HSSE Program

Toll Holdings Ltd – Accredited Rehabilitation and Return to Work Program QLD

PROGRAM

Safety Obsessed

Uncontrolled document when printed
HSSE-15-PGR-ALD-QLD-001
Version 6.0 | FINAL

Internal

Table of Contents

1 Overview 4
1.1 Purpose 4
1.2 Scope 4
2 Accessibility and Understanding 4
3 Roles and Responsibilities 5
4 Your Privacy 5
4.1 Medical Authority 6
5 Our Commitment 6
6 Our Policies and Procedures 6
6.1 Workplace Rehabilitation Policy 6
6.2 Injury Management Standard 6
6.3 Injury Management System (IMS) 6
6.4 Injury Management Strategic Plan 7
7 What happens if I am injured at work 7
7.1 Early Intervention Program 7
7.2 Employee Assistance Program 8
7.3 Make a Claim for Compensation 8
7.4 Other Prevention Initiatives 8
8 Working Together – Participating in our Program 9
8.1 Referral to the Program 9
8.2 Ongoing participation in the Program 9
8.3 Procedural Fairness 10
9 Our Approach to Rehabilitation and Return to Work 10
9.1 Health Benefits of Good Work 10
10 Supporting your recovery 11
10.1 Needs Assessment 11
10.2 Consultation 12
10.3 Reasonable Support and Services 12
10.4 Return to Work and Recovery Goals 13
10.5 Accessing Early Vocational Support 13
11 Rehabilitation and Return to Work Plan (RRTW Plan) 13
12 Suitable Duties Program 14
12.1 Development of Suitable Duties Plan 15
13 Workplace Rehabilitation Provider 15
14 Raise a Concern 16
15 Implementation 16

15.1 Education 17
15.2 Capability 17
15.3 Conduct and Support Frameworks 17
16 Quality and Improvement 17
17 Insurer Contact and Support Networks 18
18 Related Documents and References 19
19 Document Control 20
20 Amendments 20
Appendix A. Roles and Responsibilities 21
Appendix B. Return to Work Mapping 22

1 Overview

This document sets out Toll Holdings Limited's **Accredited Rehabilitation and Return to Work Program** (ARRTW Program) as required under the ***Workers' Compensation and Rehabilitation Act 2003*** (the Act).

The program is designed to explain to injured workers how we facilitate early and safe rehabilitation and return to work, including how we use Rehabilitation and Return to Work Plans (RRTW Plan) to support successful outcomes following a workplace injury or illness.

Toll Holdings Limited's (Toll), Queensland, is a self-insured employer and has delegated authority to determine and manage workers' compensation claims lodged by workers in accordance with the Act and appoint dedicated personnel to discharge this duty.

Under the Act, employers and insurers have distinct and separate responsibilities for supporting workers who sustain a work-related injury, these broadly include;

- Your *employer*, being Toll Group have documented procedures detailing how they provide workplace rehabilitation to injured workers, appoint resources to coordinate return to work, and assist and support rehabilitation through providing suitable duties program and cooperate with the insurer to secure rehabilitation for injured workers.
- As the *insurer delegate*, Toll Holdings Limited (Toll), and the appointed dedicated resources within the Workers' Compensation team, must; take all reasonable steps to secure rehabilitation and early return to suitable duties for workers' who have an entitlement to compensation and are participating in our ARRTW Program, including the development of your RRTW Plan.

1.1 Purpose

Our ARRTW program is designed to give you clear guidance and help you understand the support available to you following a workplace injury. It outlines what you can expect from us, your employer, doctor and treatment provider and how we will work together to support your safe recovery and return to normal activities, both at work and home.

This includes;

- facilitating your early and safe rehabilitation and return to work
- developing and maintaining your RRTW Plan to optimise your recovery and return to work outcomes
- providing clear guidance to you, your employer and our team about how rehabilitation and return to work will be delivered.

1.2 Scope

Our Program applies to all Toll Group employees employed in Queensland.

The program is not intended to replace the need for Toll Holdings Limited ('insurer') and Toll Group ('employer') to refer to their legislative obligations in the delivery of rehabilitation activities.

Our program should always be read in conjunction with relevant legislation, performance standards and other guidance material issued by the Workers' Compensation Regulatory Services (WCRS). Refer Error! Reference source not found..

2 Accessibility and Understanding

It is important that you and the people supporting you can fully understand the information relating to your rehabilitation and return to work. Clear communication helps you make informed decisions and stay actively involved in your recovery.

When language differences or other communication barriers exist, Toll can provide additional support and to ensure information is accessible and easy to understand. This may include interpreter services (including Australian Sign Language), translation of written documents, and audio or other assistive communication supports.

These services can be requested by you or by anyone involved in your rehabilitation and return to work. We will talk with you to understand your needs, so that we can arrange the most appropriate support to help you participate confidently in the process.

Should you require any support, please contact our team directly at tollworkcover@tollgroup.com or 0466 432 070.

3 Roles and Responsibilities

The rehabilitation and return to work process is a shared responsibility, with you at the centre of every decision and action we take together.

When you lodge a claim for compensation, we will provide Information Statements to you and your employer. These outline the rights and responsibilities that guide the process and help ensure you are supported at each step;

- Information statement for workers - s132AA (insurer to provide)
- Information statement for employers - s132AA (insurer to provide)

Parties that will work together to support you in the process include;

- You, the injured worker
- Your appointed representative or support person, where consent is held
- Your doctor, who will guide your treatment plan and care
- Your treating health provider, such as your physiotherapist/psychologist
- Your leader, who will support you within the workplace
- Toll Group's appointed Rehabilitation and Return to Work Coordinator (RRTW Coordinator) and Injury Management Advisor whom facilitate your suitable duties program
- Our dedicated Senior Claims Manager, who will assess, manage your claim, and develop your RRTW Plan
- Workplace Rehabilitation Provider, where appointed who can provide specialised services to support your recovery and return to work.

Further details about each of these roles, and their responsibilities is outlined in **Roles and Responsibilities** of this program.

Toll has specific responsibilities for rehabilitation and return to work as set out in section 220 of the Act. Specifically, we must take all reasonable steps to secure the rehabilitation and early return to suitable duties of all workers' who have an entitlement to compensation and to participate in our program.

You can also access *Understanding rehabilitation and return to work terms, roles and responsibilities* to help you further understand how each role contributes to your recovery and how we work together to support and navigate you through the process.

4 Your Privacy

Toll are committed to protecting your privacy and handling your personal and health information in accordance with the ***Privacy Act 1988 (Cth)*** and the Australian Privacy Principles. These laws require us to protect the security and confidentiality of your information, no matter how it is collected – whether in person, by phone, mail, email, online or through any other electronic means. This includes ensuring that your information is collected, used, stored and shared in a secure and confidential manner.

To support your rehabilitation and return to work, we may collect and use personal and health information that is reasonably necessary to develop, implement and monitor your RRTW Plan, and to meet our obligations under section 220 of the Act.

