and should you choose to, Toll will provide all the necessary and reasonable support for you to do so.

Weekly payments for seriously injured workers are provided as follows:

*If any period of incapacity for work occurs within the period of 52 weeks from the date on which incapacity for work first occurs (The First Designated Period):*

- For any period of no work capacity for work, you will be entitled to weekly payments equal to your notional weekly earnings.
- For any period of capacity for work, you will be entitled to weekly payments equal to the difference between your notional weekly earnings and designated weekly earnings.

*For any period after the end of The First Designated Period then the following applies:*

- For any period of no work capacity for work, you will be entitled to weekly payments equal to 80% your notional weekly earnings.
- For any period of capacity for work, you will be entitled to weekly payments equal to 80% of the difference between your notional weekly earnings and designated weekly earnings.

You will also be entitled for the payment of costs associated with any medical treatment you may require, for the rest of your life as long as it relates to your original injury or illness.



Should it not be possible for you to return to work and where significant care is required, Toll will also ensure you receive the required income support until retirement age.

If you have not reached maximum medical improvement but believe you may be seriously injured, you can apply to the Senior Case Manager in writing to request that an assessment take place and interim decision be made in relation to your injury status until such time as you do achieve maximum medical improvement.

## 9. Dispute Resolution

If you are dissatisfied with any aspect of your claim or recovery and return to work you should immediately discuss your concerns with your Supervisor / Manager or Toll Regional Injury Management Advisor / External Return to Work Consultant. You can also request the Toll Senior Case Manager to review the matter. If your complaint is still not resolved you can seek a review by the Toll Group Manager of Workers Compensation and Injury Management.

### 9.1 Toll Group Open Door Policy

If you have a problem you would like to discuss and resolve, please take advantage of the Toll Group 'Open Door Policy'. Speak to your Business Unit or a member of the workers compensation team to arrange a mutually convenient date and time for discussion.

### 9.2 Grievance Resolution Standard

You will find detailed information on grievance procedures in the Toll Group [Grievance Resolution Standard](#). If you would like a copy of the Standard, please contact your Business Unit.

### 9.3 Workplace Behaviours Policy

Toll Group has in place formal policies to prevent employees from being the victims of discrimination, harassment, bullying, victimisation, vilification and violence. You will find detailed information on expected workplace behaviours in the Toll Group [Workplace Behaviours Policy](#). The Policy explains what your rights and responsibilities are in regard to workplace behaviours. If you have any questions or concerns regarding a workplace behaviour issue or would like a copy of our [Workplace Behaviours Policy](#), be sure to contact your Business Unit.

### 9.4 Whistleblower Policy

Toll Group has in place a formal [Whistleblower Policy](#) that encourages its employees and third parties to report any concerns relating to instances of suspected unethical, unlawful or other improper conduct. By doing so, you assist Toll to identify wrongdoing that may otherwise remain uncovered.

Toll is committed to:

- Listening to people who raise concerns.;
- Protecting them from unlawful retaliation as a result of their disclosures;
- Maintaining their confidentiality and protecting their identity when requested; and
- Assessing and investigating suspected wrongdoing or misconduct confidentially, impartially and fairly.

If you see or suspect some sort of wrongdoing or misconduct, we encourage you to report it to:

- The Toll Disclosure Hotline;
- Toll's Chief Compliance & Security Officer; or
- Other "Eligible Recipients" described in the Policy.

### 9.5 Toll Disclosure Hotline

The Toll Disclosure Hotline is an independent service that provides a process for employees to disclose concerns regarding incidents of fraud and improper conduct within the workplace. Employees are encouraged to make such disclosures in good faith knowing that they have the support of the Company to protect them against victimisation, harassment, or discriminatory treatment.

All disclosures will be investigated by the Company to ensure appropriate action is taken where necessary. The implementation of the Toll Disclosure Hotline complements the Company's commitment to a strong culture of corporate compliance and ethical behaviour.

