

Early Intervention Program: InitialCare

Information for Injured Workers

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Version 3.0



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Early Intervention Program

Information for Injured Workers

Introduction to Toll's Early Intervention Program

Toll's Early Intervention Program is designed to make sure that all Toll employees who report a work-related injury can receive early advice, medical treatment and a safe transition back to work.

At Toll, we are committed to supporting the health and well-being of our employees. Our Early Intervention Program is accessible nationally to all full-time employees and Toll People candidates employed by Toll. The program is designed to assist you in recovering from work-related injuries by providing timely and effective support tailored to your needs.

Due to variations in workers' compensation legislation across Australia, the Early Intervention Program operates differently in each state and territory. In New South Wales (NSW) and Tasmania (TAS), specific legislative requirements mean that every reported injury must be managed as a workers compensation claim (subject to liability decision). In contrast, in all other states and territories, Toll employees who have sustained a work-related injury can access the full benefits of the Early Intervention Program before progressing to a workers' compensation claim if required.

The benefits of the Early Intervention Program include:

- Prompt medical assessment and treatment
- Access to rehabilitation services
- Guidance and support throughout your recovery
- Assistance in returning to work safely and efficiently

We encourage you to take the time to read this booklet to understand how Toll's Early Intervention Program can assist you during your recovery journey. Whether you are based in NSW, TAS, or any other part of Australia, our commitment to your health and recovery remains our priority.

Using InitialCare

Toll's Early Intervention Program is designed to make sure that all Toll employees who report a work-related injury can receive early advice, medical treatment and a safe transition back to work.

If you have reported a work-related injury to your manager or supervisor, you will have been offered access to Toll's Early Intervention Program; InitialCare. This is a 24/7 telephonic nurse triage service which, if needed, can refer you to MAX Health's network of doctors and physiotherapists. MAX Health have the largest network of treating practitioners in Australia and the practitioners are independent from Toll. The advantage of using the program's network of treating practitioners is that it guarantees easy access to treatment either on the same day or next day following your reported injury.

It is important to understand that Toll's Early Intervention Program is voluntary, and you always have the option of seeing a different doctor or physiotherapist.

If you decide that you want to access the program, Toll will pay for;

- Up to four doctor appointments
- Up to four physiotherapy appointments
- Basic imaging such as x-rays
- Basic ancillary costs such as bandages, dressings, strapping, heat packs or medication

What happens next?

After you have reported your injury to your supervisor and have decided that you want to opt in to Toll's Early Intervention Program, your supervisor will call the nurse triage service and advise them of your injury. Be prepared to speak to the nurse and tell them about your injury. They will take down the injury information and decide on the best course of medical management. The outcome of the nurse triage will be one of the following:

- Provide you with advice on first aid and self-management
- Recommend emergency care
- Refer you to an MAX Health network doctor or physiotherapist

In some situations where an onsite physiotherapist is known to operate on a Toll site, the triage outcome may also be to "Refer to Onsite Physio".

Appointments

If you are referred to a network doctor or physiotherapist, MAX Health will coordinate and schedule the appointment on your behalf. Your supervisor will also receive notification of the appointment details. You retain the right to choose who may be present during medical appointments for your injury. If the medical practitioner determines that you are unable to perform the full requirements of your role, a Work Capacity Certificate must be issued. This certificate should outline your capacity for work, including any applicable restrictions. Toll will then collaborate with you to identify appropriate and suitable duties that support your recovery and return to work.

Any further appointments to be scheduled will be made between you and your network doctor or physiotherapist.

Injured worker responsibility

- Confirm your agreement to opt in to the InitialCare Program by signing and returning the Declaration and Authority on Page 7 of this booklet to your Manager and /or Toll Injury Management Advisor.
- Attend your appointments
- Discuss any restrictions recommended by your treating practitioner with your supervisor and Toll Injury Management Advisor
- Keep track of your appointments and organise follow-up appointments, as Max Health will only schedule the initial consultation (up to 4 physio and 4 doctor appointments)
- You have the right to submit a claim form at any time, particularly if your treatment needs exceed the scope of the InitialCare Program or if you choose to opt out of the Program
- Work in accordance with your restrictions or return to work plan (if applicable)
- Advise your supervisor of any difficulties you may be experiencing regarding your injury

Payments

You will not need to pay the network doctor or physiotherapist for treatment, as this will be paid for by Toll. You should not exceed four doctor or four physiotherapist appointments under the Early Intervention Program. If further treatment is required, you may need to claim workers' compensation.

