

Fact sheet: Early intervention program

Information for employees and managers

What is an Early intervention program?

The purpose of an Early intervention program (EIP) is to provide short-term (up to 15 or 20 hours) complex case management with an external rehabilitation provider.

The objective is to minimise the impact or risk of a physical or psychological injury or illness through:

- maintaining an employee at work
- promoting an earlier return to work
- supporting workplace interactions.

This program is targeted at the prevention and management of work-related physical or psychological injury and illness. There is also scope for employees with personal issues to access this service, where the personal issues are impacting on work performance or capacity at work.

When can an Early intervention program be considered?

Consider using an EIP if you or your manager have noticed a change in your health and there may be a workplace impact and this change is reasonably suspected to be caused by some or all of the below:

- **workplace issues** – e.g. stress, workload or conflict
- **health impacts** – e.g. recent diagnosis or worsening health condition
- **personal issues** – e.g. relationship breakdown, sick family member, trauma
- **frequent unplanned absences.**

EIP is not provided:

- for pending psychological or accepted workers' compensation claims (for the same injury/illness)
- as a tool for managing under performance
- as a substitute for the department's individual grievance process
- instead of an [Independent medical examination](#) (IME)
- for single service workplace interventions, e.g. mediation or worksite assessment

- a substitute for [workplace rehabilitation](#) or [reasonable adjustment](#) processes.

What do I need to do?

Be prepared to engage in discussions with colleagues and supervisors in your current location. This process may include facilitated conversations.

As the employee, be actively engaged in any medical treatment to support your condition. You may also access the department's [Employee Assistance Program](#) (EAP).

How do I get started?

You and your manager/principal/supervisor must meet to discuss current concerns observed in the workplace.

As an employee, communicate with your manager/principal/supervisor regarding areas of concern and implement **support strategies** such as:

- engage in medical treatment
- provide medical advice from your treating doctor
- access the [Employee Assistance Program](#) (EAP)
- participate in local workplace conflict resolution
- take leave and/or
- access the [Workers' Psychological Support Service](#).

If these strategies are not working or additional support is required, then EIP should be considered.

Do I have a choice about whether to participate?

Yes, the Early intervention program is voluntary.

However, if you wish to participate, a **participant authority** is required to be completed. If there are multiple participants, all parties need to agree and sign the participant authority.

Who pays for the Early intervention program?

The costs of the program are centrally paid out of the department's occupational rehabilitation budget.

What happens next?

Your manager/principal/supervisor should discuss your EIP request with your regional human resource and injury management staff. This will be reviewed and, if suitable, they will complete a request for funding approval.

How will I know when the program starts?

The rehabilitation provider will contact you and your manager/principal/supervisor to arrange a meeting to discuss your individual needs.

Will my treating medical provider be contacted?

Possibly. Once you have completed a participant authority, the rehabilitation provider may contact your listed medical providers and ensure any proposed workplace strategies are medically guided.

Will I get a copy of any reports provided?

The department will receive a report from the rehabilitation provider following your comprehensive assessment. Once this report has been received, you can request a copy.

What happens to the report?

This report will be stored on a confidential departmental file. Only authorised departmental employees will have access to this report. This report will be provided to your manager/principal/supervisor to ensure strategies outlined are implemented within the workplace.

What happens after the program is completed?

The rehabilitation provider will consult with you noting when their services will cease and provide a closure report.