Your RRTW Plan may be shared with relevant parties involved in your recovery and return to work, such as your employer, doctor and treating health providers. We will only share information that is necessary to support your recovery and return to work.

Information contained in your RRTW Plan is used solely for the purpose of supporting your rehabilitation and return to work. It is not included on your employer's personnel file and is not used for any unrelated purpose.

Where it may assist your recovery, we may discuss including additional information (for example, other health considerations or personal goals) in your plan. This will always be discussed with you via telephone beforehand during the rehabilitation and return to work planning to ensure you understand how the information will be captured and used whist ensuring that we have your signed and verbal consent prior to collecting, using or sharing such information.

The Toll Group Privacy policy can be found at The Toll Way-Policies webpage (Intranet Home Page/ The Toll Way / Policies).

At all times you have the right to access your personal and health information retained by Toll and may also raise any privacy concerns or complaints in writing at tollworkcover@tollgroup.com or by contacting our team directly on 0466 432 070

4.1 Medical Authority

Following the report of your injury, your authority will be obtained to support your rehabilitation and return to work, providing the Injury Management Advisor and/ or where appointed a Workplace Rehabilitation Provider with consent to collect, store, use and disclose personal information relating to your capacity for work and treatment for the purpose of facilitating your rehabilitation and return to work.

Your completed Application for Compensation includes your authority allowing Toll, as the Insurer, to access and collect medical information pertaining to/or relevant to the injury for which you are claiming compensation.

In providing your authority, you are informed of your rights and obligations, including;

- your right to revoke or modify your authority at any time in writing
- in revoking or modifying your authority, any determination of benefits by Toll may be delayed and your rehabilitation and return to work outcomes may be hindered.
- your authority will last for the duration of the claim or until you revoke your authority.

5 Our Commitment

We are committed to providing a safe and healthy environment for all workers, and delivering injury, claim and rehabilitation activities that are fair, transparent and equitable, to support workers' individual needs.

If you are injured at work, we will support you through our ARRTW Program, which includes providing you with suitable duties and developing a return to work plan in consultation with you, your leader and doctor and treating providers.

These commitments being aligned to Toll Group's core values, of integrity, accountability and progress.

6 Our Policies and Procedures

6.1 Workplace Rehabilitation Policy

Our Workplace Rehabilitation Policy forms the foundation of a framework to drive the desired operating behaviours and enact our RRTW procedures and practices.

Toll Group has an established Workplace Rehabilitation Policy endorsed by the executive leadership team and serves to inform all employees at Toll Group workplaces about Toll's commitment to workplace rehabilitation and principles for implementation.

The Workplace Rehabilitation Policy can be found at The Toll Way-Policies webpage (Intranet Home Page/ The Toll Way / Policies).

6.2 Injury Management Standard

Injury Management, in the Toll context, relates to the rehabilitation, claims management, early intervention and litigation activities that may arise.

The Injury Management and Workers' Compensation Standard, as part of the Health, Safety, Environment and Quality Global Management System Standard, serves to support the processes to minimise the impact of workplace injury and illness to impacted employees and focuses on injury management activities to assist Toll employee's return to pre-injury duties in a timely manner.

6.3 Injury Management System (IMS)

Toll's Injury Management System (IMS) details Toll's approach to the management of workplace injury/disease under the provision of the legislation and how business goals and associated legislative and regulatory requirements are met.

The key components of the IMS framework are governance, planning, implementation of initiatives, analysis and reporting and communication. The effective operation of each component is necessary to establish continuous improvement in the way workplace injury and illness is managed within Toll. The ongoing review and evolution of the management system is essential to ensure that the approach to management of injury continues to meet Toll's business objectives and regulatory and legislative requirements.

6.4 Injury Management Strategic Plan

As part of the Injury *Management System (IMS)* an Injury Management Strategic Plan is developed by the Workers' Compensation and Injury Management Teams and endorsed by the Global- Head of Health Safety and Environment, incorporating five main priorities:

- Early intervention processes for our workers
- Improve recovery and return to work process
- Stakeholder engagement
- Claims and benefits
- Improve governance and verify compliance

The plan creates a blueprint for the direction of injury management in Toll, and our vision is to reduce the impact of workplace injury to both our employees and the business through improved service delivery, education and analysis.

7 What happens if I am injured at work

If you are injured at work, the most important thing is your safety and wellbeing. Reporting your injury to your leader early enables us to prioritise your access to the right assistance and support as quickly as possible, whether that is first aid, immediate medical attention or early treatment review.

Early support is a key part of your recovery. We want to minimise any harm and help you feel supported from the very beginning.

What you should expect;

- Your leader will help organise timely medical support for you, and explain the different types of assistance available, including our Early Intervention Program or making a claim for compensation.
- If you need an initial medical review, your leader can help arrange this with an EAP Doctor, or – if you prefer – book an appointment with your own doctor.
- Your leader will also assist in reporting your injury (section 133/133A of the Act) and will escalate the matter to the Injury Management Advisor so you can receive continued support.
- Once your injury is reported, the Injury Management Advisor will contact you – usually by phone, or in person if needed – to talk with you about your needs and the support available. They will work with you to identify reasonable rehabilitation and return to work services, including where you have capacity, any suitable duties that align with your certified capacity.

7.1 Early Intervention Program

Our Early Intervention Program, Initial Care is designed to make sure that all Toll Group employees who report a physical work-related injury, or experience pain and discomfort at work can receive early advice, medical treatment and a safe transition back to work.

You can access information regarding this program, with the following link Early Intervention

The program connects you directly with a 24/7 telephonic nurse triage service which, provides you with early access to a network of doctors and physiotherapists with the aim of:

- providing direct care to you as may be required
- improving your recovery rate through early intervention and support
- reducing pain and discomfort
- improving your function capacity
- providing you with early education and recommendation for self-management
- supporting your recovery at work

Participation in the Early Intervention Program is completely voluntary.

Prior to participating in the program, you will be required to sign a declaration form detailing your choice to take part, and acknowledging that you have been informed of your rights to;

- make a claim for workers compensation at any time;
- seek treatment from your own nominated doctor and
- right to decide if your manager/people leader or Injury Management Advisor can attend a medical review with you

If you participate in the program, you can access early treatment, including;

- up to four doctor appointments
- up to four physiotherapy appointments
- basic imaging such as x-rays
- basic ancillary costs such as bandages or strapping

Should you decide to make a claim for workers compensation, or if you sustain an injury that is not suitable to be managed under InitialCare, or you require further treatment, you have the right to **Make a Claim for Compensation**.

7.2 Employee Assistance Program

If you can experience mental health concerns, you can access our Employee Assistance Program (EAP), or where you have lodged a claim for compensation relating to a psychological injury, you can access immediate medical treatment and/or support whilst your claim is being assessed.