The Toll Disclosure Hotline is currently available across all states and territories of Australia.

Telephone: 1800-623-925

Online: [EthicsPoint](#)

## 9.6 Reviewable Decisions

For reviewable decisions, you can submit an Application for Review form online (<https://www.saet.sa.gov.au/return-to-work/>).

## 9.7 Complaint to Regulator

You may also request Return to Work SA review the provision of any service provided to a worker under the Return to Work Act 2014, or to investigate any circumstance where it appears that Toll is not complying with any requirement of the Return to Work Act 2014 as to the retention, employment or re-employment of a worker.

## 9.8 Complaint to Ombudsman SA

Lastly, you may also refer certain complaints to the Ombudsman SA. For more information, you can contact the Ombudsman SA on (08) 8226 8699, email [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au) or visit their website, <http://www.ombudsman.sa.gov.au>.

# 10. Breach of Mutuality

This refers to a refusal or failure by you to undertake work that has been offered to you by Toll that you are capable of performing. It is expected that you will follow Toll procedures and communicate with all key parties regarding the Injury Management process. If you do not fulfil these obligations your weekly payments of income support can be discontinued. For example compensation can be discontinued if:

- You do not abide by, or comply with the approved Recovery / Return to Work Plan, or behave in a way that frustrates the objectives of the program / plan.
- Refuse to undertake suitable duties offered by Toll.
- You unreasonably discontinue suitable employment with Toll.

# 11. Rights and Responsibilities

## 11.1 Toll Responsibilities

- To allocate adequate resources to the rehabilitation and claims management processes;
- To ensure that claim forms are freely available to workers;
- To identify and comply with legislation relating to rehabilitation and claims management processes;
- To make a determination on a claim as expeditiously as reasonably practicable;
- To effectively communicate all determinations to the worker and to ensure that, in particular, the worker has a clear understanding of determinations which reject claims for compensation or reduce the worker's entitlements;
- To promptly calculate and pay a worker's weekly payments in line with normal pay cycles;
- To pay all other entitlements promptly and in accordance with the legislation and organisational policies and procedures;
- To review the amount of weekly payments made to a worker at least once per year, when appropriate;
- To compensate workers by way of a lump sum when the worker suffers permanent impairment greater than 5%;
- To review and update rehabilitation and claims management policies and procedures to ensure continued suitability and effectiveness;
- To provide suitable employment to a worker for which that worker is fit;

- To actively participate in the planning, implementation and review of workers recovery and return to work plans with the agreed primary goal of a return to work;
- To keep the worker's personal information confidential;
- To ensure that a suitable person reconsiders certain decisions on claims for compensation in the light of information supplied by the worker;
- To avoid unnecessary litigation and adversarial contests with the worker;
- To actively promote the responsibilities and accountabilities of line managers in the rehabilitation and claims management processes;
- To actively promote the concept of effective rehabilitation;
- To actively promote the concept of equitable claims management;
- To provide appropriate training for the organisation's personnel in the rehabilitation and claims management processes;
- To continuously improve the rehabilitation and claims management functions of the organisation;
- To have in place policies and procedures that provide direction as to how the organisation will carry out its activities and, in particular, meet its responsibilities.

