**Introduction**

Early Intervention is a program available to minimise the impact and duration of emerging symptoms of workplace injury or illness. It aims to achieve this through the provision of early and appropriate treatment to support workers. A workers involvement in the early intervention program is voluntary, and they may withdraw from the program at any time. The early intervention program does not impact a workers ability to lodge a workplace injury claim at any time during this process.

**Program Criteria**

1. Injury / illness is minor (does not require changes to work duties or time off).
2. Worker has chosen to participate in the early intervention program.
3. Costs of doctors visits, medication, and sessions with health professionals (e.g. physiotherapists or chiropractors) are limited to one thousand dollars ($1,000).

**Here’s how the process works:**

|  |  |
| --- | --- |
| **Worker reports workplace injury / illness** | |
| Workers injury / illness **meets** program criteria | Workers injury / illness **doesn’t** meet program criteria |
| **▼** | **▼** |
| Notify your Injury Management Business Partner (IMBP) | Notify your Injury Management Business Partner (IMBP) |
| Worker reads and signs [**Early Intervention Program Acknowledgement Form (003F)**](https://www.csaim.org.au/document/003F). | Provide information on the Work Injury Claim process ([CSaIM Claim Information](https://www.csaim.org.au/injury-management/claims)). |
| Copy kept on worker's file and a copy is sent to CSaIM via email injurymanagement@csaim.org.au. |  |
| Worker submits receipts for medical expenses to their manager for reimbursement. |
| The assigned person keeps a record of these costs and sends the detail to CSaIM via email [injurymanagement@csaim.org.au](mailto:injurymanagement@csaim.org.au). at the end of treatment using [**Early Intervention Program Employer Reporting Template (072F)**](https://www.csaim.org.au/document/072F). |
| Costs approach the $1,000 limit contact IMBP. Work Injury claim may need to be submitted. |
| Worker asks for program to cease and / or wishes to put in a Work Injury claim. Contact your IMBP. |