EAP is available to all employees, and their direct family and provides access to a range of **confidential** psychological supports services, including **four free sessions** to speak with a qualified, experienced counsellor.

Information regarding our EAP is readily available to all employee at the Health & Wellbeing Hub - Home (Intranet Home Page / Health & Wellbeing Hub)

This service is available to all employees and their families through Converge International;

- **Phone:** 1300 687 327 (Australia) +613 8620 533 (International)
- **Email:** eap@convergeintl.com.au
- **Converge Online Booking:** Online Booking
- **Toll specific access code:** TOLLMOGV

7.3 Make a Claim for Compensation

You have the right to make a claim for workers' compensation. To make a claim you need to;

- Obtain a Work Capacity Certificate – Workers' Compensation, from your Doctor
- Complete a Claim Form here Toll Workers' Compensation in Queensland
- Submit your completed claim form and certificate to tollworkcover@tollgroup.com

Your Leader and RRTW Coordinator will also provide advice regarding your right to make a claim for compensation, or you can contact our office directly;

- **Phone:** 0466 432 070
- **Email:** Tollworkcover@tollgroup.com

Once your claim is lodged, you will be contacted by our team directly to discuss the claim process.

Your Senior Claims Manager will determine your claim and notify you within 20 business days of the outcome or where no decision is able to be made on your application in that time, will inform you of your rights to an independent review.

7.4 Other Prevention Initiatives

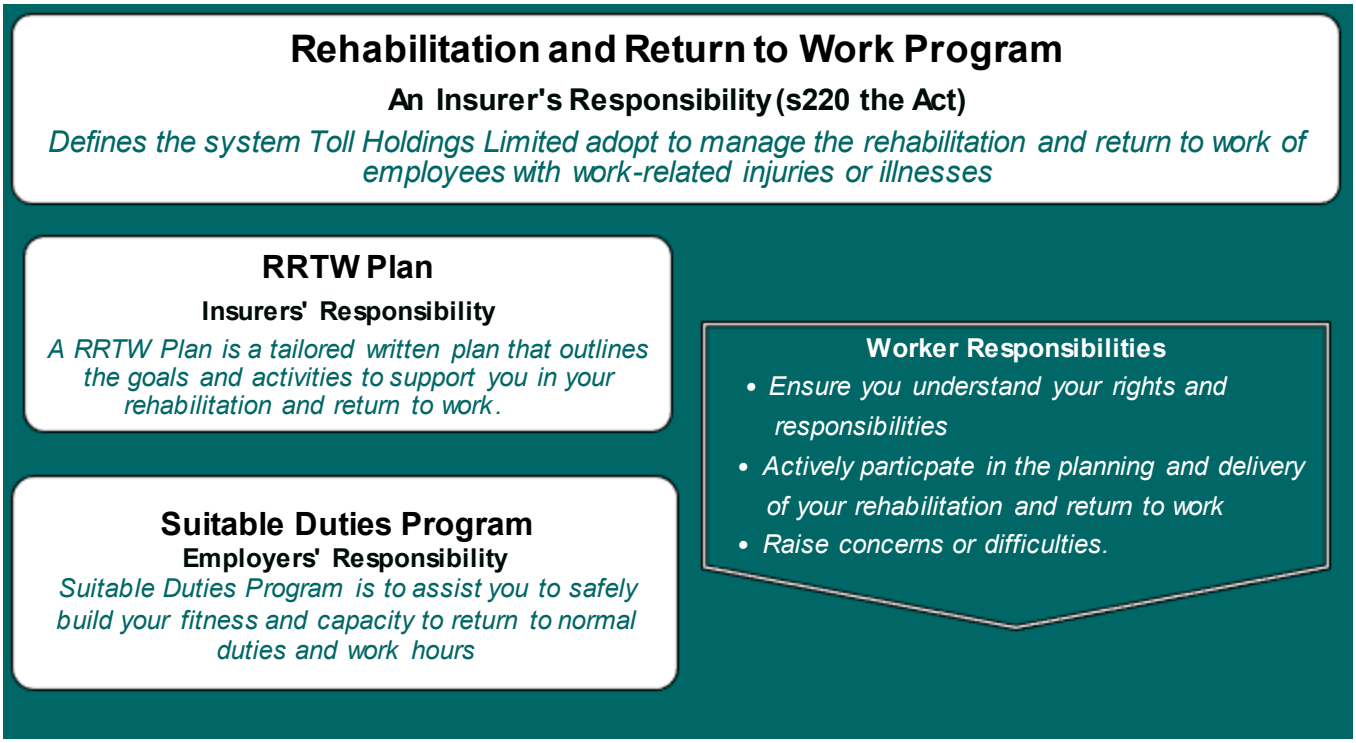
Toll Group have implemented an injury prevention program 'Together Stronger'.

The program aims to prevent work-related musculoskeletal disorders, also known as sprain, strains and overuse injuries. The program covers five areas of injury prevention customised for sites: Work Ergo, Move Right, Toll Work Athletes, Reset Restart, Work Ready.

Psychosocial risk assessments are undertaken across our business sites to identify and implement the right programs for specific sites. Further information can be found at Safety Obsessed – Together Stronger

8 Working Together – Participating in our Program

Insurers, employers and you have distinct responsibilities in the ARRTW Program. Together, these responsibilities and interactions contribute to overall effectiveness. How we work together is outlined below;



8.1 Referral to the Program

Should your claim for compensation be one for acceptance and you need rehabilitation or return to work support, we will refer you to our program. We will notify you, and if appointed your representative and/or support person in writing, so you understand what to expect and how we will support you, including providing you with access to a copy of this program.

The referral is made in accordance with our obligation under section 220 of the Act.

If we are considering not referring you to the program, we will give you an opportunity to respond before a decision is made. This procedural fairness step ensures you can provide any information that you feel is important to support you.

If a decision is made not to refer you, you will receive written reasons for the decision and clear information about your right to request an independent review.

8.2 Ongoing participation in the Program

Your participation in the program continues for as long as it can meaningfully support your rehabilitation and return to work for your work-related injury.

Your participation in the program may conclude when you;

- have achieved a recovery and have returned to your normal duties and hours of your appointed position
- have achieved a return to work in line with your return to work and recovery goals
- no longer require further reasonable rehabilitation for your work-related injury, or;
- feel unable, or choose not to, continue participating in the program.

When we review your ongoing participation, we look at the information available on your claim and consider the medical opinions provided by your treating practitioners. We will always talk with you directly, or with your representative or support person if you have appointed one, so you are fully involved in the process. Our aim is to keep these conversations open, respectful and easy to understand.

We may also speak with others who are supporting your recovery, such as your doctor, your RRTW Coordinator, or Workplace Rehabilitation Provider, where appointed. This helps us to understand your

current capacity, your level of participation, and whether any additional support may help you to continue to progress.

If at any point we believe you may no longer be eligible to take part in the program, we will ensure you are provided Procedural Fairness before any decision is made. This means you will be informed of the information being considered and given the opportunity to respond and share anything you think is important.

