

# Change • Challenge • Opportunity

## Injury & Disability Schemes Seminar

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Injury & Disability Schemes Seminar



# Mental Health

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# Flourish Australia



- A large mental health service provider
- 65 sites across NSW and SE Queensland
- Diverse range of services
- Supporting 5000 people a year
- \$60m revenue
- Majority of our 1000 staff are in front-line roles directly supporting people with a mental health issue



# Flourish Australia



- Strong policy and practice embracing mental health in the workplace
- Expertise of staff and management teams who understand mental health
- Encourage open dialogue and provide a safe workplace to discuss mental health
- Belief in Recovery — people can and do recover from mental health issues, especially if supported before and immediately after an acute episode



# Mental Health and the Workplace

- Commitment to employing people with a lived experience / Large peer workforce
- Key policy documents - Embracing inclusion and Recovery Action Framework
- Personal Situation Plans
- Commitment to the value of lived experience as key part of our mission and culture



# Flourish Australia – Injury Management



- 1000 employees
- Average 20 workers compensation claims year
- About 50% are claims for psychological injury
- Our performance is significantly below the scheme average
- Why?



## What works?

- Acting quickly when a psychological injury occurs
- Employee, employer, and treating professional working together
- Correct diagnosis
- Staying at work!

## What hinders?

- Delays may reinforce to an employee that they are psychologically injured
- Employer prevented from engaging with employee
- Possible incorrect diagnosis leading to poor treatment options
- Staying away from work!



# The Key to Effective Psychological Injury Management



- Early treatment, intervention and engagement with the psychologically injured worker is essential for a successful RTW
- Knowing a psychological injury may occur before it happens!





# Observations

- The longer an employee is away from work, the less chance of a successful RTW
- The workers compensation process is more likely to accept psychological claims, which has the adverse effect of making workers more unwell
- GPs diagnosing complex psychiatric conditions
- The over use of section 11a -- for example, employees directed to attend disciplinary proceedings may use workers compensation to delay proceedings, which often delays any chance of a quick RTW. Legal advisers often instruct employees not to RTW!