



**injurytreatment**  
occupational injury management

**▶ FOCUSING ON ENSURING  
THE HIGHEST LEVEL OF  
CLINICAL CONSULTING,  
QUALITY ASSURANCE  
AND CUSTOMER  
SERVICE STANDARDS.**

Occupational  
Rehabilitation

Clinical  
Services

Corporate  
Health

Training &  
Consulting

## Who are we?

Injury Treatment is an accredited rehabilitation and treatment services provider operating across the eastern seaboard of Australia. Injury Treatment provides occupational injury management and prevention consulting services to many of Australia's largest employers and insurers.

Injury Treatment's rapid growth can be attributed to a customer centred approach and the targeting of a niche in the worker's compensation market. A niche which we have made our mission:

**Our mission is to deliver customised clinical consulting expertise, enabling organisations to achieve sustainable workplace injury management results.**

**We bring this mission to life by ensuring our focus as an organisation remains steadfastly on our four key values:**



To build a great firm that is able to attract, develop, excite, and retain exceptional clinical consultants

To deliver customised consulting services which add value for our customers at all times

To emphasise quality of intervention and clarity of reporting

To focus on the development of innovative products that meet the changing needs of the injury management industry

**Other service differentiators which set us apart from our competitors are:**

- ▶ Injury Treatment is large enough to provide effective geographic coverage of the key metropolitan and regional centres in NSW and the ACT, as well as metropolitan Melbourne and Brisbane for certain services.
- ▶ Injury Treatment is able to demonstrate impressive outcomes, low case durations, and competitive cases costs for rehabilitation services, and cost savings for our injury prevention services.
- ▶ Injury Treatment employs only experienced professionals who have an average of 5+ years of experience, including Occupational Therapists, Physiotherapists, Psychologists, Doctors and Vocational and Employment Specialists.
- ▶ Injury Treatment's experienced clinical team enables us to combine exceptional case management services with the provision of medical assessment and treatment services: a powerful service combination focused on delivering rehabilitation outcomes for our customers.

## Our Outcomes

Injury Treatment consistently delivers best in class outcomes from our clinical consulting interventions. Our knowledge of our customers, experienced staff and dedication to effective and innovative clinical consulting services enable us to boast some of the best occupational rehabilitation case outcomes in the industry. In addition, our interventions are dedicated to delivering bottom line financial outcomes for our customers.

**The table below summarises the RTW Same Employer Outcomes achieved by Injury Treatment for case closures over the most recent 12 month period.**

<b>Referral period:</b>	Sept 2010 – Sept 2011
<b>Total number of referrals :</b>	630 single rehabilitation service referrals 262 case management referrals
<b>Total number of case management closures (physical and psych claims):</b>	247
<b>RTW outcomes achieved for case management closures (numbers):</b>	01/ 02 – Same Employer = 216 (87.4%) 05 - Undergoing Rehab with another provider = 5 06 – No RTW / Total incapacity = 8 07 – Not working / Claim Declined = 3 08 – No RTW / Partial incapacity = 7 09 - Not working No incapacity = 3 10 - Worker retired = 2 14 – Working / Claim Declined = 3
<b>RTW outcomes achieved for case management closures (%):</b>	RTW = 87.4%  No RTW = 8.6%  Declinature / Cessation = 4%
<b>Average RTW case cost for case management closures:</b>	\$4561.40 (Front end and Tail Combined)

## Our Outcomes

The table below summarises the RTW New Employer Outcomes achieved by Injury Treatment for case closures for the period Jan 2011 – Nov 2011.

<b>Referral period:</b>	Jan 2011 – Nov 2011
<b>Total number of referrals :</b>	154 Case Management Referrals
<b>RTW Outcomes / Benefit Reduction Achieved (%):</b>	<ul style="list-style-type: none"> <li>▶ Return to Work Different Employer Same or More Pay (21)</li> <li>▶ Return to Work Different Employer with S40 Make Up Pay (31)</li> <li>▶ Other Outcome Resulting in 100% Reduction of Benefits (33)</li> </ul> <p>Total RTW / Full Reduction Benefit Outcomes – 74.5%</p>
<b>Average Case Cost:</b>	\$6700
<b>Average Case Duration</b>	41 weeks

