

Accent on Employers

Issue 2 – June 2010



In December 2009, WorkCover changed the way estimates are calculated by the insurer.

As a result of these changes, Accent has developed a quick training session to assist employers with understanding the changes made, and outline some useful tips to ensure that your estimates remain as low as possible.

On 8 June 2010, Accent conducted 2 FREE sessions which will outlined the changes.

If you missed out, call Brad on 02 4731 5009 for an overview

@ccelerate with Accent

Accents welcomes @ccelerate, to our list of services.

@ccelerate is a an early intervention service, designed to implement an effective injury management and return to work program for an injured worker, following a workplace injury.

@ccelerate incorporates all the traditional rehabilitation assessments condensed into a 5 week program, including;

- Initial Workplace assessment / meeting within 48 hours of an injury, or a referral being received.
- Communication with Nominated Treating Doctor and treatment providers / immediate case conference.
- Development of the Return to Work Plan
- Regular monitoring
- Reporting

There are a number of benefits for using the @ccelerate program, these include:

- Rapid Response
- Provides the employer the education and tools to manage return to work programs in house
- Easily monitored and forecast capped costs
- Improves return to work statistics
- Workplace cultural benefits
- Maximises workplace productivity
- Minimises HR distractions

For further information regarding @ccelerate, please contact Brad Nightingale on 02 4731 5009.

Looking for ways to reduce claims costing before June 30?

Let Accent help you. Our staff are available to tackle any last minute referrals. To make a referral either contact our office on 02 4731 5009 or refer online at www.accentonhealth.com.au



Injury Management

ARPA National Injury Management Conference – May 2010

On May 16 to 18 2010, ARPA (Australian Rehabilitation Providers Association) held another successful and informative national injury management conference. The conference was well represented and the program of speakers was excellent. Special mention to Belinda Shepherd, Accent's Clinical Manager, who, in a conference full of workers compensation providers, presented an excellent presentation on what can be considered as the other side of the workers compensation coin – the catastrophically injured worker and the success of return to work.

The conference tone was set by the keynote speaker, Sir Professor Alwyd Mansel, key figure in the successful UK return to work system. His presentation on looking at a biopsychosocial approach to RTW was inspirational. A key point he made was, that if a worker has social and industrial issues on top of a work injury, return to work is that but an uphill battle. His message was clear - early intervention, management and coaching of all issues effect that worker.

Fortunately the message of early intervention and early management of return to work was a theme that was echoed by many of the speakers over the two day conference. The Workcover Authorities of Australia were disappointingly not as actually encouraging of early intervention, This is more due to the fact that many authorities won't support early referral as there are general fears that early referral means refer all injured workers to providers. A common misconception but unfortunately a reality that prevents early intervention being more effective in NSW.

It was surprising to learn however that no workers compensation system in the world is reaching the return to work rates that the authorities are setting the average RTW rate is 75-77%. NSW averages 75%.

On a true note the rest of the speakers at the conference have set the scene for a shift in paradigm and NSW may be the first to break that mold and use some innovation to achieve great things

Accent has heard the message loud and clear, hence the introduction of our Accelerate program. Accent are taking this program one step further and recording and analyzing all data to present what we at Accent are confident will be a benchmark early intervention pilot program. Your assistance as valued clients is greatly appreciated. We will be in touch and we look forward to working with you on this.

Daniel De Paoli, Managing Director



Drawtism seeks to increase the community's empathy for those affected by Autism Spectrum Disorder. By basing the campaign on Pictionary which has an authentic connection to the experience of autism, the aim is to give people both an insight into the impairments of autism, as well as provide a positive and meaningful way by which to galvanise support.

On Tuesday 25 May 2010, Accent staff participated in Drawtism month, by holding a fundraiser afternoon tea, along with games to raise money for this cause.

The afternoon was a success, and the money raised will go towards better understanding of autism and provide support to those with autism and their carers.

You can find out more about Drawtism, and donate to this cause by logging onto to www.drawtism.com.au



Staff Profile

In May, Accent welcomed onboard Brad Nightingale who joined the business development team.

Brad brings with him over 8 years industry experience in that time undertaking roles in case management, people management, business development and marketing and learning and development.

Brad is responsible for ensuring that our existing clients are provided with the most professional work standards and services that Accents strives to produce.

Along with the existing clientele, Brad will work with all departments to open up new business avenues, which will expand Accents coverage and services.

“I’m delighted to be working with a great group of professional people. I look forward to working with all our clients to achieve great outcomes not only for the employer and Accent but for the injured Workers and other third party providers”.

Brad will start making contact with all our clients in the coming weeks and months, to introduce himself and also to provide our clients up to date information, news and services as they are developed.

If you wish to discuss any business needs, please don’t hesitate to contact Brad on 02 4731 – 5009 or via email bnightingale@accentonhealth.com.au

Let us add value

Let Accent help you. Accents now offers public or in house training modules free to all our clients. These include strategic claims management and claims estimation. For more information please contact Brad Nightingale on 02 4731 5009 or via email bnightingale@accentonhealth.com.au

Accent has re-launched our marketing profile. To receive an updated version of the services along with staff profile, contact our office on 02 4731 5009

National occupational health and safety legislation is due for enactment in early 2012.

