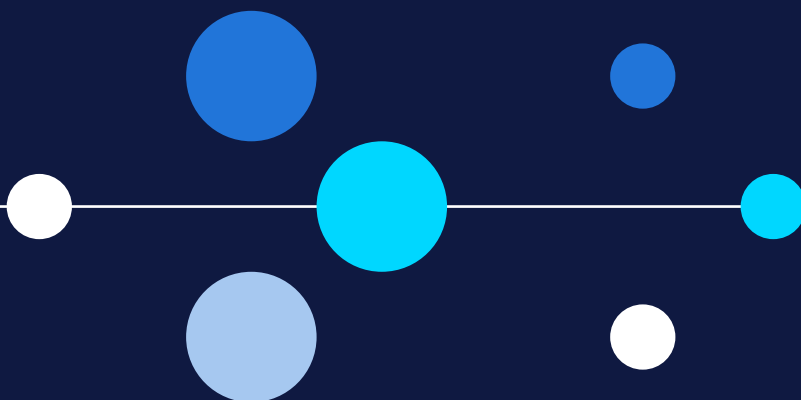


# occupational health and return to work.



human forward.



randstad

# chapters.

rehabilitation and  
return to work. 4

work activity rehabilitation  
program (WARP). 8

early intervention and  
return to work services. 14

randstad occupational  
health services. 20

where we work. 24

the consultant team. 26

# what we do.

Randstad has provided rehabilitation and Return to Work services since 2006, using our knowledge and experience as both an employer and self-insurer to provide professional support and advice to claims agents, employers, workers and medical providers.

In 2015 Randstad expanded this business to include Occupational Health services, having identified a need in the industry for a provider who understands the needs of employers. As a large employer, Randstad understands these needs first-hand and focuses on providing quality services with a quick and simple booking process and a fast turnaround on results.

Our team is committed to providing positive experiences to our clients with a multidisciplinary team, including Physiotherapists, Exercise Physiologists, Occupational Therapists, Return to Work Consultants, Injury Management Advisors, and Return to Work Coordinators. Our goal is to be the best in the business; therefore, our team engages in regular professional development to expand our knowledge base, keep up to date on current research and studies, seeking to be innovative in our approach.

Our geographical capability covers all of South Australia with a combination of established health centres in North, South and Central Metro and an ability to provide a majority of services remotely to support the regions. Randstad can also offer services on a national level with an established professional network in partnership with other providers.

Please get in touch with us if you are interested in hearing more about how Randstad's approach to Occupational Health and Return to Work could assist you.

# our approach.

As well as being a large recruitment and labour-hire provider in South Australia, Randstad provide a range of return-to-work services.

Our team focus is on providing quality services with an emphasis on client satisfaction, developing positive working relationships and maintaining communication. Our team understands that to support a successful recovery and return-to-work, we need to work collaboratively with the claims manager/specialist, the injured person, the treatment team and other return-to-work providers. This, in combination with a strong understanding of injuries, industry demands and the impact of psycho-social factors, makes our team extremely effective.

Being both a large employer, self insurer and a Return to Work provider, we understand the impact workplace injuries have on a business and the injured person, and therefore, the importance of early intervention and Return to Work. We focus on providing quick availability, fast turnaround on report writing, and the provision of a succinct, targeted report.

With a number of experienced consultants available, when required, our team can attend initial assessments within 24 hours. From there our team focuses on developing the key aspects of a report first and making themselves available to acquire any relevant medical approval in a face to face capacity, thereby allowing any modifications to be made immediately. The report is finalised when all aspects of the service have been successfully completed.

We are here to support our clients and those injured at work in achieving prompt, safe and sustainable Return to Work.



rehabilitation and

return to work.



# services.

Randstad are a registered return-to-work services provider specialising in the following services:

- Worksite Assessments with Graduated return-to-work schedules
- Initial visit within 24hrs, graduated Return to Work schedule within 24hrs and face to face medical approval request available
- Email date/ time requirements an assessment is required and consultants will be made available within 24 hours pending a referral
- Pre Injury Level 1 & 2 services
- Fit for Work services
- Functional Capacity Evaluations
- Activity of Daily Living Assessments
- Includes sourcing and supply of all equipment

Randstad has developed the following services to address the specific needs of injured workers in South Australia. Contact us for further information on these services and how to refer:

- Work Activity Rehabilitation Program (WARP)
- Work Hardening Placements







work activity  
rehabilitation

program (WARP).

## our approach.

The Work Activity Rehabilitation Program was developed in 2020 to address the needs of injured workers who were unable to Return to Work with their pre-injury employer; some examples of this include labor hire or apprenticeship hosts not offering duties or a development of industrial issues. It has since developed into a diverse program that can be tailored to meet the needs of many people with physical restrictions or disability.