8.3 Procedural Fairness

We make a decision about your participation in the program in line with the Act, and by considering the medical information and other details relevant to your claim.

Our aim is always to ensure decisions are fair, respectful, and clearly communicated to you.

If we are considering a decision that may affect your entitlement, we will make sure you are fully informed. This means we will provide you with written information about what is being considered, explain the possible outcome, and give you the opportunity to share more information before any decision is made.

If a decision is made that may not be in your favour, we will explain our reasons in writing and outline your review rights. If you feel unhappy or disagree with our decision, you can apply for an Independent Review with WCRS within 3 months of receiving our written decision. You can also find further information on the WorkSafe website, here.

9 Our Approach to Rehabilitation and Return to Work

Rehabilitation and Return to Work (RRTW) is the coordinated process of helping you recover, stay connected at work and return to suitable duties as early and safely as possible.

The goal of RRTW is to;

- access reasonable support and services to aid your recovery and resume everyday activities, both socially and at work,
- support your recovery whilst at work; or
- ensure earliest possible safe return to work; and
- returning you to your pre-injury duties and hours of work,
- maximise your independent functioning,
- provide for durable employment.

9.1 Health Benefits of Good Work

Not every injury means you need time away from work. For many people, staying connected with work, and their work colleagues or returning to work as soon as it's safe to do so can play an important role in the recovery process. Being at work can support your wellbeing in several ways, including;

- Staying connected – remaining at work help you stay in touch with your colleagues and maintain your usual relationships and routines.
- Returning to familiar activities – being at work can support you to maintain structure in your day and gradually ease back into your normal activities.
- Supporting your physical and mental wellbeing – engaging in meaningful work tasks can promote confidence, self-esteem and a sense of progress during your recovery.
- Reducing the risk of long-term impacts – recovering at work can help prevent secondary complications and support a smoother long-term recovery.

We take an evidence-based approach to rehabilitation and return to work, and recognise that being active and engaged in work, where safe and appropriate, can be an important part of healing.

The Royal Australian College of Physicians (RACP) position statement, on realising the Health Benefits of Good Work (HBGW) highlights that being off work for long periods of time can significantly reduce the likelihood of a worker ever returning to work.

Work plays an important role in any rehabilitation process because 'doing' promotes recovery.

Based on this evidence, our approach is to promote your recovery at work, or your earliest safe and durable return to work.

10 Supporting your recovery

Participation in the ARRTW Program is a shared process that is centred around your needs and your recovery.

You, your doctor, your employer and our team all work together to support you throughout your rehabilitation and return to work journey.

Our focus is to understand what matters most to you and to provide care that is tailored to your individual circumstances. We do this through open and clear communication and ensure you are consulted during the process.

When your injury is first reported, the Injury Management Advisor will speak with you to understand the type of support you may need at work.

After your claim is lodged, the Senior Claims Manager will continue these conversations with you, your leader and doctor. Together, we explore what supports will best assist your recovery and help you progress toward your return to work goals. This may involve:

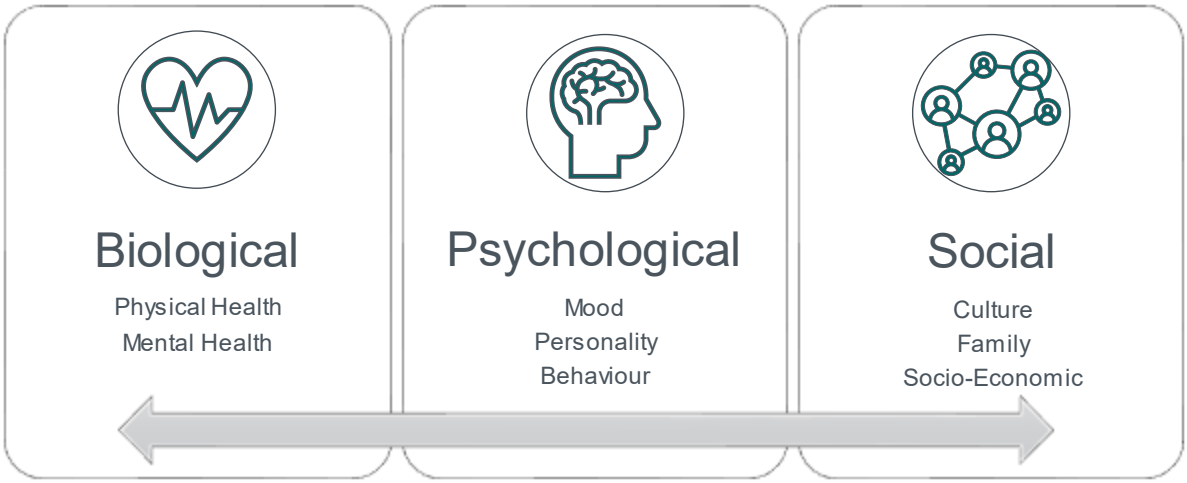
- considering whether we have the right resources, skills and experience available to meet your needs
- discussing whether engaging an external **Workplace Rehabilitation Provider** would benefit your recovery
- identifying the steps that will best support you now and in the longer term, so you can achieve positive and sustainable rehabilitation outcomes

Every step is taken in consultation with you, acknowledging your individual goals, preferences and circumstances.

10.1 Needs Assessment

When we identify your rehabilitation and return to work (RRTW) needs, we take a person-centred approach. This means we focus on *you*—your goals, your experiences and what matters most to you. We apply the principles of It Pays to Care, to ensure the support and services we provide are tailored to your individual circumstances. We also consider biopsychosocial factors, because your recovery can be influenced not only by your injury, but also by your physical health, your thoughts and feelings, and the world around you.

A biopsychosocial approach helps us understand the whole person. Since an injury can affect different parts of your life in different ways, we look at three key areas—physical, psychological and social, and how they may overlap or have an impact your recovery.



After you lodge your claim, we will contact you, or meet with you in person where possible, to complete an initial needs assessment. This discussion helps us understand;

- how your injury is affecting you at home and at work
- the treatment you've received so far and what has been recommended for the future
- your current capacity and how your return to work is progressing
- any barriers that may be impacting your recovery

The information gathered in your needs assessment helps us connect you, with the right support at the right time. It is not a one-off process. Instead, we continue checking in and reviewing your needs throughout your

rehabilitation and return to work journey to ensure your support remains appropriate, responsive, and aligned with your goals.

10.2 Consultation

The purpose of consultation is to understand your individual RRTW needs and to explore the activities, goals and milestones that are most meaningful and achievable for you. Everything we do is tailored to your situation.