What will the model legislation look like?

The legislation is to be known as the Work Health and Safety Act.

The model laws are similar to the legislation currently in Victoria and Queensland. Generally, the act will include:

- general safety duties;
- notification of incidents;
- workplace consultation, participation and representation;
- provisions dealing with discrimination and victimisation of workers who raise OH&S issues;
- OH&S rights of entry for unions;
- the powers of inspectors and enforcement of the Act; and
- prosecutions and sentencing for breaches.

NSW will see the greatest impact of the new act. Currently, in NSW it is the responsibility of an employer to 'defend' why they did not put a certain measure or control in place. The new act will give the responsibility over to the authority to prove why the employer should have put the measure in place. There is more detailed definition as to the responsibilities of directors and OHS officer under the new act. Directors will have a greater understanding of their obligations.

The new act outlines significant changes and increases to the penalties of breaching the act, in summary:

- category one offence, reckless exposure of a person to a risk, the maximum fine is \$3 million for a corporation and \$600,000 for officers or up to five years' imprisonment. Workers will also be liable to a \$300,000 fine or up to five years' imprisonment;
- category two offence, where a supervisor or person responsible for OHS breaches an OHS obligation exposing a worker to harm, a corporation is liable to be a \$1.5 million fine, while officers and workers will be liable to \$300,000 and \$150,000 fines respectively; and
- category three offence, where a supervisor or OHS rep fails to comply with a duty, a corporation will be liable to a \$500,000 fine, while officers and workers will be liable to \$100,000 and \$50,000 fines respectively.

Causes of Lower Back Pain

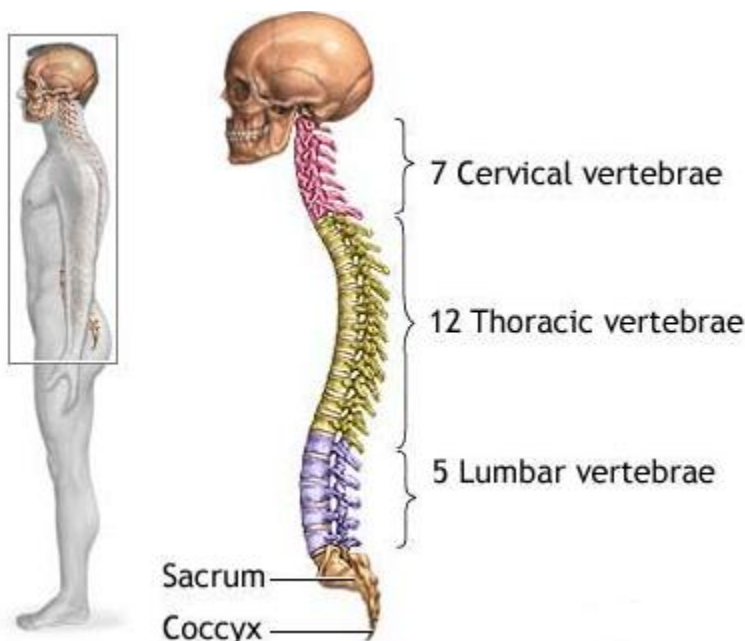
Pain can occur when, for example, someone lifts something too heavy or overstretches, causing a sprain, strain, or spasm in one of the muscles or ligaments in the back. If the spine becomes overly strained or compressed, a disc may rupture or bulge outward. This rupture may put pressure on one of the more than 50 nerves rooted to the spinal cord that control body movements and transmit signals from the body to the brain. When these nerve roots become compressed or irritated, back pain results.

Low back pain may reflect nerve or muscle irritation or bone lesions. Most low back pain follows injury or trauma to the back, but pain may also be caused by degenerative conditions such as arthritis or disc disease, osteoporosis or other bone diseases, viral infections, irritation to joints and discs, or congenital abnormalities in the spine. Obesity, smoking, weight gain during pregnancy, stress, poor physical condition, posture inappropriate for the activity being performed, and poor sleeping position also may contribute to low back pain. Additionally, scar tissue created when the injured back heals itself does not have the strength or flexibility of normal tissue. Buildup of scar tissue from repeated injuries eventually weakens the back and can lead to more serious injury.

Occasionally, low back pain may indicate a more serious medical problem. Pain accompanied by fever or loss of bowel or bladder control, pain when coughing, and progressive weakness in the legs may indicate a pinched nerve or other serious condition. People with diabetes may have severe back pain or pain radiating down the leg related to neuropathy. People with these symptoms should contact a doctor immediately to help prevent permanent damage

Quick tips to a healthier back

- Always stretch before exercise or other strenuous physical activity.
- Sit in a chair with good lumbar support and proper position and height for the task. Keep your shoulders back. Switch sitting positions often and periodically walk around the office or gently stretch muscles to relieve tension. A pillow or rolled-up towel placed behind the small of your back can provide some lumbar support. If you must sit for a long period of time, rest your feet on a low stool
- Always ask for help when lifting anything heavy.



Accent is moving.

From 5 July 2010, Accent will be located at
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www.accentonhealth.com.au