## 11.2 Worker Responsibilities

- To report all incidents, accidents and disabilities to their Business Unit within 1 hour where possible but, in any event, as soon as practicable after the occurrence;
- To submit a claim for compensation form to their Business Unit or Toll Injury Management Personnel where the worker wishes to claim for weekly payments or other expenses;
- To participate in the incident and accident investigation process;
- To provide their Business Unit with work capacity certificates throughout the duration of any incapacity for work;
- To undertake appropriate treatment from medical experts of their choice to facilitate a safe and suitable return to work;
- To arrange appointments so as to avoid disruption to the undertaking of suitable duties;
- To actively participate in the planning and implementation of a recovery and return to work plan;
- To actively participate in a recovery and return to work plan with the agreed primary goal being return to work;
- To accept the provision of safe and suitable alternate duties where they form part of an agreed recovery and return to work plan;
- To undertake safe and suitable work that has been offered and for which the worker is capable of performing;
- To comply with agreed medical constraints;
- To keep the Business Unit and Regional Injury Management Advisor informed of the progress of any recovery and return to work plan;
- To notify the Business Unit and Regional Injury Management Advisor when unable to commence work as expected by the Business Unit;
- To attend all appointments and give reasonable notice and reasons prior to cancellation;
- To avoid unnecessary litigation and adversarial contests with Toll.

## 11.3 Toll Rights

- To make any investigations and enquires necessary to determine a claim;
- To require a worker to submit to an independent medical examination for the purpose of assessing the nature, extent or probable duration of a worker's disability prior to the determination of a claim;
- To require a worker to submit to an independent medical examination for the purpose of reviewing the extent of the worker's incapacity;
- To appropriately reduce or disallow any service or expense associated with the disability;
- To vary, reduce, suspend or discontinue weekly payments under specific circumstances;
- To be kept informed of developments and progress regarding the worker's disability;
- To expect the worker to actively participate in the planning and implementation of a rehabilitation and return to work plan;
- To have disputes heard by the South Australian Employment Tribunal without bias towards employers or workers.

## 11.4 Worker Rights

- To fair compensation for employment-related disabilities;
- To choose their own treating medical experts;
- To be involved meaningfully in all discussions and actions relating to their rehabilitation and to have a representative present during all discussions;
- To be provided with a recovery and return to work plan which takes account of individual needs including recognition of cultural or linguistic background;
- To be provided with an effective rehabilitation service (internal/external) which focuses on an early return to work;
- To have a recovery and return to work plan reviewed or changed where it is deemed to be ineffective or unsatisfactory;
- To have access to medical or vocational information which relates to their recovery and return to work plan and is in Toll's possession;
- To be provided with a current copy of their recovery and return to work plan;
- To have personal information kept confidential;
- To seek independent advice before signing any documentation;
- Not to be dismissed from employment or be redeployed due to participating in a recovery and return to work plan;
- Not to be required to perform duties which are in contravention of agreed medical constraints;
- To be compensated by way of a lump sum when the worker suffers certain permanent compensable disabilities;
- To have a support person at meetings;
- To have certain decisions on claims for compensation reconsidered by a suitable person in the light of information supplied by the worker;
- To have disputes heard by the South Australian Employment Tribunal without bias towards employers or workers.

## 12. Contact Details and Further Information

Tamra Davis  
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**Senior Case Manager**  
Phone: (08) 7224 5903  
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Toll Group  
**Regional Injury Management Advisor SA**  
Phone: 0466 484 453  
Email: [claudine.tume@tollgroup.com](mailto:claudine.tume@tollgroup.com)

Glen Marks  
Toll Group  
Toll Group Manager Workers Compensation and Injury Management  
Phone: 0414 284 924  
Email: [glen.marks@tollgroup.com](mailto:glen.marks@tollgroup.com)

Return to Work SA  
Phone: 13 18 55  
Address: 400 King William Street, Adelaide SA 5000  
Email: [info@rtwsa.com](mailto:info@rtwsa.com)

SA Employment Tribunal (SAET)  
Phone (08) 8207 0999  
Email [saet@sa.gov.au](mailto:saet@sa.gov.au)

SafeWork SA  
Phone: 1300 365 255  
Email: [help@safework.sa.gov.au](mailto:help@safework.sa.gov.au)

Ombudsman SA  
Phone: (08) 8226 8699  
Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

