

Safe Work Environment: 'Niggles' Early Intervention

The challenge:

To reduce the number of musculo-skeletal Workcover claims.

The approach:

An Early Intervention physiotherapy program was introduced 5 years ago to address the increasing number of musculo-skeletal niggles being experienced by our team.

Under the program, an employee, at the first sign of joint or muscle pain only need approach their supervisor for a referral to the physiotherapist. An assessment is done and the employee is entitled to receive 3 visits free of charge. As negotiated with the physiotherapist, flexibility for additional sessions is possible within a 3-month period.

The program is reviewed annually against key performance indicators such as: Workcover claims, incident reports, employee satisfaction levels and staff performance.

The outcome:

- Workcover claims have reduced by approximately 40 per year
- Staff exits reduced
- Sick leave reduced

Key Learnings:

Early Intervention is easier and has more positive effects on worker safety than dealing with compensable injuries.

