
WORKLIFE

DONNELLY AYRES

SERVICES PROFILE



COMPANY BACKGROUND

Worklife Donnelly Ayres has provided a range of Rehabilitation and Occupational Health and Safety services to private and public sector employers in Victoria since 1985. We are an approved provider of Occupational Rehabilitation services with the Victorian WorkCover Authority, the Transport Accident Commission and Comcare Australia.

We have extensive experience in the areas of occupational rehabilitation, occupational health and safety, organisational training and development and workplace health promotion. This has given us a thorough understanding of the significant impact work life culture has on the overall success of an organisation.

The major strengths of our service are:

- Prompt response to requests.
- Focus on workplace based return to work management services.
- Services tailored to meet specific customer needs.
- Dedicated contact person to ensure optimal service delivery.
- Outcome-driven model of service delivery.
- Emphasis on communication and consultation.
- Cost effectiveness with durable outcomes.
- Expertise in early intervention.
- Multi-disciplinary team of staff with extensive experience and expertise.
- Accredited Quality Assurance program with the Australian Council on Healthcare Standards.
- Commitment to injury prevention.
- Service delivery across all of Metropolitan Melbourne, and to Geelong, Ballarat, Bendigo and Inner Gippsland.

MISSION STATEMENT

Our service delivery is driven by our mission statement:

"We will excel in the specialised areas of Injury Prevention, Occupational and Vocational Rehabilitation, and Occupational Health and Safety.

Our focus for success will be total and superior customer service.

We will be effective by:

1. *Exceeding our customer needs and expectations.*
2. *Recognising staff as the company's greatest asset.*
3. *Operating with integrity and professional accountability.*
4. *Functioning cost effectively and profitably.*
5. *Working as a team.*
6. *Maintaining internal quality assurance standards."*

Ultimately, our key goal is to work collaboratively with our customers to create a safe and productive workplace and to develop professional working relationships that are responsive to their strategic business requirements.

CLIENT BASE

Our current client base is diverse and represents a wide range of industries including:

- Government and Local Government entities
- Manufacturing
- Transportation
- Hospitality
- HealthCare – Aged Care Facilities and Hospitals
- Pharmaceutical
- Abattoirs and Meat
- Construction
- Food and Beverage
- Education
- Automotive
- Retail
- Security

BUSINESS DETAILS

Head Office: Level 2, 405 Bourke Street, Melbourne

Satellite Offices: Camberwell, Dandenong, Preston, Footscray, Geelong and Ballarat.

Services are also provided to a number of regional areas of Victoria, including Bendigo, inner Gippsland, and the Mornington Peninsula.

A.B.N.: 11 005 556 409

Contact Person: Cath Hughes, General Manager

Contact Details:
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Website: www.wlife.com.au

Provider Number: UR110

SERVICE FEES

Worklife Donnelly Ayres delivers Occupational Rehabilitation Services at the Victorian WorkCover Authority recommended hourly rate, which is indexed annually. Training and Occupational Health and Safety services are delivered at an hourly rate ranging from \$120.00 to \$150.00 (+GST), or a daily rate.

All service costs are discussed and authorised with the referring party prior to commencement, with authorisation sought in the form of a signed service request.

ORGANISATIONAL PHILOSOPHY

Worklife Donnelly Ayres' model of service delivery is driven by an early intervention philosophy and the provision of superior service to our customers. This is reflected in our mission statement and is the key foundation of our business operations.

Worklife Donnelly Ayres have been involved in the delivery of early intervention services with a number of our customers, be they employers or insurers. We see injury prevention as the ultimate early intervention strategy and work in collaboration with our key customers to respond to their injury prevention and occupational health and safety needs.

Our organisational values centre on the provision of customer focussed, innovative, quality driven services. To achieve this, Worklife Donnelly Ayres is committed to the training and development of staff, as we recognise that our staff are critical to our success. We also consider respect, integrity and professional accountability to be essential in all of our dealings and we value ourselves for being progressive in response to the changing needs of our business environment and our customers business environments.