The program is a targeted capacity-building for those trying to Return to Work or return to independent completion of Activities of Daily Living. It takes place onsite at South Australian businesses and RTOs or for those still employed, it can also occur onsite with the pre-injury employer.

WARP focuses on exposing an individual to the physical tasks required of the goal they are trying to achieve e.g. for someone returning to work this may be the key tasks required of their job role, for someone looking to returning to gardening independently this may include a variety of gardening tasks to ascertain what their capability is.

A tailored program is developed for every participant based upon their injury, disability or condition and most importantly their personal goal. A clear goal is required in order for this program to be successful and will be clarified at referral.

All participants in this program are supported in a one to one capacity by a Physiotherapist, Exercise Physiologist or Occupational Therapist.

The desired outcome of the WARP is to support an individual in achieving a level of function that they achieve their goal and are able to complete it independently.

# where does WARP take place?

Depending upon the individual and their circumstances, the WARP may take place:

## Onsite with WARP Hosts

- A number of South Australian businesses and RTOs allow us the use of their facilities to support this program
- WARP hosts are used if the pre-injury employer cannot host the program or is no longer involved in the Return to Work process (e.g. labour hire, industrial issues).
- WARP hosts are used for those seeking to return to independent completion of ADL's or build capacity

## Onsite with the pre-injury employer

- This is the ideal situation for those seeking to Return to Work with their pre-injury employer as it allows them to maintain engagement with their employer in their usual work environment and using their usual equipment and tools.

Through the support of WARP hosts, the program is able to offer access to the following industries and job roles:

## Building Trades & Construction

Electricians, Plumbers, Carpenters, Welders/ Boilermakers, Refrigeration Technicians, Concreters, Painters, Scaffolders, Plant Operators, Traffic Control

Also used to support return to independence in home maintenance tasks



## Transport

Truck Drivers, Agitator Drivers



## Health Care, Aged Care & Disability

Residential Care, Community Care, Nursing, Cleaning, Maintenance/ Gardening



## Industrial / Warehousing

Storepersons/ Order Pickers, Forklift Operators



## Hospitality

Wait staff, Bar Staff, Cleaners, Flight Attendants

Also used to support return to independence in cleaning, food preparation



# when is this program beneficial?

## Reduced confidence or anxiety relating to Return to Work or independence

- When an individual has limited confidence or is anxious about returning to work, they may benefit from an initially supported transition into work.
- Opportunity is provided to test their ability to perform the key tasks required of their WARP goal with the support of the allied health professional.
- Once confidence has been established, and they have demonstrated an ability to perform key tasks then a graded program can be developed to perform tasks independently
- People who may benefit from this include those with a psychological injury or with chronic pain.

## Testing and building capacity/ returning to independence

- When a person is either looking to return to independent completion of ADL's or seeking new employment.
- The program allows engagement in the tasks that they will need to complete to determine their level of capability.

## Transitioning from an unfit or reduced capacity to a Return to Work capacity

- When a person has reduced capacity and there are no suitable duties with the employer, the WARP can be used to build capacity to a level where they can Return to Work on a graduated return-to-work schedule.
- A good example of this is after the initial injury, returning to work post-surgery or returning to a heavy job role.

## Requirement for full clearance prior to Return to Work (e.g. Labour Hire)

- When an employer requires a full clearance before a person can Return to Work, the program can be used to focus on building full capacity at a WARP host location and present the outcomes of the program to the medical team for pre-injury certification.
- This may require a work-hardening placement to build endurance and capacity to perform full-time working hours.
- A good example of this is labour hire and apprenticeships, where the host does not have an obligation to provide duties. A clearance certificate allows the labour-hire company or apprenticeship provider to place an individual with a new host without negotiating restrictions.

# program process.

## Referral

- Made directly to Randstad to healthcentre@randstad.com.au
- Work Activity Rehabilitation form accessible internally
- Requires a clear goal (RTW or RTI)
- Supporting documentation

## Initial Assessments/ Worksite Assessments

- Initial contacts within 24 hours of receipt
- Initial contact within 5 business days
- Worksite visit (RTW only) within 10 days

## Program Development

- WARP program developed specific to referral goal and initial assessment outcomes
- Collaboration with medical team
- MSO acquired and report finalised and distributed

## Program Implementation

- Program implemented at WARP location (PIE or Host)
- Graded increase in physicality in line with program
- Progression in collaboration with medical team
- Maximum function identified

## Outcome/ Closure

- Goal is to achieve WARP goal
- If goal unachievable, maximum function determined
- Functions impact on ability to RTW or RTI is clarified with referrer and all key parties
- Closure report completed



# early intervention program.

In 2018 Randstad developed the Early Intervention Program to support clients in minimising the impact of workplace injuries on employees and also the business itself. The aim of this program is to reduce a injured person's recovery time frame and minimising time lost from work. This is achieved by supporting access to high quality care and providing specialist advice regarding returning to work in safe, sustainable manner.