If you do incur any out-of-pocket costs, these can be reimbursed. Please follow up with your Injury Management Advisor, who will provide you with the necessary form and information on how the reimbursement process works.

All treaters within the MAX Health network are provided with a referral form outlining how to process invoices for your treatment. If you experience any further issues or concerns, you can reach out to the Early Intervention Manager for additional support and assistance at EIP@tollgroup.com.

Medical certificates

If your network doctor issues you with a medical certificate, please provide a copy to your supervisor or manager.

N.B If your doctor has stated in your medical certificate that you have a restriction regarding your capacity to work, Toll is committed to finding you suitable duties.

Discuss with your supervisor or manager what duties you are capable of performing. **Your Injury Management Advisor (IMA) will also be in contact with you to assist with your return to work.**

Submitting a claim form

You have the right to opt out of Toll's Early Intervention Program at any time and lodge a workers' compensation claim if you prefer. For example, if your injury requires more than four sessions of physiotherapy or time away from work to recover, you may choose to submit a claim form. Your Injury Management Advisor is available to support you in understanding your options. Once a claim form is submitted, your injury will be managed by Toll's Workers' Compensation team.

Remember, you have the right to claim workers' compensation if you are injured at work.

Your medical information

All information generated through the Early Intervention Program will be retained confidentially and used solely for the purposes of rehabilitation and supporting your return to work. This information will not be used for any other employment-related purposes.

In the event that a workers' compensation claim is lodged, Toll's Workers' Compensation Team may request access to an employee's medical records in jurisdictions where Toll is a self-insurer, such as Queensland and South Australia, provided that an appropriate authority is in place. In Western Australia, the Northern Territory, and Victoria, Allianz, as Toll's insurance company, will determine if further medical information is required.

Further information on the Early Intervention Program can be obtained from your manager, your IMA or by accessing Toll's intranet site. If you have any further questions regarding the Early Intervention Program, contact Early Intervention Manager, email: EIP@tollgroup.com.

Frequently Asked Questions

1. What type of injury can be treated under Toll's early intervention program, InitialCare?

The early intervention program applies to any physical work-related injury. The program does not cover treatment for conditions not relating to work such as sports injuries sustained outside the workplace or for pre-existing medical conditions or injuries.

2. If I am injured at work, do I have to take part in the program?

No, the program is completely voluntary. You can opt out at any-time in preference to proceeding with a formal workers' compensation claim.

3. What happens if I want to see my own doctor or physiotherapist for a work-related injury?

You are able to choose your own doctor or physiotherapist for a work-related injury. However, the Early Intervention Program can only fund your treatment costs when you are referred by MAX Health to a network doctor or physiotherapist. If you prefer to be reviewed by your own General Practitioner or see your own physiotherapist, you have the option to self-fund the treatment. Alternatively, you may choose to lodge a formal workers' compensation claim to seek reimbursement for treatment costs or ongoing support.

4. What is the role of MAX Health?

MAX Health is the company which provides the nurse triage service to Toll, and they provide access to the network of doctors and physiotherapists.

5. Who will call the InitialCare triage nurse following an injury?

Your supervisor or manager will call the triage nurse and will explain that you have been injured and give them your name, business unit and site location. You will then speak directly to the triage nurse to describe your injury.

6. What will the triage nurse ask me?

The triage nurse will ask you to explain what happened when you injured yourself and ask you to describe your symptoms. They may also ask you to send a photo so that the injury can be visually assessed during the call.

7. What are the outcomes of the nurse triage service?

The triage nurse will advise you on one of the following outcomes:

1. Provide advice on first aid and self-management.
2. Provide a referral to a network doctor or physio.
3. Recommend emergency care.

8. Who arranges my appointment with a network doctor or physio?

MAX Health will arrange your first appointment in consultation with you. They will always try to get you the first available appointment. If your doctor or physiotherapist recommends further treatment, they will arrange this directly with you.

9. Can I see a psychologist as part of the early intervention program?

No, psychology services are not covered by the early intervention program. You may be able to seek assistance as part of Toll's Employee Assistance Program (EAP).

10. Will the early intervention program cost me anything?

No. The program costs are paid for by Toll. Up to 4 doctor and 4 physiotherapy appointments are covered by the program, in addition to basic medical expenses such as x-rays and ancillary costs (bandages and medication etc).

11. What if my doctor requested further tests?

If a test falls outside of the scope for the Early Intervention Program (EIP) (e.g. a doctor requests an MRI scan), the Injury Management Advisor will contact the Early Intervention Manager (EIM) to discuss the request. The EIM will determine whether the request can be approved through the EIP or if a workers' compensation claim will need to be lodged to cover the additional costs.