Consultation happens throughout the program, and you are at the centre of every discussion. The Senior Claims Manager will;

- talk with you regularly through the duration of your claim, including initial contact to explain your rights and ensure you understand the roles and responsibilities of parties who will support you during the recovery process. Part of this is to ensure we understand your rehabilitation needs and identify any reasonable support and services that may assist you in your recovery journey.
- work with you, your employer and, where reasonably practicable, your doctor to develop your RRTW Plan. Together, we identify your rehabilitation objectives and the steps that will help you achieve them.
- facilitate discussions between you, your leader and the Injury Management Advisor to discuss your return to work needs, so we can understand any workplace barriers and create a Suitable Duties Program that supports you safely back to work.
- continue consultation with you, your doctor and Injury Management Advisor (or Workplace Rehabilitation Provider, if appointed) to clarify your recovery and return-to-work goals and agree on anticipated milestones. Including the review of this as required to best support your progress.
- work with you, your doctor and the RRTW Coordinator or, where appointed Workplace Rehabilitation Providers to review your return to work and recovery goals and identify the activities that will best support your progress.

All information shared through these discussions is recorded in your claim and rehabilitation file and included; where appropriate in your RRTW Plan and Suitable Duties Program.

10.3 Reasonable Support and Services

From the initial report of your injury, we work with you to understand the support and services you may need for your recovery.

Through ongoing needs assessment and consultation, we identify whether you may benefit from additional support or early access to treatment.

- If you have lodged a claim for a psychological injury, you can access early reasonable support including;
  - GP mental health appointments
  - Counselling or psychology sessions
  - Psychiatrist appointments
  - Medications, such as antidepressants
  - Other services (i.e. workplace mediation).

  These services are available from the time your claim is lodged until a decision is made. If your claim is accepted, support continues. If it is not, you will not be asked to repay any costs, and you can speak with your doctor about ongoing options to support you.
- If you have an accepted claim for a physical injury and are experiencing mental health concerns, you can also access reasonable support such as adjustment-to-injury counselling. These needs may be identified through discussions with the Senior Claims Manager, Injury Management Advisor or your doctor and treating health provider.

  We work with you to identify anything that may delay your recovery and explore appropriate support options with you and your doctor. This includes where the Senior Claims Manager or Injury Management Advisor may ask you to complete a short questionnaire, being the **Orebro Musculoskeletal Pain Screen Questionnaire (OMPSQ)** – Short Form. This tool is evidence-based and helps us to understand your situation more deeply; particularly if there may be a risk for you of delayed recovery.

These services are offered to you under s232AB and s232AC of the Act, to ensure you receive timely and appropriate care. After you lodge your claim, we will contact you to discuss your rehabilitation needs and

the support available to assist your recovery. Your doctor will also be informed of your access to these services and asked to provide any necessary referrals.

You can also contact our office directly on 0466 432 070 and speak with the Senior Claims Manager to discuss accessing these services.

Additionally, you can access other immediate support network services including;

- Workers' Psychological Support Services (WPSS),
  Ph: **1800 370 732**
  Email info@wpss.org.au
- Support and information services for workers, people making a claim and employers
  Website Support and information services for workers, people making a claim and employers | WorkSafe.qld.gov.au

10.4 Return to Work and Recovery Goals

We aim to help you return to your pre-injury duties wherever possible.

In cases where this may not be immediately possible, we will explore the safest and most suitable return to work options with you, in order of the following priority;

- same job at the same workplace
- similar job at the same workplace
- new job at the same workplace
- same job at a new workplace
- similar job at a new workplace
- new job at a new workplace

Where the higher-level goals are considered before exploring any lower-level goals, unless medical advice supports otherwise. The goals can be short-term or long-term dependent upon your changing needs as you recover.

As we develop and review your RRTW Plan, we will talk with you about your recovery goals and what activities we can consider together to support you achieve these goals. These may include activities to:

- address any identified barriers impacting your return to work, or recovery
- support your return to independent functioning or
- other personal goals which are important to you.

Once your goals are clear, we tailor rehabilitation activities to your individual needs, and these may include activities outlined in, **Return to Work Mapping.**

10.5 Accessing Early Vocational Support

As part of return to work planning, if your goal is not clear, or you are unsure of your future return to work goal due to changed personal circumstances, we can explore with you the provision of early access to vocational support services to assist you to define your goal and support your return to work.

Accessing early vocational support will be considered based on your circumstances, and through consultation with you. Services relating to vocational support are provided by **Workplace Rehabilitation Provider.**

11 Rehabilitation and Return to Work Plan (RRTW Plan)

Once your claim is accepted, we'll work with you, your employer, doctor and treating health providers to create your RRTW Plan, within 10 business days (section 221 of the Act) and the published guidelines, Rehabilitation and return to work plans guideline – for insurers.

This plan is tailored to you and outlines;

- your return to work and recovery goals
- the steps we'll take together
- any suitable duties you can do at work, and
- roles and responsibilities of parties.

The Senior Claims Manager, or where appointed a Workplace Rehabilitation Provider, will work directly with you to discuss and develop your RRTW Plan, including contacting you by telephone.

As part of this process, we will consult with your employer and, where reasonably practicable, your doctor and treating health providers. We will clearly explain to you via telephone during the planning process what personal and health information will be collected, how it will be used, and who it will be shared with, ensuring your privacy and confidentiality are maintained at all times.

Your information will only be collected, used and disclosed where it is reasonably necessary to support your rehabilitation and return to work. Your informed consent will be obtained throughout the planning process, including prior to the collection, use or sharing of your personal and health information.

Your plan is based on your rehabilitation needs, goals, and treating doctor's medical opinion, as outlined in your Work Capacity Certificate, or other available medical reports.

If you have work restrictions, a written RRTW Plan will be developed and shared with you, your employer and your doctor and treating health provider. If you are certified fit for your normal duties but still need treatment, we will record details of your plan on your claim file and provide you with a summary outlining your agreed treatment needs.

You always have the right to request a written documented plan to be developed and/or amended.

If you have any questions or concerns about your RRTW Plan, you can speak with the Senior Claims Manager, Injury Management Advisor, or **In most instances**, your RRTW Coordinator, Injury Management Advisor and the Senior Claims Manager will work directly with you to support your rehabilitation and return to work.

If we identify that you may benefit from more specialised support, we may engage an external Workplace Rehabilitation Provider, to assist you.

Workplace Rehabilitation Providers offer services such as;

- Workplace Assessment and advice to assist in identification of meaningful suitable duties
- Case Conferencing with you and your treating doctor to facilitate return to work outcomes
- Home Assessment to determine reasonable support and aids for you whilst you recover
- Functional Capacity Assessment, to understand your physical capabilities
- Vocational Services Assessment, to explore alternate employment options
- Job Placement/Host Employment services to support a recovery at work
- Reskilling/retraining
- Psychological Assessment

A Workplace Rehabilitation Provider may also assist in developing your RRTW Plan or work with your employer to establish appropriate suitable duties program.

Before any provider is appointed to work with you, the Senior Claims Manager will;

- Talk with you about why the provider is being appointed and what you can expect,
- give you written information about the provider and the service they will deliver,
- issue a referral to the provider that outlines the scope of services and expectations,
- notify your employer and doctor about the referral.

