



If You Are Injured at Work Information

The health and welfare of all Toll employees is an ongoing priority for the organisation. To that end we are committed to the provision of a workplace that is safe and without risk to health and safety and to the prevention of workplace injuries or illness.

It is recognised, however, that injuries may occur. In line with our Workplace Rehabilitation Policy, Toll has developed a workplace rehabilitation and return to work program to assist you in your recovery so that the impact to you and your family is minimised. Toll employees are required to actively participate in the return to work rehabilitation progress.

If you are injured at work, getting back to work or staying at work is an important step in recovering from a work-related injury and means you can return to normal life. Returning to work may mean you've gone back to your old job or another job. However, being injured at work doesn't always mean time off work. Continuing to work during your rehabilitation, called recover at work, is often the best thing for you. This can mean working reduced hours or lighter duties (suitable duties).

Research tells us that stay at work has important health and well-being benefits. An early return to work and activity helps prevent long-term disability and improves the likelihood of you continuing to work once you've returned (called sustainable return to work).

A key component of the program is that you receive immediate medical treatment and that you safely return to your pre injury duties as soon as possible.

Report Your Injury Immediately

We take all injuries, no matter how minor seriously at Toll. If you have sustained an injury you are required to immediately report it to your Manager / Supervisor. You will then be assessed by an authorised first aider.

If the authorised first aider or your supervisor considers that a further assessment is required they can arrange a medical assessment or you may consider using Toll's Early Intervention Program (EIP) by calling the **Toll InitialCare number 1300 031 057** for advice about managing your injury and a medical appointment if necessary.

An on line injury report will be completed by your Manager / Supervisor which is logged into the Toll Group Incident reporting system (TRAC) and an incident investigation will be completed.

If you don't report as soon as you are aware of your injury it may delay the commencement of payments, treatment and your injury recovery

Initial Medical Assessment

Initial Medical assessments are conducted by medical practitioners. It is important that you receive appropriate medical treatment as soon as possible after your injury. Delaying appropriate treatment can affect your recovery.

If you require treatment and are unable to perform your normal duties, you'll need a Certificate of Capacity from a medical practitioner. Toll has engaged Occupational Medical Clinics which are familiar with our workplace, to support you in your treatment and recovery. This enables you to be seen promptly without having to travel unnecessary distances and therefore not risking your health and safety. You are not obligated to attend there for treatment. It is your right to choose your own medical practitioner. If you do need time off work or have reduced work capacity, you

need to nominate who you want as your treating doctor for the development of your Recover at Work or Work Injury Recovery Plan

If your condition is assessed as non- work related you will be issued with a personal medical Certificate.

It is likely your supervisor or manager will accompany you to your medical assessment to ensure your immediate needs are met. If this does not occur you are required to report to your Manager / Supervisor immediately after attending the doctor, providing them the outcome of your visit.

It is also important consultation occurs with you and the treating doctor regarding any suitable duties if medically recommended. This will assist you in your recovery and return to work.

Certificates of Capacity

The medical practitioner will issue a valid WorkCover Certificate of Capacity if the doctor deems your condition is work related at the initial assessment. The certificate will nominate your physical restrictions where suitable duties are required and absences from work due to your condition. You do need to provide the certificate to your Manager/Supervisor immediately upon receipt from your medical practitioner.

It is your responsibility to:

- Ensure that the dates on your certificates are consecutive (i.e. if your last certificate expired on the 27 June, your new certificate will start no later than 28 June).
- Ensure that you make and attend appointments with your medical practitioner so that you have consecutive certificates
- Ensure the Employee Declaration is completed in full.
- Ensure that you provide ongoing valid Certificates of Capacity until you are able to return to your pre-injury duties

If you attend for work and your Certificate of Capacity has expired you will be required to leave work and return with a current Certificate of Capacity.

