

network8  
better injury outcomes



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we find possible

ask 

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Good Lives for Older People

 BROADSPECTRUM

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# Avoiding the “Claims Culture” Trap

A Successful Injury Culture  
and Management System







If workers are only supported when they go through an injury claim process your organisation could become trapped in a “claims culture”.



- ✓ Best response for an injury
- ✓ Successful injury culture
- ✓ Accurately predict the return to work date of an injured worker

Culture

Support

Claim



Proactive, not  
reactive

Respond efficiently

Regulatory  
management



**Culture**

Support

Claim



**Proactive, not  
reactive**

Respond efficiently

Regulatory  
management

# Culture

Safety culture is what people do when no one is looking

Proactive, not reactive

- Start the Conversation

What success looks like:

- Prevention of injuries
- Increased job security
- Improved work culture



When you start a conversation around early management of injuries there's a good chance of preventing **unnecessary** claims.

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# Claims Costs

Can be the most substantial cost behind payroll

Complexity: It's not the number of problems, but the way they interact that creates complexity



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3 Problems

6 (potentially complex) interactions

8 Problems

36 interactions

20 Problems

210 interactions (!)

**Solve 1 Problem**

**Significant Help!**



# Solve Problems

Be as helpful as possible to your injured workers

Within 24 hours:

- Show concern for the worker's well being
- Phone call
- Hospital visit
- Offer personal help (feed the dogs for a couple of days etc)

Identify your strengths and build on them

# Prevention

10-15% of your claims costs should be allocated to prevention and **solving problems early**



It can be less effort, less expensive and more rewarding to manage 10 issues preventatively than to deal with one unnecessary claim reactively.

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# Productive Health Professional Relationships

96% of injured workers **make the decision** to lodge a claim in the presence of their GP (*Mazza et al. "Australian perspectives on the GPs role in return to work: results of recent research"*)

More than a week off work for a minor injury? IME for a 2 week ankle sprain?

Could Physiotherapy be an answer?

The treating health professional may become your most powerful ally



Positive leadership, strong trust and clear communication gets people back to work

# Prediction

How to predict the return to work date of an injured worker?

- Socioeconomic?
- Nature of injury?
- Research?
- ...?



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Culture

**Support**

Claim



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A software platform that connects injured workers with immediate physiotherapy intervention.



