

# Supporting our injured employees back to work

Cath Jeffries, OHS Director

Andrew Nguyen, Manager Injury Management



# Session Overview

- Introduction
- Andrew Perta, General Manager **10 Mins**  
*'Working with managers to support injured employees back to work'*
- Performance Snapshot **10 Mins**
- Paul Ratcliffe, Nurse Manager **10 Mins**  
*'Supporting injured employees for optimal outcomes'*
- How do I best support my injured employee? **15 Mins**
- Q&A with the Injury Management Team **15 Mins**

# Andrew Perta, General Manager Kingston and Residential Services



# Performance Snapshot

Claims Not Cleared as at June 2021	Target (25% reduction)	Claims Not Cleared as at February 2022	Variance to Target*
146	110	163	54

### Improvements

- Kingston and Residential Services from 18 to 10 claims
- Monash Children’s from 7 to 4 claims
- Mental Health from 20 to 17 claims

### Challenge

Overall increase in claims not cleared



# Performance Snapshot

## **We are good at**

- Supporting injured employees back into alternate duties after injury
- There is a slight decrease in new claim numbers
- Improvement in OVA claim numbers

## **We have opportunity for improvement with**

- Full Return To Work for mental and OVA injuries
- 53% of all claims are due to manual handling
- Mental injuries and OVA claims are 12% of all costs
- Average claims costs have increased due to more costly Mental injury claims

# Paul Ratcliffe, Nurse Manager Ward 54, Monash Medical Centre



**How do I best support my injured employee for optimal outcomes?**



# Importance of immediate contact

Contact your injured employee immediately following notification of the incident





# Appropriate medical treatment

Ensure employee receives appropriate medical treatment immediately after injury.



# Incident reporting

Ensure employee has completed a Riskman Incident Report immediately.

Riskman notifications are received by Safety and Injury Management Team, who can commence immediate support



# Offering suitable work duties

Provide suitable duties to assist injured employee to recover and remain at work

Evidence shows that best outcomes are achieved for employees who are

- well supported immediately and ongoing
- Recover at work in suitable duties consistent with medical advice



# Available resources

- Injury Management Reference Guide for Managers.
- Procedures on Prompt:
  - [Injury Management Framework and Procedure](#)
  - [Return to Work Information Procedure](#)
- Injury Management Advice Line: (03) 9554 1852 or
- E-mail: [wadmin@monashhealth.org](mailto:wadmin@monashhealth.org)

# Q&A with the Injury Management Team



# Question and Answer Session

Go to [slido.com](https://slido.com)

Enter the code #MHMB2022