### 13. Document Control

Effective Date: 01/04/2020  
Owner: Senior Case Manager  
Author: Tamra Davis

### 14. Amendments

Version	Amendment	Section	Date	Author
1.0	Change of Regional Injury Management Advisor Contact	12	1 September 2021	Tamra Davis
2.0	Update to include hyperlinks to Toll SharePoint and general review.	All sections	1 April 2022	Tamra Davis

## Appendix A. Roles and Responsibilities

Role	Responsibilities
Worker	<ul style="list-style-type: none"> <li>Report all workplace injuries to your Supervisor / Manager immediately.</li> <li>Undertake appropriate treatment from a doctor to remain at work or return to work.</li> <li>Complete a claim for compensation if treatment is required and/or time lost from work.</li> <li>Actively participate in the rehabilitation process.</li> <li>Comply with Recovery / Return to Work Plans (RRTWP) developed and approved.</li> <li>The right to choose your own treating healthcare professional.</li> <li>Keep all medical appointments where possible to outside normal working hours.</li> <li>Work capacity certificates are current, within expiry date and provided to your manager and Toll Injury Management Advisor on the same day of the medical appointment (preferably)</li> <li>Advise your Supervisor / Manager immediately if you experience any problems performing suitable duties as set out in the Recovery / Return to Work Plan (RRTWP).</li> <li>Attend medical examinations required to assess capacity to work or determine ongoing compensation entitlements.</li> </ul>
Manager / Supervisor	<ul style="list-style-type: none"> <li>Workers are seen by designated first aid officer immediately following a report of injury.</li> <li>If agreed to by worker, worker is accompanied to the preferred medical centre within 1 hour, when medical treatment is required.</li> <li>All injuries are reported in TRAC within 24 hours.</li> <li>Notify Toll Injury Management Advisor of the injury within 24 hours.</li> <li>Where a claim form is completed, sent to the Toll Senior Case Manager within 24 hours.</li> <li>Ensure work capacity certificates are current and within expiry dates.</li> <li>Offer suitable duties within certified medical restrictions.</li> <li>Maintain continuous contact with the injured worker.</li> </ul>
Regional Injury Management Advisor	<ul style="list-style-type: none"> <li>Assist workers and managers complete claim forms as soon as possible, and provide to Toll Senior Case Manager within 24 hours of receipt.</li> <li>Develop Recovery / Return to Work Plans in consultation with Workers, Supervisors / Managers and treating medical providers and provided to the Toll Senior Case Manager for approval.</li> <li>Ensure work capacity certificates are current, within expiry date and sent to Toll Senior Case Manager within 24 hours.</li> <li>Ensure all key stakeholders are aware of their return to work obligations, rights and responsibilities.</li> <li>Provide injury management intervention to assist workers until claim finalisation.</li> <li>Keep file notes and copies of approved RRTWP, work capacity certificates and medical information in a secure location to protect injured worker's privacy.</li> </ul>
Senior Case Manager	<ul style="list-style-type: none"> <li>The Toll Senior Case Manager has the delegated authority to make decisions for Toll in relation to all South Australian workers compensation claims.</li> <li>Ensure all workers compensation claims and return to work activities are administered and managed in accordance with the Return to Work Act 2014 and regulations, including Return to Work SA Code of Conduct for Self-Insured Employers.</li> <li>Assess, determine and manage all aspects of workers compensation claim entitlements and benefits in accordance with the Return to Work Act 2014 and regulations.</li> <li>Review and authorise payment of injured worker and claim related expenses.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure all necessary information and documents are reported or provided to Return to Work SA.</li> <li>• Ensure all workers compensation information is accurately entered into the workers compensation database and such data is maintained and reported to Return to Work SA.</li> <li>• Maintain proactive and sound communication with all key stakeholders.</li> <li>• Maintain all claim information in a secure environment and protect workers privacy.</li> </ul>
<p>Toll Group Manager                  Workers Compensation                  and Injury Management</p>	<ul style="list-style-type: none"> <li>• Ensure the effective implementation of Toll Workplace Rehabilitation Policy, Standard and Injury Management Procedures.</li> <li>• Provide resources to manage workplace injury and rehabilitation.</li> <li>• Provide and support a workplace based rehabilitation program for injured workers.</li> <li>• Monitor workers compensation performance and respond to Toll’s commitment to equitable claims management.</li> <li>• Has the delegated authority to make decisions for Toll on all compensation claims and to exercise Toll claims management delegation under the Return to Work Act 2014.</li> </ul>