An early intervention focus drives our policies and procedures and provides the basis for our service delivery framework. We believe that this focus ensures that return to work outcomes are maximised and that long-term disability and the associated cost of this is minimised. Focus is directed on implementing a return to work with the pre-injury employer as quickly and cost-effectively as possible, whilst also ensuring that a sustainable and durable outcome is achieved. It is acknowledged that this approach is key to promoting a workplace culture focused on injury prevention and return to work. Where a return to work to the pre-injury employer is not possible, early referral to job seeking assistance is seen to maximise redeployment opportunities and a successful return to work outcome.

Our model of service delivery is also driven by our commitment to ensure that superior customer service is provided to all key stakeholders. The development and maintenance of a strong collaborative working relationship is seen as key to our ability to affect early intervention and injury prevention.

Worklife Donnelly Ayres' service delivery is also aligned with the Accident Compensation Act 1985 (Vic) and the directives, policies and procedures as defined by the Victorian WorkCover Authority.

SUMMARY OF SERVICES

INJURY PREVENTION

Worklife Donnelly Ayres seeks to work with our customers to provide services to optimise injury prevention and to develop frameworks that compliment existing risk management systems. Injury prevention services include:

- VWA Accredited Return to Work Coordinator Training.
- Manual handling risk assessment.
- Input into induction training regarding health and safety, injury prevention and injury management.
- Establishment of a duties register to assist with the development of return to work plans and to facilitate treating health practitioner agreement.
- Ergonomic workstation / work area assessment.
- Ergonomic review of new work systems and equipment in relation to manual handling risks prior to introduction into the workplace.
- Development of job descriptions that incorporate manual handling risks and controls to be adopted by employees to manage these risks.
- Workplace health promotion programs.
- Occupational Health and Safety Management Systems audit, with recommendations for improvements and prioritisation of these using the SafetyMAP framework.
- Conflict resolution and mediation services.
- Psychological counselling services.
- Education and training programs utilising a “Train the Trainer” framework, including topics such as:
 - Manual handling training tailored to specific work roles.
 - Back to Fitness – managing health at work and at home.
 - Ergonomic workstation assessment training.
 - Stress Management.

RETURN TO WORK TO PRE-INJURY EMPLOYER

Worklife Donnelly Ayres has a proven record in the delivery of early intervention services. Where possible, we seek to commence return to work planning and management prior to claim determination to minimise lost time and promote a return to work focus. Services to assist with achieving a return to work to the pre-injury employer include:

- Assistance in the establishment of a local network of treatment providers to minimise lost time related to injuries.
- Development of an Early Intervention Program with response to an injury or incident within 48 hours of notification.

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- As part of this program, agreed key performance indicators are established, as well as service delivery standards and a framework to ensure effective collaboration and communication between all key stakeholders, including the Injured Worker, the Employer RTW Coordinator, the WorkCover Insurance Agent, Treating Health Practitioner and Treating Allied Health Professionals.
 - Worksite Assessments, return to work documentation and return to work planning focused on the identification of sustainable duties (whether these are pre-injury or modified) in consultation with all key stakeholders.
 - Task Analysis to minimise risk of injury aggravation and to provide accurate and productive alternate duties plans.
 - Implementation of a rehabilitation framework that is action based and includes timeframes, responsibilities and expected outcomes.
 - Work hardening and work conditioning to facilitate the upgrading of return to work hours and duties. This can be workplace based or may require off site instruction according to the nature of the workers injury.
 - WorkHab Functional Capacity Assessments (general and hand / upper limb) using objective and physiologically based measurements to establish an individuals physical functioning. This can be used to assist with return to work planning, to improve worker confidence in their physical capabilities, and to provide and reinforce functional and manual handling principles.
 - Utilisation of tools such as case conference meetings with the Injured Worker, Employer, Treating Health Practitioner and WorkCover Agent to progress return to work planning and implementation, and to promote joint understanding of and agreement to rehabilitation goals and timeframes to achieve these.
 - Practical and realistic Activities of Daily Living Assessments based on the guidelines specified in the Victorian WorkCover Authority "Claims Manual", to maximise worker independence and prevent home duties interfering with return to work progression.
 - Vocational Assessments focused on identifying transferable skills and reviewing these in light of available alternative positions within the organisation, in addition to labour market analysis to establish realistic vocational options outside of the organisation.
 - Return to work management for non-compensation illnesses and injuries.