If you are not satisfied with the services provided, you can raise this with your Senior Claims Manager and request a different provider (section 221AA(4) of the Act). We will support this where it is practicable and does not impact your rehabilitation or safe return to work.

We monitor the provider's involvement to ensure the services remain appropriate and aligned with your RRTW Plan, and we regularly seek feedback from you, your employer, doctor and treating health provider.

Raise a Concern directly.

Once your RRTW Plan developed it is:

- shared with you, your employer, doctor and treating health provider, inviting feedback prior to formal acknowledgement of agreement of the plan
- regularly monitored to assess your progress and achievement towards key milestones
- reviewed and modified with you, your employer, doctor and treating health provider as further information becomes available, or your rehabilitation needs change. With your signed and verbal consent, this will be conducted through regular telephone and written communication. This includes case conference discussions to ensure all parties are informed on your recovery, progress against agreed

goals, any changes to your capacity and any proposed adjustments to the plan. You will have the opportunity to ask questions, provide feedback and input at all stages
- retained on your claim file

12 Suitable Duties Program

As part of your rehabilitation and return to work, you may participate in Suitable Duties.

Where you have a reduced capacity for work, including where you have medical certified restrictions, your employer will assist you in providing rehabilitation, including providing a suitable duties program (section 228 of the Act).

The purpose of the Suitable Duties Program is to assist you recover and safely build your fitness and capacity to return to normal duties and work hours.

Suitable duties are meaningful job actions or responsibilities that align to certified medical restrictions, limitations and capacity of you. They are;

- temporary in nature to support your recovery at work
- structured to progress and accommodate your increase in capacity
- meaningful and suited to you (including age, education, training and experience)
- may include job tasks and duties in your normal role, or where not reasonably safe to do so, alternate duties
- aligned to your certified medical restrictions and certified capacity for work.

You, your leader and the Injury Management Advisor will work together to agree on a suitable duties program, which includes any reasonable training, aids, equipment or workplace adjustments that may be needed to support your recovery at work.

If required, a case conference with your doctor or specialist may occur to clarify your certified medical restrictions and the suitability of the duties identified.

If your employer cannot provide suitable duties they must give written notice to Toll, as the insurer under section 228(2) of the Act.

If Toll receives this notice, we will review the information and form our own view. If we disagree with your employer, we will explain our reasons and give them an opportunity to provide further information or to review further options.

If it is determined that suitable duties cannot be provided, we will explore other options with you to support your recovery and return to work. This may include reasonable rehabilitation activities, such as host placement, and we will revise your RRTW Plan.

12.1 Development of Suitable Duties Plan

Once appropriate suitable duties are identified, a Suitable Duties Program is developed by the RRTW Coordinator with support from/or by Injury Management Advisor or where appointed a Workplace Rehabilitation provider which outlines:

- agreed suitable duties to be performed.
- restrictions and limitations (i.e. any actions/duties to be avoided)
- reasonable accommodations, modifications or aids that may be required.
- capacity (i.e. Reduced hours; Breaks as required)
- days and hours to be worked.
- defined period of the plan
- review date, being at the next medical review or established review date.

The Suitable Duties Plan;

- will be distributed by the RRTW Coordinator/Injury Management Advisor or the appointed Workplace Rehabilitation Provider to you, your doctor (as required) and Toll, and;
- reviewed and updated whilst you have a reduced capacity in accordance with certified restrictions and progress.

13 Workplace Rehabilitation Provider

In most instances, your RRTW Coordinator, Injury Management Advisor and the Senior Claims Manager will work directly with you to support your rehabilitation and return to work.

If we identify that you may benefit from more specialised support, we may engage an external Workplace Rehabilitation Provider, to assist you.

Workplace Rehabilitation Providers offer services such as;

- Workplace Assessment and advice to assist in identification of meaningful suitable duties
- Case Conferencing with you and your treating doctor to facilitate return to work outcomes
- Home Assessment to determine reasonable support and aids for you whilst you recover
- Functional Capacity Assessment, to understand your physical capabilities
- Vocational Services Assessment, to explore alternate employment options
- Job Placement/Host Employment services to support a recovery at work
- Reskilling/retraining
- Psychological Assessment

A Workplace Rehabilitation Provider may also assist in developing your RRTW Plan or work with your employer to establish appropriate suitable duties program.

Before any provider is appointed to work with you, the Senior Claims Manager will;

- Talk with you about why the provider is being appointed and what you can expect,
- give you written information about the provider and the service they will deliver,
- issue a referral to the provider that outlines the scope of services and expectations,
- notify your employer and doctor about the referral.

If you are not satisfied with the services provided, you can raise this with your Senior Claims Manager and request a different provider (section 221AA(4) of the Act). We will support this where it is practicable and does not impact your rehabilitation or safe return to work.

We monitor the provider's involvement to ensure the services remain appropriate and aligned with your RRTW Plan, and we regularly seek feedback from you, your employer, doctor and treating health provider.

14 Raise a Concern

We are committed to working with you to resolve any concerns as early and respectfully as possible during your claim or rehabilitation journey.

The Toll Grievance Resolution Standard is available to guide and support you if an issue arises

If you have concerns regarding the program, including decisions made throughout your claim, your RRTW Plan content, achieving your rehabilitation goals or any aspect of the program's processes or their application, there are several ways available to raise these concerns.

- If you are unhappy with a reviewable decision (section 540(b) of the Act) made about your claim or your participation in our program, you may apply for an **Independent Review** with the WCRS within three months of receiving our written decision.
- If your concern relates to a non-reviewable decision about reasonable treatment or expenses, you may have the option to appeal the decision.

Other avenues for you to escalate concerns, include;

- **Raising your concern directly**
  - Speaking with the Senior Claims Manager directly.
  - Contacting the Toll Workers' Compensation directly on;
    Ph: 0466 432 070
    Email: tollworkcover@tollgroup.com
  - Lodging concerns via the workers' compensation site Workers' Compensation at Toll
- **Escalate your concern** through your Injury Management Advisor, Leader, HR or Toll Disclosure Hotline:
  - Contact your Injury Management Advisor or leader and ask that they escalate the concern on your behalf
  - Contact HR Services directly:
    Email: HRAssist.AU@tollgroup.com
    Online Support Request: General HR - Employee Centre
  - Toll Disclosure Hotline: 1800 623 925 or EthicsPoint - Toll Holdings Limited

- **Seeking Guidance** from an External Party
    - Speaking with your union representative to escalate your concern
    - Seeking legal advice
    - Contact WCRS, and submit a complaint online

If you raise a complaint or grievance with our team, we will allocate an appropriate person to review the matter, and you will be informed of:

- who is managing the investigation
- what issue is being reviewed
- how the investigation will be carried out
- what information will be gathered and how
- the expected timeframe
- how the outcome will be communicated
- how your privacy will be protected throughout

Once the investigation is complete, we will take appropriate action and let you know the outcome. All complaint information is recorded and stored in line with our licensing obligations.