## Appendix B. Definitions

Term / Acronym	Definition
Act	<ul style="list-style-type: none"> <li>The Act means the <i>Return to Work Act 2014</i>.</li> </ul>
Early Intervention Program	<ul style="list-style-type: none"> <li>The Toll Group Early Intervention Program as prescribed within the Toll Group Early Intervention Program Procedure.</li> </ul>
Senior Case Manager	<ul style="list-style-type: none"> <li>The appointed representative of Toll Group who is the authorised officer to make claim decisions and administer the Act, Self Insurance Code of Practice and licence conditions, as delegated under Section 134 of the Act.</li> </ul>
Prescribed Work	<ul style="list-style-type: none"> <li>Prescribed work means classes of work as detailed in the Return to Work Regulations 2015.</li> </ul>
Regulations	<ul style="list-style-type: none"> <li>The Return to Work Regulations 2015.</li> </ul>
Regional Injury Management Advisor	<ul style="list-style-type: none"> <li>Regional Injury Management Advisor appointed by Toll Group to develop and promote injury management strategies that focus on early recovery and safe and durable return to work.</li> </ul>
SAET	<ul style="list-style-type: none"> <li>Acronym for the SA Employment Tribunal.</li> </ul>
TRAC	<ul style="list-style-type: none"> <li>Toll Group Safety System for reporting incidents and injuries.</li> </ul>
WPI	<ul style="list-style-type: none"> <li>Whole person impairment as determined by an accredited medical practitioner in accordance with the Impairment Assessment Guidelines in accordance with Section 22(2) of the Act.</li> </ul>
Work Capacity Certificate	<ul style="list-style-type: none"> <li>An approved medical certificate completed by a legally qualified health practitioner as prescribed by the Act.</li> </ul>



## Appendix C. Toll Group Wellbeing Program

# Toll Group Wellbeing Program

## Support for our employees and their families

The Toll Wellbeing Program offers a range of Wellbeing and Mental Health awareness and training as well as confidential support and resources for our employees and their families.

This includes our Chaplaincy, Employee Support, Employee Assistance Program (EAP) and Mental Health First Aid (MHFA) training



### Support includes:

- Family Crisis
- Relationship issues
- Domestic problems
- Addiction issues
- Bereavement and grief
- Mental health issues
- Absenteeism
- Communication
- Traumatic or critical event
- Coping with change
- Conflict

### The Wellbeing team are:



**Toll Group**  
Ruth Oakden  
(Senior Chaplain)  
Group Manager Wellbeing  
**+61 (0)419 446 269**  
ruth.oakden@tollgroup.com



**Global Logistics (Australia)**  
Millin Curtis  
(Chaplain)  
Manager Wellbeing GL (Au)  
**0421 585 218**  
millin.curtis@tollgroup.com



**Global Forwarding, Toll People and Corp. Functions (Australia)**  
Brian Keane (Chaplain)  
Manager Wellbeing GF, TP, CF (Au)  
**0466 152 560**  
brian.keane@tollgroup.com

### Other support options

Lifeline 13 11 14  
Beyond Blue 1300 224 636  
Suicide Call Back Service 1300 659 467

Our Employee Assistance Program, EAP



1300 687 327  
1300 OUR EAP



For more resources from our Wellbeing Team visit SharePoint  
[tollgroup.sharepoint.com/sites/wellbeing](https://tollgroup.sharepoint.com/sites/wellbeing)