RTW WITH A NEW EMPLOYER

Worklife Donnelly Ayres believe that the early identification of the need for external redeployment maximises the achievement of successful return to work outcomes and minimises long-term disability and illness behaviour. It is essential that this is determined following a thorough analysis of the injured workers current injury status and injury prognosis, as based on medical opinion and following appropriate assessment of the alternative duties available with the pre-injury employer and the sustainability of these. Services to achieve a return to work with a new employer include:

- Vocational Assessments with local labour market research to ensure that recommendations and expected outcomes are realistic and linked to the achievement of a sustainable realistic return to work goal.
- Functional Capacity Assessments to ensure physical work readiness, and to assist with matching the injured worker's physical capacity with projected job requirements.
- Vocational Re-Education Assessment and assistance to target skills gaps identified during the Vocational Assessment process, and provide recommendations that are aligned with identified return to work options.
- Provision of Rehabilitation / Vocational Counselling to maximise motivation and self-management, minimise adjustment issues, and to ensure that focus on returning to work is maintained.
- Job seeking assistance services incorporating motivational programs, job seeking skills training, resume preparation, interview skills training, active job search assistance, group placement services and post-placement assistance.
- Individual skills training or group training to meet identified skills gaps with respect to the injured workers ability to independently job seek.
- Access to our extensive vacancy-canvassing program to industries.

SERVICE DELIVERY STANDARDS

Worklife Donnelly Ayres has an established reputation for providing responsive, solution focused, cost effective, high quality services and for our ability to meet the varying needs of our customers, from single one off services to comprehensive case management plans.

Key organisational systems and structures to ensure that we deliver timely and appropriate services include:

DEDICATED ACCOUNT MANAGER

A dedicated Account Manager is established in consultation with our key customers to act as a central point of contact. This is seen as key to ensuring that our service standards are met and that superior customer service is provided in a prompt and efficient manner. It also ensures that our services and staff can be best matched to suit the specific needs of our customers and their individual workplace cultures.

SERVICE DELIVERY TIMEFRAMES

To ensure that superior customer service is delivered, Worklife Donnelly Ayres adheres to the following timeframes:

- On receipt of referral, confirmation of receipt and notification of our appointed Consultant is provided within 24 hours.
- Initial contact is made by our Consultants with all key parties within two working days.
- The appropriate service is delivered within five working days.
- Reports are sent within five working days from the date of assessment.
- Telephone calls are returned within 24-48 hours.
- Requests for urgent assessments take priority, with notification provided within two hours from the time of referral being received.

Where delays are encountered, contact is made with the referring party to advise them accordingly.

REFERRAL ALLOCATION AND MANAGEMENT

The correct match of consultant skills and experience is essential to meet specific customer and specific referral requirements. To ensure that this occurs, all referrals are forwarded to the Account Manager for allocation, which ensures that a systematic, prompt and professional response is made.

Allocation is carried out with reference to the established team providing services to the customer, and with a view to the nature of the injury, the occupational type, and the demographic and specific needs of the injured worker.

All referrals are formally registered in Worklife Donnelly Ayres' database Case Manager. This system allows for the creation of a central record that details service delivery activities and allows worker specific reports and correspondence to be stored in a central record. This assists with rapid response to information requests.