15 Implementation

We understand that through clear communication and appropriate support when you need it, the recovery process can be made easier. Our team is committed to engaging with you in a respectful, empathetic and responsive manner, ensuring you feel heard and supported throughout your recovery.

We are committed to providing information in a clear and transparent way so that you can feel involved and confident as an active participant in the rehabilitation and return to work process.

Through the continued development of our team, we strengthen our capability to support you effectively, ensuring you are assisted by staff who demonstrate professionalism, sound knowledge and a person-centred approach to your recovery journey.

15.1 Education

Information about workers' compensation and rehabilitation is readily available to you anytime through the Toll Way-Policies webpage (Intranet Home Page/ The Toll Way / Policies).

When you lodge your claim for compensation, we provide you and your leader clear Information Statements outlining your rights and responsibilities in the process;

- Worker Information Statement
- Employer Information Statement

Once your claim is accepted, we will give you further information about our program and written confirmation of your referral, including your rights while participating.

15.2 Capability

We are committed to ensuring that the right people are in place to support you throughout your recovery.

This means recruiting and developing team members who have not only the skills and knowledge required, but also the personal qualities to work with you in a respective, collaborative way.

Our team is expected to uphold the principles of It Pays to Care in every interaction, ensuring your needs, goals and experience remain at the centre of the support we provide.

We continue to build our team's capabilities through targeted skills training, coaching and ongoing development in line with industry best practice and our competency framework. This ensures that you feel supported by staff who demonstrate empathy, professionalism, clear, respectful and responsive communication and are genuinely committed to supporting you in achieving a positive recovery and return to work outcome.

Your employer appoints qualified Rehabilitation and Return to Work Coordinators who are supported by the appointed Injury Management Advisor who both work directly with you to guide and support your return to work. When your recovery or circumstances require more specialised allied health expertise, we may engage an external Workplace Rehabilitation Provider to deliver further tailored services.

15.3 Conduct and Support Frameworks

We are committed to supporting our team as they deliver claims and rehabilitation services. Our Code of Practice defines guiding principles for everyone who works at the Toll Group, and we do not tolerate discrimination, bullying, harassment or other unacceptable behaviour.

We work together to create a safe and respectful environment and encourage our team to report any concern so we can respond promptly and provide the right support.

Our team also has access to mental health first aid-trained resources and confidential support through the **Employee Assistance Program**, including guidance for managing difficult conversations, support and practical strategies to enhance wellbeing. This support helps ensure our people feel confident, supported and equipped to deliver effective services to support you.

16 Quality and Improvement

We are committed to continually improving our service delivery and the effectiveness of our ARRTW Program. We do this by actively listening to your feedback and closely monitoring our program outcomes through our operational activities including;

- Our **Annual Injury Management Strategic Plan**, defines targets established by the Toll Board and Group Senior Executive Committee which demonstrate Toll Group's commitment to rehabilitation. Objectives are established at Division/Business Unit level to drive business outcomes aligned with the *Injury Management Strategic Plan*.
- **Key performance indicators** relating to return to work are established to monitor performance through weekly and monthly operational performance reporting, including;

  Average days to first return to work

  Average days to return to pre-injury duties

  Average days to make decision

  Return to Work Hierarchy measures

  Final Return to work outcomes

- Established **Audit Framework**, which includes both internal and external compliance audits, enables Toll to monitor and report performance in the delivery of rehabilitation activities.
- **Daily workflow reporting** proactively identifies key work activities and promotes early review and intervention, such as:
  - RRTW Plans required following acceptance of claim
  - RRTW Plans required for review
  - Certificate of Capacity downgrade or change in capacity
- Regular **Business Reviews** are undertaken to review return to work performance and identify any emerging trends and/or resourcing requirements.
- Review of monthly regulator reporting to review and compare **Return to Work Status** performance against the scheme.
- Proactively invites feedback on our rehabilitation services through the distribution of worker **satisfaction surveys**, which are distributed on an annual basis.
- **Stakeholder feedback** is regularly reviewed and monitored as part of daily delivery of rehabilitation activities and RRTW Plan outcomes, including the service delivery of appointed Workplace Rehabilitation Providers.
- **Industry Insight Analysis** for emerging trends are considered through regular reviews of rehabilitation information collected from external sources, including;

  - The Association of Self-Insured Employers of Queensland (ASIEQ) forums
  - National and jurisdictional Self-Insurer Associations
  - Rehabilitation and Return to Work e-bulletin
  - WCRS Updates and or published guidelines
  - It Pays to Care Updates
  - Other peak body organisations (i.e. PIEF)

Our program is accredited by the Workers' Compensation Regulatory Services (WCRS).

We regularly review the program through our annual planning processes, licence renewals, legislative updates and continuous improvement activities to ensure it remains current and effective.

When changes are made, we submit the updated program to WCRS for continued accreditation.

17 Insurer Contact and Support Networks

We're here to support you. Should you require additional support, you can contact our team directly on;

- Phone: 0466 432 070
- Email: Tollworkcover@tollgroup.com

You can also access free and confidential support services at any stage of your claim. These services are limited to providing support and guidance. They do not include advocacy, legal or claim management services;

Provider	Contact
Workers' Compensation Information Advisory Service for Workers (WCIAS – Workers)	Ph: 1800 102 166 Email: info@wcias.org.au Visit: wcias.org.au
Workers' Compensation Information Advisory Service for Employers (WCIAS – Employers)	Ph: 1800 370 732 Email: advice@wcias.com.au Visit: https://www.wcias-for-employers.com.au/
Lifeline	Ph: 13 11 14 (24/7) www.lifeline.org.au
Beyond Blue	Ph: 1300 224 636 www.beyondblue.org.au
Workers' Psychological Support Service (WPPS) *This service is available to workers who have been impacted by a work-related psychological injury as well as their families and others affected by a serious work-related injury or fatality.*	Ph: 1800 370 732 (during business hours) Email: info@wpss.org.au Visit: www.wpss.org.au *This is not a crisis line. In a crisis please call 000*
Affected Persons Committee *Support for families of workplace fatalities, illness and serious injury*	Ph: 0417 910 130 Email: OHSConsultativeComittee@oir.gov.au
Workers' Compensation Regulatory Services (WCRS)	Ph: 1300 739 021 www.worksafe.qld.gov.au

Other available support networks can also be identified direct form WorkSafe.qld.gov.au here

18 Related Documents and References

The procedures detailed in this program should be read in conjunction with the relevant legislation, performance standards and other guidance material issued by the Workers' Compensation Regulatory Services (WCRS), including but not limited to;