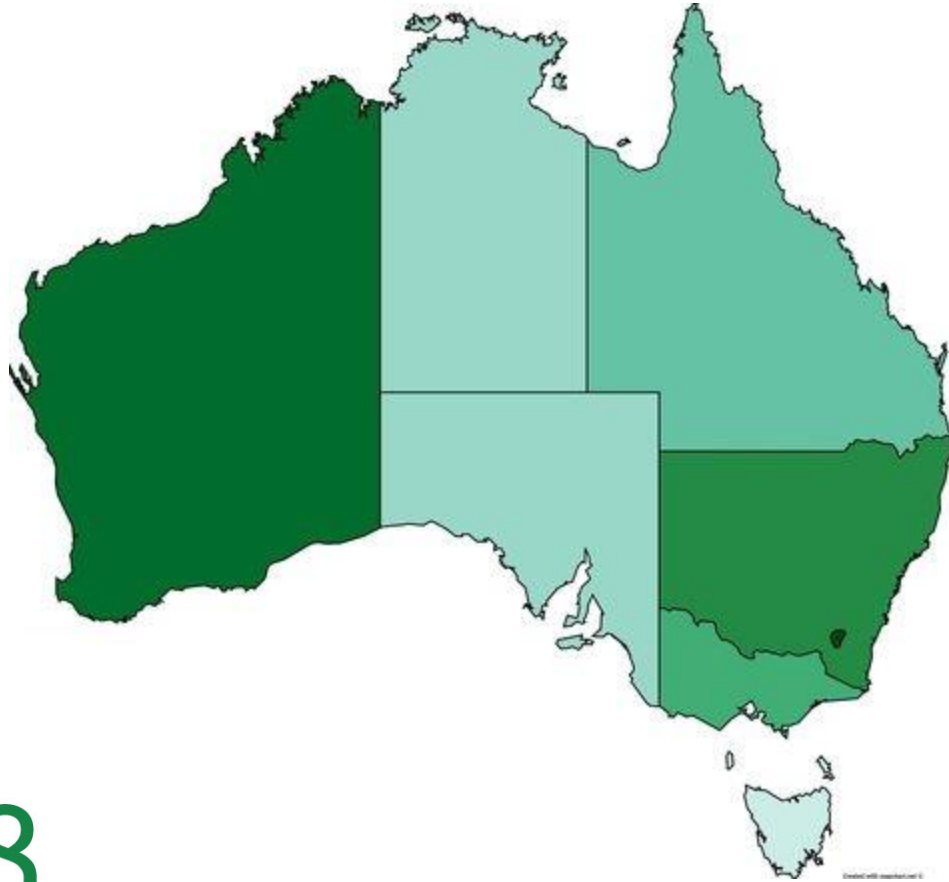
**Improved  
Culture**



**Streamlined  
Care**



**Better  
Outcomes**



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**400**

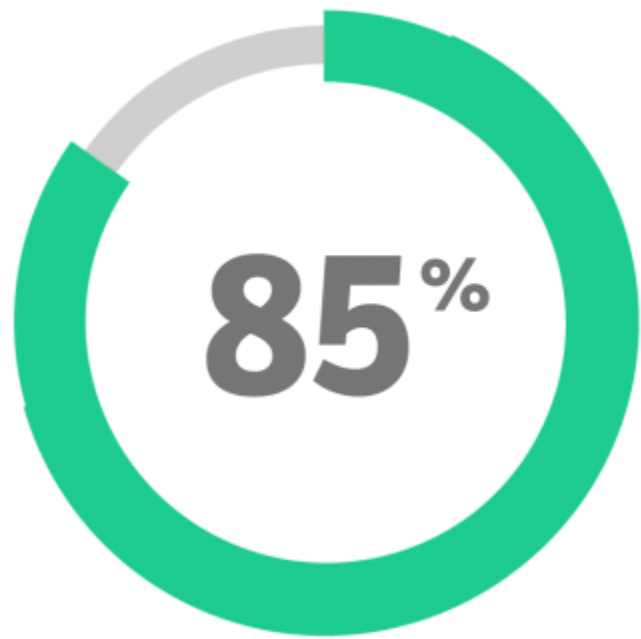
**Clinics**

**340**

**Average cost  
per case**

**3.5M**

**Saved with one  
employer**







# Immediate Care

- You are connected with trained practitioners
- You get same day appointments for injured workers
- Employees feel valued
- Team members solve their own problems without needing instruction



**“A huge improvement in injury reporting.**

Marked reduction in claims over the past 4 years.

The benefits outway the costs many times over.”

Mark Devenyns,  
Group HSW Manager, Silver Chain



# Fixed Fees

- Network8 practitioners charge fixed fees, no surprise bills
- Average 3.2 appointments
- We provide training to our clinics to ensure high standard of service
- Injured workers are encouraged to safely return to work



**“As a physiotherapist I highly recommend Network8.**

It optimises the communication between employee, employer and therapist to ensure a collaborative approach to achieve great outcomes.”

Luke  
Physiotherapist



# Easy to Use

- You get real time communication between all involved parties
- Easy to use for both you and the practitioners involved
- End to end Scheduling, Payment, Reporting
- Training included
- If someone is injured everyone collaborates in working towards the best possible outcome



Support 10 times as many workers at a much lower cost and with many additional benefits

# BOOK A **DISCOVERY SESSION**

## In Person, over coffee:

- Identify opportunities
- Implement the right systems
- Practical strategies for improving culture
- No fee, obligation free
- Limited sessions

## **EMAIL NOW:**

- Email [grant@networkeight.com.au](mailto:grant@networkeight.com.au)
- “I’m interested”



Clinic Mastery

### Strategy Session

🕒 45 min

We'll discover where your business is at, where is needs to go and what strategies will help close the gap!