COMMUNICATION PROTOCOLS

Accurate and timely communication of progress towards occupational rehabilitation goals is essential to ensure all involved stakeholders are informed. It also assists in gaining the consent and support from these stakeholders towards overall goal achievement. Key communication protocols to achieve timely, transparent and appropriate service delivery have been outlined in our service delivery standards. In addition to these are the following communication protocols:

- Provision of brief monthly progress reports to all key stakeholders outlining current status, progress towards achieving return to work goals and recommended plan of action to achieve goals.
- On-site meetings with the Employer and WorkCover Agent to review current cases and establish agreed action plans and timeframes for implementation.
- Written authorisation of requested services from the WorkCover Agent (and Employer if requested) prior to service delivery commencement.
- Telephone contact and written follow-up to Employer and WorkCover Agent where obstacles such as poor participation by the Injured Worker are occurring, to ensure that timely and appropriate action can be taken.
- Utilisation of case conference meetings with key stakeholders (Employer, Injured Worker, WorkCover Agent, Treating Health Practitioners, Union) to achieve agreement to return to work plans and goals.
- Utilisation of communication via email where this is elected by our customer as the preferred method. Email assists to maximise the timeliness of communication undertaken.
- Provision of a monthly summary report detailing our open cases, including cost, duration and brief current status; and closed cases for the month, outlining average case cost, average case duration and return to work outcomes.

QUALITY ASSURANCE PROGRAM

Worklife Donnelly Ayres achieved formal quality accreditation in November 2005 for a period of four years with the Australian Council of Healthcare Standards (ACHS).

We believe that our structured and comprehensive Quality Assurance Program ensures superior service delivery outcomes are achieved for our customers. The features of this system have been designed to meet the specific operational requirements of the industry in which we operate and to ensure compliance with the *Accident Compensation Act 1985 (Vic)* and with the Victorian WorkCover Authority's Occupational Rehabilitation Service Standards and Claims Manual.

Key features of our quality management system include:

- Defined Policies and Procedures for service delivery consistent with legislative requirements and the specific needs of our customers.
- Defined Policies and Procedures for all business operations.
- Yearly Quality Plan to ensure that processes for continuous improvement are in place and formally recorded and reviewed.
- Quality Management Meetings with the coordinators from each of our quality initiatives / projects.
- Structured File Review process of all case management files to ensure that rehabilitation action is current, solution focused and accountability clearly established, as well as to monitor costs, durations and return to work outcomes.
- Bi-annual File Audits to ensure that activities undertaken are in the context of legislative requirements, specific service delivery standards and codes of practice.
- Comprehensive induction program, mentoring program and ongoing staff training and development program.
- Benchmarking against scheme standards (Comcare, Victorian WorkCover Authority and Transport Accident Commission).
- Customer satisfaction survey and analysis to seek feedback to inform initiatives for continuous service delivery improvement.
- Audits of assessment reports to ensure timeliness and adherence to required company and customer service standards.
- Quarterly staff performance feedback incorporating return to work outcomes, average case costs and average duration.
- Annual performance reviews to evaluate staff performance against a range of Key Performance Indicators, with specific reference to their job description, and with the overall aim to establish areas for further professional and personal development.
- Policies and procedures to ensure compliance with the *Privacy Amendment Act (2000)* and the *Health Records Act (2001)*.

STAFFING PROFILE

Listed below is a summary of our professional staff. Staff have a broad range of industry expertise and professional qualifications and have extensive knowledge and experience of the legislative environments in which we operate, with an average of nine years of experience in the provision of Occupational Rehabilitation services.

Our staffing mix ensures that selection of staff for service provision is aligned with the specific needs and requirements of our customers. Worklife Donnelly Ayres also recognises that the establishment of a cohesive team is integral to developing a clear understanding of the operational needs of our customers and to achieving cost-effective rehabilitation outcomes.