Back dated certificates will not be accepted. A back dated certificate is one that is dated on a date before you were examined by, or consulted with the doctor .Your doctor may include a period prior to the examination or consultation if there is clinical evidence or other reasons to do so however we may need to clarify that with them on receipt. Delays in presenting your Certificate of Capacity may result in late payment of wages and medical expenses. You cannot perform any suitable or modified duties or be cleared to return to pre-injury duties without a current and valid Certificate of Capacity.

If you are unable to attend for work you are required to contact your Manager / supervisor immediately. You will then be required to attend your medical practitioner to be certified to obtain a Certificate of Capacity.

Obligations - Suitable Duties

To the extent that it is reasonably practicable, Toll will provide you with suitable duties when you have some capacity for work. Suitable duties means tasks a worker can do, taking into account their current work capacity and medical advice, the nature of their pre-injury employment, their age, education and experience. It could mean doing modified or alternate duties, or working reduced hours while you recover and until you can return to your normal pre injury duties.

Suitable duties are short term time limited changes to your normal working arrangements and are not an offer of ongoing employment in a different capacity.

The information on the Certificate of Capacity applies whilst at work and also outside of work. You do need to adhere to these restrictions during the period of your recovery.

Return to Work Plans

A Recover at Work (RTW or Injury Management) Plan will be developed if you are unable to perform your normal pre injury duties as a result of your injury.

The plan is a document that sets out modified duties to your daily work tasks. The plan will list your current capacity, duties you are required to undertake, when these duties are required to be performed and when the plan will be reviewed. The RTW plan should be signed by you, your manager, your nominated treating doctor and your injury management advisor (where required). You can be asked to perform duties anywhere in your normal hours.

A plan will be developed immediately after your injury when you return to work and in consultation with you. Your supervisor/manager will provide tasks suited to your work capacity and to meet any restrictions which have been identified on your Certificate of Capacity.

Regular meetings will be held to review and upgrade your plan, taking into account your recovery rate and the requirements of the Certificate of Capacity.

Rehabilitation providers, physiotherapists, doctors, and Toll's Injury Management Advisors may assist in the process of identifying what you are able to do, assisting you in returning to work.

Your Obligations & Responsibilities

You need to actively participate in the development and implementation of your Recover at Work (RTW and Injury Management) Plan and to make **all reasonable efforts to return to work as soon as possible**, taking into account any restrictions which relate to your injury. If you do not actively participate you risk having your entitlements to compensation suspended.

You should discuss any issues that you may be having with your Recover at Work Plan with your supervisor/manager and Injury Management Advisor immediately, or a member of the Health Safety Team.

Everyone involved in the management of your injury, including you, has an important role to play in assisting you to return to work safely.

You are responsible for the following:

- Reporting all injuries to your supervisor as soon as possible.
- Provide accurate information about any aspect of your injury or claim
- Seeking appropriate and reasonable treatment for your injury and actively participating in the rehabilitation process
- Attend medical appointments outside of your working hours (where practical)
- Participate in the development of and comply with your Recover at Work Plan and Obligations
- Ensure all Certificates of Capacity are current and within expiry dates
- Advise your Manager / Supervisor immediately if you experience any problems performing Suitable Duties as set out in the Recover at Work Plan
- Actively participate and cooperate in assessments of your capacity for work, rehabilitation progress or future employment prospects , if so required by the employer
- Actively participate and cooperate with the Toll Workers Compensation team in an interview to enhance your opportunities to return to work, when requested to do so.
- Provide a full medical clearance to return to full-time normal duties when your injury has resolved.

Consequences for not complying with your obligations and responsibilities may result in a suspension of your workers compensation benefits.

