

Health Benefits of Good Work

The TELSTRA perspective

“early response to injury or illness and facilitation of return to work as soon as possible increases the likelihood of a full recovery for individuals”

Linda Hutchen

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OUR PURPOSE
TO CREATE A BRILLIANT
CONNECTED FUTURE
FOR EVERYONE

STRATEGIC PILLARS



Improve customer advocacy



Drive value & growth from the core



Build new growth businesses



Bill, Head of Telstra China

VALUES



Show you care



Better together



Find your courage



Trust each other to deliver



Make the complex simple



Andrew, Field Technician Team leader

BEACONS



Network leadership



Supercharging growth



Bringing world class tech company to life



Fitter and faster



NBN order to activate



Rowana, Security Operations Support

OUR VISION

TO BE A WORLD CLASS
TECHNOLOGY COMPANY
THAT EMPOWERS PEOPLE
TO CONNECT



HEALTH
SAFETY
ENVIRONMENT

Health Benefits of Good Work –Telstra perspective

THE TELSTRA LANDSCAPE

- SELF INSURER in C'LOWTH - GENEROUS BENEFITS
- CHANGING WORK ENVIRONMENT
- LONG EMPLOYMENT TENURES
- LARGE FIELD / AGEING WORKFORCE
- REMOTE AND UNSUPERVISED WORKING
- CUSTOMER AGGRESSION
- OUTSOURCED (3RD PARTY) CLAIMS AND REHAB
- COMPLIANCE DRIVEN
- ADVERSARIAL ENVIRONMENT

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SO WHAT?

- ❑ MANAGERS OVERSEEING REHAB AND RTW
- ❑ 600 CLAIMS PER ANNUM - > 65% MSD
- ❑ 300+ PEOPLE ON LONG TERM INCAPACITY
- ❑ DISENGAGED INJURED WORKERS
- ❑ < 50% TO RETURN TO WORK RATES
- ❑ REHAB CASE DURATION RATE: 68 DAYS
- ❑ < 25% WORKERS CONTACTED IN < 5 DAYS POST INCIDENT
- ❑ INCREASING COSTS

NEED FOR CHANGE!!!

Health Benefits of Good Work - Telstra Perspective

“Work absence tends to perpetuate itself: that is, the longer someone is off work, the less likely they become ever to return”

THE OPPORTUNITIES

- ❑ SELF INSURER - INSOURCE V'S OUTSOURCE
- ❑ LEGISLATIVE CHANGE OPPORTUNITY
- ❑ IMPROVE RTW RATES
- ❑ ENGAGE EX EMPLOYEES

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NOW WHAT?

A MODEL FOR SUCCESSFUL INJURY M/MENT & RTW

- Collaborative & Outcome focussed** (early recovery and early, sustainable RTW) - partnering with LoB, workers comp, HR (non work related) & HSE Advisors
- Clear expectations and accountability**
- Immediacy** – IMS provide support and services at the **first sign** of injury or illness to facilitate **early intervention** and appropriate support
- Decision making** in the **hands of experts** who are Telstra employees who understand Telstra worksites and operations
- Injury Assist** program
- Work transition** program

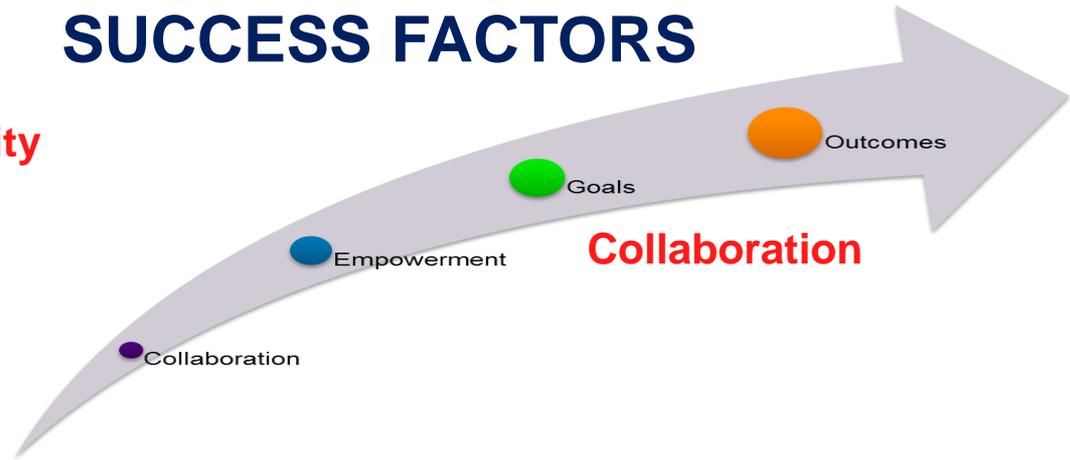
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Achievements - current employees