CONSULTANTS	QUALIFICATIONS	REGION	EXPERTISE
Andrew Blyth	Rehabilitation Consultant Psychologist B.Sc (Honours), M.Psych (Counselling), M.A.P.S.	Melbourne Dandenong Gippsland Frankston Geelong	Stress Cases Acquired Brain Inj Cases Vocational Ax Psychometric Testing Rehab Counselling Psychological Counselling Chronic Pain OR Ax
Barbara Cullen	Rehabilitation Consultant Occupational Therapist B.App.Sc. (Occupational Therapy), Grad. Dip Health Administration	Melbourne Dandenong Geelong Bendigo	Functional Capacity Ax Upper Limb FCE Worksite Ax RTW Management Complex Physical Cases Acquired Brain Inj Cases Neurological Conditions Ergonomic Ax Manual Handling Training
Cath Hughes	General Manager Rehabilitation Consultant Occupational Therapist B.App.Sc. (Occupational Therapy), Dip. OH&S, Certificate IV in Workplace Assessment & Training	Melbourne Geelong Bendigo	ADL Ax Worksite Ax RTW Management Functional Capacity Ax Ergonomic Ax Manual Handling Training OH&S Services
Frank Imbesi	Rehabilitation Consultant Physiotherapist B.Physio	Melbourne Dandenong	Functional Capacity Ax Worksite Ax RTW Management Complex Physical Cases

CONSULTANTS	QUALIFICATIONS	REGION	EXPERTISE
Hilary Kerrison	Rehabilitation Consultant Occupational Therapist B.App.Sc. (Occupational Therapy), Trainer Level I, Leader Certificate of Mediation La Trobe Uni Certificate of Negotiation and Mediation (A.D.R.)	Melbourne Gippsland Mornington Frankston	Complex Physical Cases Stress Cases Worksite Ax RTW Management Mediation / Negotiation Ergonomic Ax OH&S Services
John Pidoto	Employment Consultant 24 years experience as an employment consultant	Melbourne Preston	Vocational Ax Vocational Counselling Job Seeking Assistance
Margaret Lawson	Employment Consultant B.A. (Psych), B.Comm 5 years experience as an employment consultant	Melbourne Dandenong	Job Seeking Assistance Vocational Counselling Vocational Assessment Skills Training
Nick Janides	Employment Consultant 10 years experience as an employment consultant	Melbourne	Job Seeking Assistance Vocational Counselling Vocational Assessment Skills Training Acquired Brain Injury
Nisha Egerton	Rehabilitation Consultant Occupational Therapist B.App.Sc. (Occupational Therapy), La Trobe Uni Certificate of Negotiation and Mediation (A.D.R.)	Melbourne Dandenong	Complex Physical Cases Stress Cases Worksite Ax RTW Management Mediation / Negotiation OH&S Services
Mary Van Den Broek	Rehabilitation Consultant Occupational Therapist B.App.Sc. (Occupational Therapy)	Ballarat	Worksite Ax RTW Management ADL Ax
Heidi Long	Vocational Consultant Occupational Therapist B.App.Sc. (Occupational Therapy)	Melbourne	Vocational Assessment ADL Ax
Cheryl Barbar	Vocational Consultant Occupational Therapist B.App.Sc. (Occupational Therapy)	Melbourne	Vocational Assessment ADL Ax

KEY OUTCOMES 2005

ALL CASES

Return to Work to Pre-Injury Employer

	2005
Average Case Cost	\$1,752
Average Duration	23 weeks
Return to Work Rate *	90%

Return to Work New Employer

	2005
Average Case Cost	\$2,905
Average Duration	36 weeks
Return to Work Rate*	38%
Total Placements with a New Employer	82

EARLY INTERVENTION (<4 weeks from Date of Injury to Date of Referral)

Return to Work to Pre-Injury Employer

	2005
Average Case Cost	\$1,462
Average Duration	16 weeks
Return to Work Rate*	96%

* Note that the return to work rate is calculated excluding assessment only cases, cases where weekly benefits were ceased or non-participation occurred, cases that did not proceed, cases where a temporary closure was affected. The rate is based on total closures for 2005.