The following data outlines results achieved by the Optimise (Physiotherapy Occupational Rehabilitation Programs) over the last two years:

	2009		2010		2011 to November	
	#	%	#	%	#	%
<b>Total Programs Closed</b>	65		74		113	
<b>RTW With Same Employer (SE)</b>	44	68%	48	64.8%	80	71%
<b>RTW SE (Less Pay)</b>	11	17%	11	14.9%	20	18%
<b>RTW New Employer (NE)</b>	0	0%	1	1.4%	0	0%
<b>RTW NE (Less Pay)</b>	3	4.5%	3	4.1%	13	12%
<b>No RTW</b>	7	10.5%	11	14.9%	0	0%
<b>Average Cost of closed cases</b>	\$4,127.00		\$2,481.00		\$2720.00	

## Our Geographic Coverage

**Injury Treatment can easily accommodate the geographic needs of our customers within NSW, the ACT, Victoria and Queensland. A major source of competitive advantage exists in the extensive combined industry experience of our management team, and our high calibre Consultants. Injury Treatment is equipped with experienced health professionals and busi-**



Injury Treatment endeavours to match the right consultant for each and every referral, this may require sending a Consultant who does not reside in the immediate area to manage a case depending on their:

- ▶ Knowledge of business
- ▶ Academic background
- ▶ Level of experience
- ▶ Personality / correct fit

It is, however, important to note that Injury Treatment will only ever charge travel costs for case management from the immediate region hub (as shown above). Subsequently, the most appropriate Consultant for each referral will be provided by Injury Treatment without the extra expense associated with travel costs.

## Our Services

**Foremost in Injury Treatment's strategy for service delivery is exceptional flexibility. Injury Treatment works closely with our customers to identify their areas of need and customise our services to help meet their targets and deliverables.**



### Occupational Rehabilitation Services

- ▶ Return to Work - Same Employer
- ▶ Integrait - Return to Work - Different Employer

### Optimise - Assessment & Treatment Services

- ▶ Physiotherapy Assessment and Treatment / work related and functional conditioning
- ▶ Psychological Assessment and Treatment
- ▶ Sports Physician Assessment and Treatment
- ▶ Medical Advisory Board (Multidisciplinary Assessment and Treatment)
- ▶ (Sports Physician / Clinical Psychologist / Clinical physiotherapist)

### One-off Rehabilitation Assessment and Intervention Services

- ▶ Early Intervention Assessments
- ▶ Workplace Assessments
- ▶ Ergonomic Assessments
- ▶ Medical Case Conferencing
- ▶ ADL & Domestic Assessments
- ▶ Functional Assessment & Functional Education
- ▶ Section 40 Assessments / Earnings Capacity Evaluations
- ▶ Vocational assessments
- ▶ Rehabilitation (Vocational) Counselling
- ▶ Vocational / Functional Liability Assessments
- ▶ Pre-liability assessments

## Our Services



### **Tail / Complex Claims Management**

- ▶ Long term complex claim management focussed on injury rehabilitation and/or claims resolution
- ▶ Customised strategy & services for each referral depending on barriers:
  - » One off assessments and interventions to achieve claims resolution
  - » Vocational rehabilitation
  - » Earning Capacity Evaluation Services
  - » Medical Assessment and Intervention
- ▶ Focus on biopsychosocial barrier management prior to progression to vocational rehabilitation

### **Corporate Health Services**

- ▶ Health and Wellbeing Programs
- ▶ Pre Employment Assessments (Physical and Psychological)
- ▶ Workplace Exercise Programs
- ▶ Employee Assistance Programs
- ▶ Conflict Resolution and Mediation
- ▶ Onsite Physiotherapy Services
- ▶ Early Intervention Physical and Psychological Services
- ▶ Fitness for Duty Assessments

### **Injury Management Training & Consulting Services:**

Injury Treatment can provide tailored consultancy services to assist organisations prevent and manage both physical and psychological workplace injuries following analysis of the organisation's needs.

- ▶ Manual Handling Assessment and Training
- ▶ Ergonomics Assessment and Training
- ▶ Suitable Duties Registers / Job Dictionaries
- ▶ Stress Management Training / Consulting
- ▶ Bullying and Harassment Awareness Training
- ▶ Recognising and Preventing Psychological Claims Training / Consulting
- ▶ Injury Management Systems Consulting