- Workers' Compensation and Rehabilitation Act 2003
- Workers' Compensation and Rehabilitation Regulation 2025
- Privacy Act 1988 - Federal Register of Legislation
- WCRS, Queensland Self-Insurance Audit Process,
- WCRS, Guidelines for Standard of Rehabilitation, 2nd Edition,
- WCRS, Understanding Rehabilitation and Return to work terms, roles and responsibilities,
- WCRS, Accredited Rehabilitation and Return to Work program guidelines – for insurers,
- WCRS, Rehabilitation and Return to Work plan guidelines – for insurers,

19 Document Control

Effective Date: 06 November 2026

Owner: Toll Group Worker's Compensation and Injury Management

Author: National Manager Common Law & Regional Operations (Qld)

20 Amendments

Version	Amendment	Section	Date	Author
4.0F	Updated Rehabilitation and Return to Work Program in line with WCRS issued guidelines for accreditation	All	10/05/2023	Glen Marks
4.1F	Updated to include privacy information and collection, use, disclosure of personal information	All	21/08/2023	Glen Marks
4.2F	Updated to reflect changes from the Workers' Compensation and Rehabilitation and other legislation Amendment Act 2024	All	27/09/2024	Glen Marks
4.3F	Updated to remove reference to chaplaincy program which is no longer available and provides new link to the Health & Wellbeing Hub. Updated person responsible to review participation in RTWP at Common Law stage	All	29/07/2025	Glen Marks
5.0F	Scheduled review and update to align to assessment criteria and alignment to 1st person as part of license renewal application and in accordance with guidance material issued by WCRS.	All	18/03/2026	Glen Marks
5.1F	Updated with WCRS recommendations for accreditation based on feedback dated 12/05/26 (WCRS Accreditation Date: 27/08/2026)	All	21/05/2026	Glen Marks
5.2F	Updated to remove reference to information and advisory services for employers and workers which concluded on 30/09/26	All	14/10/2026	Glen Marks
5.3F	Updated hyperlink to access new employer and worker information sheets that apply from the 01/11/26	All	04/11/2026	Glen Marks
6.0D	Reformatted document to HSSE Template	All	06/11/2026	Glen Marks
6.0F	Document approved	All	06/11/2026	Glen Marks

Appendix A. Roles and Responsibilities

21 A summary of the Accessibility and Understanding

It is important that you and the people supporting you can fully understand the information relating to your rehabilitation and return to work. Clear communication helps you make informed decisions and stay actively involved in your recovery.

When language differences or other communication barriers exist, Toll can provide additional support and to ensure information is accessible and easy to understand. This may include interpreter services (including Australian Sign Language), translation of written documents, and audio or other assistive communication supports.

These services can be requested by you or by anyone involved in your rehabilitation and return to work. We will talk with you to understand your needs, so that we can arrange the most appropriate support to help you participate confidently in the process.

Should you require any support, please contact our team directly at tollworkcover@tollgroup.com or 0466 432 070.

Roles and Responsibilities of Toll and other key stakeholders in the rehabilitation process, include;

Role	Responsibilities
You	• Immediately report injury • Seek early medical attention as required • Right to choose your nominated treating doctor • Actively participate in your rehabilitation • Positively contribute to the development of your Rehabilitation and Return to work Plan. • Escalate any concerns or matters impacting your recovery or your return to work as soon as possible. • Adhere to medical restrictions as outlined by your doctor at all times, both at work and at home. • Notify your insurer if you participate in any work activities (paid or unpaid) outside of your employment with Toll • Ensure you continue to provide medical certification until a full medical clearance is received • Right to request a change to the appointed Workplace Rehabilitation Provider. • Right to revoke, modify your change your authority providing consent to obtain medical information.
Your Employer	• Appoint Rehabilitation and Return to Work Co-ordinator to facilitate your early and safe return to work. • Provide you with suitable duties, or where suitable duties are not available, notify the insurer.
Your Leader	• Actively participate in the development of your Rehabilitation and Return to Work Plan • Monitor and support you in your recovery and return to work. • Escalate any concern or issue with discharging your RRTW Plan to the insurer.
RRTW Coordinator / Injury Management Advisor	• Develop, review and monitor your suitable duties program • Actively participate in the development of your Rehabilitation and Return to Work Plan • Monitor and support you in your recovery and return to work. • Escalate any concern or issue with discharging your RRTW Plan to the insurer.
Doctor	• Consider the Health Benefits of Good Work when considering your capacity for work. • Arrange referral for appropriate treatment to support you in your recovery. • Provide Work Capacity Certificates detailing your treatment needs and capacity • Actively participate in the development of your Rehabilitation and Return to Work Plan • Escalate any concern or issue with discharging your RRTW Plan to the insurer.
Treating Health Provider	• Providing treatment in accordance with the Clinical Framework for the delivery of Health Services • Actively participate in the development of your Rehabilitation and Return to Work Plan

	• Escalate any concern or issue with discharging your RRTW Plan to the insurer
Senior Claims Manager	• Determining and managing your claim • Approving and paying for reasonable costs associated with your treatment and weekly benefit entitlements. • Consulting with stakeholders to develop and maintain your Rehabilitation and Return to work Plan.
Workplace Rehabilitation Provider	• Delivery of service in accordance with Principles of Practice for Workplace Rehabilitation Providers • Liaise with stakeholders to facilitate return to work planning and reasonable treatment options • Develop appropriate rehabilitation strategies to support your return to work.

Appendix B. Return to Work Mapping

As we develop your RRTW Plan, we will talk with you about your recovery goals and what activities we can consider together to support you achieve these, these may include activities to support your return to independent functioning or personal goals. Once your goals are clear, we tailor rehabilitation activities to your individual need, and these may include activities outlined below;

RTW Goal Hierarchy	Rehabilitation Activities
Same job at the same workplace	Managed by the appointed Rehabilitation and Return to Work Coordinator and/or Injury Management Advisor • Identification of suitable duties aligned to medical restrictions whilst you upgrade capacity • Review of roster for graduated return • Consideration of scheduled breaks during roster • Rotation of tasks • Provision of reasonable aids and equipment
Similar job at the same workplace	Occurs only after exploration of returning to the same role at the same workplace is not achievable. Managed by the Injury Management Advisor or appointed representative and may include; • Engagement with HR Services or other business units to understand other suitable positions • Training Needs Analysis • Internal Job Search skills • Reskilling and/or Retraining • Functional Capacity Assessments • Worksite Assessments
New job at the same workplace	
Same job at a new workplace	If based on the nature of the injury, it is accepted that the RTW goal will be to return to work outside of Toll, the appointment of an external Workplace Rehabilitation provider to ensure qualified intervention. Activities may include; • Vocational Assessments • Vocational Counselling • Functional Capacity Assessments • Vocational Skills development – reskilling and/or retraining • Transferable Skills Assessment • Host Placement or Job Trials • Job Placement services
Similar job at a new workplace	
New job at a new workplace	
Independent Functioning	Support and services that may be reasonable to facilitate return to early and optimal independent functioning, including; • Provision of suitable aids, equipment or modification to support independent functions • Reasonable domestic services • Assessment of care and or other services, appropriate