

Early intervention case study

EIP

The Department of Education provides Early Intervention Programs (EIP) to minimise the impact or risk of a physical or psychological injury or illness through:

- maintaining employees at work
- promoting earlier and safer return to work
- supporting work interactions.

EIPs provide up to 20 hours of complex case management delivered by an external rehabilitation provider.

The program targets the prevention and management of work-related physical or psychological injury.

Employees with personal issues impacting on work performance or capacity at work can also benefit from an EIP.

Refer to the [EIP fact sheet](#).

Mental health

A school sought additional support through an Early Intervention Program for a teacher with a history of recurring mental health illness, extended periods of absence from work and a previous QSuper income protection claim.

Complexities for this case included:

- health factors: fluctuating mental health, inconsistent compliance with treatment and multiple medical providers
- personal factors: single parent of young child and challenging relationship with separated partner
- workplace factors: strained relationship with colleagues due to lack of boundaries in the workplace
- psychological factors: reduced self-confidence and self-efficacy.

Challenges

Issues for the employee and school to overcome included:

- rebuilding trust and relationships
- committing to consistent medical treatment and accessing support services
- multiple barriers for a safe and sustainable return to work.



Benefits

- Built mutual trust and respectful boundaries in workplace relationships
- Returned an experienced and valued teacher to the classroom
- Empowered the school community to support an informed and sustainable return to work

More information

Creating Healthier Workplaces

[website](#)

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Your regional HR team

Outcome

The following services were delivered to achieve a successful return to work in their substantive role and full work hours:

- Consistent proactive and collaborative communication with all stakeholders
- Facilitated conversations between the employee and supervisor
- Obtained medical information from the treatment team
- Provided information resources to encourage the employee to engage with support services
- Liaised with regional injury management and HR staff to facilitate rehabilitation planning
- Provided education to stakeholders to empower active participation in the process, including setting clear boundaries, communicating effectively, recognising stressors and the importance of asking for help from the treatment team
- Developed a graduated return to work plan in collaboration with stakeholders
- Implemented strategies to support long term successful return to work
- Encouraged the employee to build on resilience and self-confidence in capacity to address personal and work circumstances in an appropriate manner.

Voice of the customer: "Without your support we wouldn't be standing on the other side now. Not only has this helped the employee, it has also helped so many members of the team including me to focus on our jobs and wellbeing."