#### Select a Date & Time

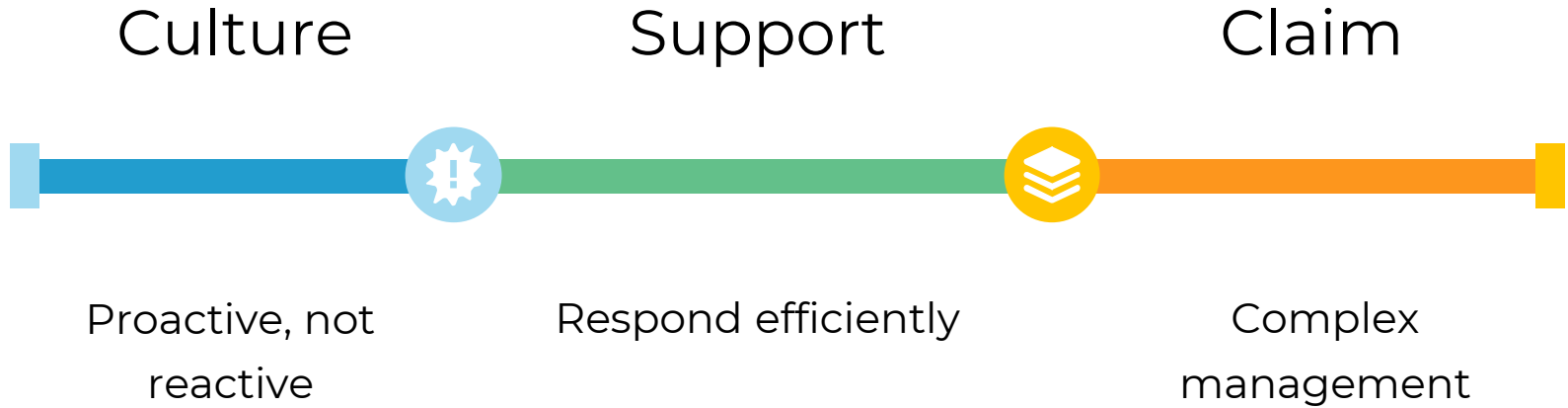
May 2019



SUN	MON	TUE	WED	THU	FRI	SAT
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

🌐 Adelaide Time (5:08pm) ▾

# Prediction?



**Ask the worker!**



# Prediction

People will come to work when they say they will.

Their perception is reality

Your support is vital

Elorriaga Claraco, Alejandro (2018) *"All in the Mind: the Concept of Neuroreality in the Treatment of Pain"*

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Grant Taylor



Rebecca Clare

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# Setup & Training

- Training for your team
- You have access to a library of training resources.
- We give you quarterly updates and access to a reporting dashboard
- We provide training to our clinics to ensure high standard of service



**200**

**Coaching  
hours every  
month**

**25**

**Live Mastery  
Partner Sessions  
every month**

**10K**

**Slack Messages  
every month**

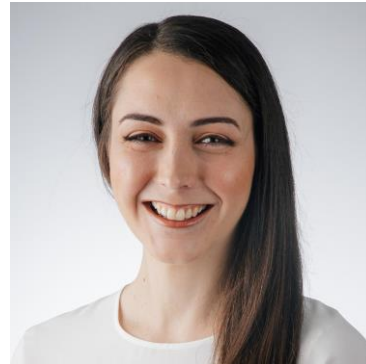
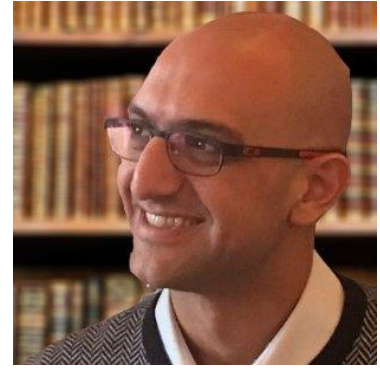


“By embracing these values:

- Employees feel valued
- Team members solve their own problems without needing instruction
- Teams help each other
- Workers practice safe working procedures and call out workers who don't
- Injuries are prevented
- Injured workers want to come back to work as soon as they safely can
- If someone is injured everyone collaborates in working towards the best possible outcome
- If claims arise they are efficiently managed at minimal cost, disruption and stress to the business and the worker”

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CLINIQ APPS



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LEGAL

CLINIC MASTERY