Manager / Supervisors Responsibilities

- Making sure you are seen by a designated first aid officer immediately following a report of injury
- You are escorted/referred to the Site Preferred Medical Clinic within 1 hour, when medical treatment is required
- All injuries are reported in the Toll Safety System within 24 hours
- Information requested by the Workers Compensation team to assist in recording and assessing reported injuries is provided promptly
- Medical certificates of capacity are current and within expiry dates
- Providing suitable duties where possible in line with your restrictions.
- Recover at Work Plans are signed and agreed to before commencing your suitable duties
- Ongoing plans reflect current medical restrictions and are updated regularly
- You are performing only the duties outlined in the plan
- Assisting you with any concerns that you may have with your injury

Your Treating Doctor's Responsibilities

Your treating doctor is the medical practitioner nominated by you to manage your recovery from injury and to assist in your safe return to employment.

Your doctor must be prepared to cooperate and communicate with Toll about your injury and the plan of action to assist your recovery and safe return to employment.

You must authorise your doctor to provide relevant information about your injury and needs to your employer and insurer. You do this by signing the SIRA Certificate of Capacity or an Authority to release medical information form

Your treating doctor is responsible for;

- Providing you with a Certificate of Capacity if you have a work-related injury or illness and identifying your medical restrictions
- Recommending and organising treatment for your injury or illness
- Providing referrals for specialist reviews.
- Cooperating and communicating with Toll, and your rehabilitation provider (if involved) about your health condition, progress and needs
- Reviewing your condition and capacity for work on a regular basis.

Injury Management Advisors

- Providing advice and assistance to you when required.
- Supporting and assisting your manager/supervisor in identifying suitable duties for you and in developing and monitoring your Recover at Work Plan
- Liaising with your nominated treating doctor, manager/supervisor and other treatment providers.
- Referral to workplace rehabilitation providers, when appropriate.
- Maintaining confidentiality of your medical, injury management and workers compensation information.

Toll Workers Compensation

Toll Holdings us a self-insurer. Simply, this means that Toll will manage your injury and workers compensation entitlements direct rather than passing them on to an insurer or scheme agent to

manage. We believe this is the most effective arrangement and ensures quicker, more cost-effective resolution of workers' compensation issues.

Under the NSW Workers Compensation legislation and framework, compensation is provided to all injured workers who qualify under workers' compensation legislation. If you are a worker and you sustain an injury as a result of your employment, you may be entitled to Workers' Compensation. Your employment must be a significant contributing factor to your injury. Toll's Workers Compensation team is responsible for ensuring you receive the appropriate assistance for your claim.

This also includes;

- Determination of your claim
- Payment of weekly payments
- Payment of reasonable medical and like expenses
- Approved hospitalisation costs
- Reasonable travelling expenses for treatment
- Reasonable rehabilitation costs (i.e. Physiotherapy, chiropractor) and
- Lump sum payments for permanent impairment.

Workers Compensation Entitlements

Toll will provide written advice to you to confirm that your weekly payments have commenced and what your weekly compensation entitlement is and how it was calculated. You can seek review of the amount determined and we will provide information on how to do that.

If we have reasons not to commence payments we will let you know why, what needs to be done and what we are doing to determine liability.

If you are unable to work during this period then you can access your own personal leave entitlements. If your claim is accepted, these will be credited back to you.

Once Toll has accepted your claim, any necessary and reasonable costs relating to your injury will be covered.

If you have not returned to your pre-injury duties because of your injury, you may be entitled to receive workers compensation benefits. The amount of your entitlement will be dependent upon your certification, the length of your claim and the workers' compensation payment guidelines and relevant legislation.

If you have any questions in regards to your Workers Compensation Entitlements please contact your Toll Case Manager.

Where to get further information

Further information about your rights and obligations as a worker is available in a number of publications, which are available from your Injury Management Advisor or Case Manager upon request:

Toll Workers Compensation NSW/ACT
Tel: 02 8700 3103 (ask for a Case Manager)
Email:
nswwc@tollgroup.com

Workers Compensation Independent Review Office (WIRO)
www.wiro.nsw.gov.au
Tel: 13 WIRO (13 9476)

State Insurance Regulatory Authority (SIRA)
www.sira.nsw.gov.au
Tel: 13 10 50