Randstad's network of Doctors and Physiotherapists are all experienced in workplace injuries and workers compensation, and will see our patients on 'same day'. Our providers provide immediate recommendations regarding treatment and capacity for work and all understand the benefits of remaining at work when recovering from an injury.

To engage in this program a business needs to allocate a Randstad Injury Management Advisor as a Return to Work Coordinator or Support Coordinator (Sect 16, Return to Work Act 2014) to allow them to engage with injured worker's on their behalf. They also need to agree to cover a minimum of three sessions of Physiotherapy and two consults with a doctor for workplace injuries via Randstad's Early Intervention program. This information needs to be communicated to all staff including supervisors, managers responsible for notification of injuries.

Randstad's triage system allows us to coordinate correct pathways for treatment as soon as an injury occurs and support the injured worker in interpreting and implementing recommendations by attending appointments with them.

Our team of Allied Health professionals can complete site visits to identify suitable duties and develop a Graduated Return to Work schedules in line with medical recommendations.

Employees are not obligated to engage in the program. We provide all employees with an information pack outlining their entitlements under the Return to Work Act to lodge a claim or choose their treatment providers.

early intervention

and return to  
work services.



1

Incident occurs

- Randstad notified

2

Triage and referral

- Physiotherapy
- Medical
- Emergency

3

Electronic Claims Entitlement pack sent to worker

4

Capacity confirmed with treatment officer

- Treatment provider confirms capacity
- Suitable duties confirmed with site supervisor/manager
- Allied Health site visit and graded Return to Work schedule

5

Monitoring and support

- Regular communication with injured worker and treatment team
- Recovery monitored and communicated to referrer

6

Outcome (at end of EIP)

- Worker recovers and returns to work unrestricted
- Ongoing restrictions and incapacity requires progression to claim

# return to work coordinator services.

The Return to Work Act 2014 (section 16) requires any business employing 30 or more employees to have an allocated and certified Return to Work Coordinator. This person does not need to be an employee of the company. Randstad has a team of experienced Injury Management Advisors and Allied Health professionals certified as Return to Work Coordinators. They represent businesses as their primary or support Return to Work coordinator.

Randstad's best practice combines Return to Work Coordinator services with Early Intervention services. The benefit is that the injured worker is already engaged with quality, experienced treatment providers and has already begun the Return to Work process.

Our team can assist employers and employees with lodging claims, coordinating the claim determination and recovery and Return to Work plan with the claims agent, and attending all medical reviews and relevant Return to Work meetings to ensure the recovery and Return to Work process is completed appropriately and with minimal barriers.

Our goal is to assist businesses and their employees in coordinating a complex system and to support a safe and sustainable Return to Work in line with expected guidelines for the injury of condition. Our team's skills and experience, combined with Randstad's provider networks, allow us to achieve these goals.

1

Referral

- Employer notifies Randstad of incident and need for claim

2

Medical review

- Medical review organised and attended
- Discuss suitable duties and present Job Dictionaries
- Medical certificate acquired to confirm capacity for work

3

Site meeting

- Supervisor/manager and injured work present
- Claim paperwork completed
- Suitable duties as per certificate confirmed and Return to Work arranged

4

Plan development

- Return to Work plan
- Graduated Return to Work Schedule

5

Return to Work monitoring

- Attendance at medical reviews
- Confirm progression through Return to Work schedule/ plan

6

Outcome

- Recovery and Return to Work achieved unrestricted
- Ongoing restrictions required – long term suitable duties identified

# proven success.

Randstad has collated the following data for 2022, which demonstrates the effectiveness of this program and the expected cost and durations to expect.

## Aged Care

Average cost per intervention\* = \$866.26

Average duration = 25 days

Return to Work outcomes – Pre injury duties or new/modified duties = 87%

The remaining 13% is a combination of no outcome, resignations, employee choosing not to engage, and services ceased at Randstad request

\*data taken across 69 referrals

## All Businesses

(Care, Production, Concrete, Construction, Timber)

Average cost per intervention\* = \$923.53

Average Duration = 28 days

Return to Work outcomes – Pre injury duties or new/modified duties = 92%

The remaining 8% is a combination of no outcome, resignations, employee choosing not to engage, and services ceased at Randstad request

\*data taken across 138 referrals

Early intervention services have proven to reduce the impact of the duration of injury or illness, reduce the likelihood of developing chronic conditions and improve the employee's level of support of the recovery and Return to Work process. Please contact us for more information on these studies.