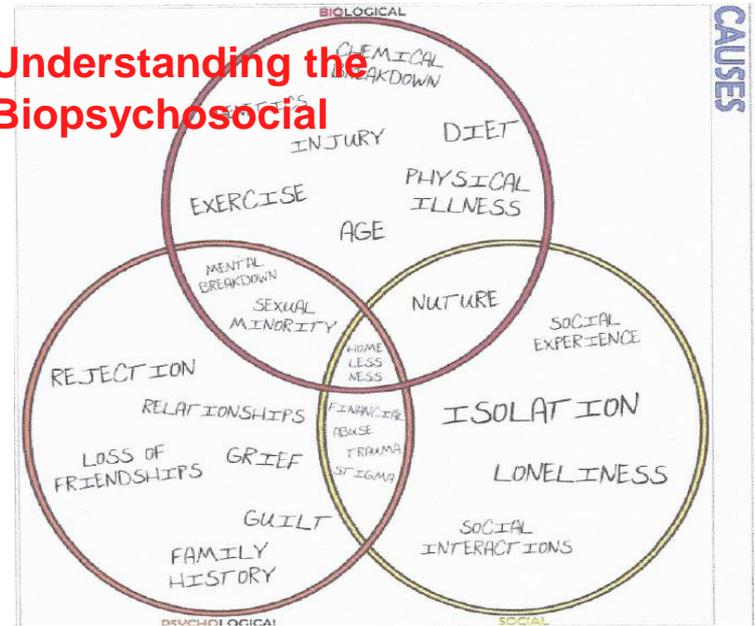
Performance Measure	Target	FY 13/14 (Pre EI)	FY 14/15 Year 1	FY 15/16 YTD Year 2
Early Intervention Contact	90% <5 days	23%	91%	94%
RTW Pre Injury Duties	85%	55%	89%	89%
Any RTW	92%	N/A	96%	96%
Case Duration	<26 weeks	69 weeks	13 weeks	16 weeks
Serious Injury Rate (DAKPI 2)	2.3	2.4	1.9	1.4
Incapacity weeks (DAKPI 5A)	5.5 weeks	6.5	4.5	4.2
Incapacity Payment Reduction	N/A	N/A	-15%	-21%
Customer Satisfaction	80%	N/A	100% -Mgr 90% -Emp	N/A

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SUCCESS FACTORS



Understanding the Biopsychosocial



Capability & Outcome Focussed

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What our customers have said?

Employees:

Wife of employee: “Employee had issues previously with an ext. rehab provider but the wife advised that IMS had gone over and above to assist her husband in his return to the work. IMS input had made a major difference to the employees mindset and his determination to recover from his significant injury”.

Employee: “Thank you so much for your time and genuinely caring, the turning point in my recovery was due to your initiative to send the field physios out to see me onsite. I am extremely grateful you did because otherwise I'd now be recovering from surgery as my doctor had given me a referral to see the surgeon as I wasn't seeing any progress. From the day I met with the field physios I started improving. ...Thank you again for saving me from the knife and the care and advice u have given me, I am now off the AWA to focus on staying healthy on the job.”

Managers:

“This was the best experience I have had as a manager with a RTW case. IMS came into the workplace and demonstrated her professionalism, expertise and care for the staff member. Her honest and collaborative approach allowed both the staff member and me an insight into the process and the road ahead. This meant we worked closer as a team to move through the RTW.”

Treating Practitioners:

“Telstra was more actively involved in Injury Management and showed more care and concern for wellbeing than any other employer I have come across.”

“Earlier today I was involved in a telly conference with my doctor and IMS. After the conference was over my doctor told me that Telstra’s Employee assistance is the best she has ever seen!”



The Call to Action - the ongoing challenges!



HEALTH
SAFETY
ENVIRONMENT