12. How long can I stay in the program?

The length of the program will differ depending on the nature and severity of your injury. Your treating practitioners will determine the expected recovery period for your injury. However, once you have exhausted your 4 doctor and physiotherapy appointments, you may need to lodge a workers' compensation claim if further treatment is required.

13. Does the program pay wages if I am unable to work my usual hours?

No. In most cases, Toll will be able to provide you with suitable duties to enable you to return to work on full hours. However, if your doctor advises that you are unable to work your usual hours, you will need to submit a claim for workers' compensation.

14. Can I still claim workers' compensation after I have accessed the early intervention program?

Yes, you can still lodge a workers' compensation claim after accessing the Early Intervention Program. However, it is important to note that time limits apply to lodging a claim following an injury. In most jurisdictions across Australia, you generally have up to six months from the date of injury to submit a claim. If you have any concerns or questions about lodging a claim, or if you are unsure about the specific timeframes applicable to your situation, please discuss them with your Injury Management Advisor. They can provide guidance and ensure you have the necessary information to proceed.

15. If I claim workers' compensation, am I able to see the same doctor and/or physiotherapist that I had seen as part of the program?

Yes, however the early intervention program will no longer fund the treatment. Once you have an accepted claim, workers' compensation will pay your treatment costs.

16. What if I am unhappy about the triage outcome or treatment?

If you are unhappy with the Early Intervention Program process or outcome, please speak to your supervisor or manager to address and resolve the issue. You also have the right to opt out of the program at any time and choose to see a different doctor.

It is important to note that you have the right to decide who attends your medical appointments, and this decision is entirely up to you. Additionally, Toll cannot and will not persuade or prevent you from lodging a formal workers' compensation claim if you choose to do so. If you have any concerns about the process, you are encouraged to discuss them with your Injury Management Advisor for further guidance and support.

17. Where can I get more information?

You can contact your Injury Management Advisor for further details or to discuss any questions you may have about the Early Intervention Program, workers' compensation, or your recovery process.

Additionally, you have the right to seek advice and support from other parties, including a union representative, a solicitor, or another registered industrial organisation, as you consider appropriate. These professionals can provide independent guidance to ensure you are fully informed about your rights and options.

If you need further assistance or have specific questions about the Early Intervention Program, you can also contact the Early Intervention Manager for additional information at EIP@tollgroup.com.

Declaration and Authority

Declaration

Please read the following declaration and sign where indicated

I confirm that I have received Toll's *Early Intervention Program Information for Injured Workers* and understand that I have a right to claim workers compensation now or in the future for this work-related injury. I understand that using Toll's Early Intervention Program is voluntary and I can cease using the program at any time.

I am aware that if I choose to lodge a claim for compensation at a later date for this injury, I must lodge the claim within six months from the date I first saw the doctor. I understand that failing to lodge a claim within this timeframe may result in the claim being considered invalid and out of time. I also understand that the Early Intervention Program is limited, and any time I take off work due to this injury will not be paid under the scope of the program. Instead, I will be required to use the provisions of any personal leave balances available to me.

Name:	
Signature:	
Date:	

Authority

I hereby authorise my employer Toll Holdings¹ and its authorised delegates to contact and obtain information (either verbal or written) in relation to my injury/illness that occurred on:

Date of Injury:	
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I understand that information relevant to my injury or illness may be obtained for the purposes of rehabilitation and supporting my return to work. This information will be obtained from my treating medical practitioners. I authorise my treating medical practitioners to release relevant information, including full copies of medical reports related to my injury, to Toll Holdings and its authorised delegates.

I acknowledge that any information collected will be used solely for the purposes of rehabilitation and return to work and will not be used for any other employment-related purposes. This information will be managed in accordance with the Toll Group Privacy Policy and will only be used for the purpose for which it was collected or for directly related purposes.

I further understand that I have the right to withdraw, modify, or change my consent at any time by providing written notification. I acknowledge that such changes to my consent may impact my rehabilitation and the support available to me under the Early Intervention Program.

A photocopy of this Authority shall be as valid as the original thereof. As per Toll Group Policies², Toll will only use collected data for the purpose for which it was collected or for related purposes.

Name:	
Signature:	
Date:	

¹ Toll Holdings and its subsidiaries

² [Toll Group Privacy Policy](#) [Toll Group Workplace Rehabilitation Policy](#)