# our approach.

Being a large employer that engages Occupational Health services nationally, Randstad understands the importance of these services in running a successful, healthy and productive business.

In 2015 Randstad identified the need for a provider who understands an employers needs first-hand and established an Occupational Health division. The key needs of an employer, as identified by Randstad, include the following:

## Recruitment of staff

Limited booking availability or a slow turnaround in results can result in an applicant being lost to another business. A fast turnaround allows for an offer of employment to be made quickly and employment to be secured. Our administration team focus on providing a simple, flexible and quick booking process with a < 24-hour turnaround on all results.

## Preventing workplace injuries

Workplace injuries can have a significant impact on employees and businesses. It is essential to ensure that potential employees are safe to perform the demands of a role without risk of injury or aggravation. Randstad assessors understand this when completing their recommendations.

## Maintaining employee health

There are several risks involved in most job roles, whether this be a good ergonomic desk set-up or exposure to environmental factors such as Silica. Businesses must be proactive when addressing these risks through the regular engagement of Occupational Health assessments. Randstad can assist in monitoring the regularity of periodic testing and can coordinate this on behalf of a business.

Our goal is to provide our clients with the level of service we would expect for ourselves and our candidates at all times.

randstad  
occupational

health services.

# pre-employment assessment expectations.

## Client experience

Our focus is on providing high-quality assessments with quick availability for bookings and a fast turnaround of results.

- Booking timeframes: within 1-3 days.
- Results turnaround: <12 hours.
- Assessment reports: easy to interpret with clear in recommendations.

## Candidate experience

The pre-employment assessment is one of the first interactions a candidate has with their potential new employer; it is important that this is a positive experience. Randstad's interaction with the candidate impacts on the employer, our client.

To provide a positive experience, Randstad:

- Provide all pre-assessment paperwork electronically to minimise candidate waiting time.
- Provide an inviting environment in our waiting areas, including complimentary refreshments.
- Maintain a single assessor for all testing. This minimises waiting between tests and allows for a comfortable rapport to be established. It also minimises the duration of the assessment and the disruption to a candidate's day.

## Services

Randstad offer a range Occupational Health services, all aimed at supporting employers in keeping their employees healthy and safe.

These include:

- Functional Capacity Assessments
  - Pre-employment
  - Fitness for Work
- Medical Examinations
  - Pre-employment
  - Commercial Vehicle Driver
  - Silicosis
  - Uranium
- Drug and Alcohol testing
  - Pre-employment
  - Onsite random testing
- Audiometry
  - Reference (Baseline), Pre Employment
  - Monitoring, onsite
- Spirometry
  - Pre-employment
  - Onsite monitoring
- Virtual/online assessments
  - Pre-employment functional assessments
- Manual Handling Training
- Job Dictionaries/Job or Task Analysis
- Desk/workstation ergonomic assessments



# where we work.

We understand the need to provide quality return-to-work services across the state in both Adelaide metropolitan, and regional areas. We have a number of offices, health centres, and consultants located regionally, and our consultants travel regularly to all regional locations in SA.

Consultant locations (offices and health centres):

South Australia

- Adelaide Metropolitan
  - Wayville
  - Reynella
  - Morphett Vale
  - Elizabeth
- Adelaide Hills
  - Strathalbyn, Murray Bridge, Mount Barker

Randstad has satellite offices in:

- Riverland
- Berri
- Eyre Peninsula
- Port Augusta

Randstad consultant regularly travel to all other regional areas of SA, including but not limited to:

- Barossa
- Clare Valley
- Fleurieu Peninsula
- Flinders Ranges & Outback
- Kangaroo Island
- Yorke Peninsula



# the consultant team.



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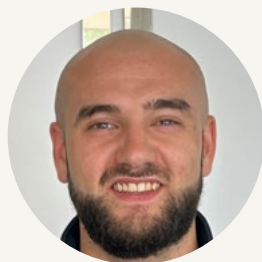
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# contact us.

We're committed to continuous improvement.

Our goal is to consistently strive for a strong culture of safety and partnership. We honour this through consistent planning, implementation, measurement and evaluation of our WHS management system and services in order to protect the safety and wellbeing of all our stakeholders – our contractors, our employees, our clients and Randstad itself.

Please get in touch with the team if you have questions regarding our services:

t. 08 8468 8090

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