



ecoPortal

Health and Safety Engagement Software

# Handling with Care

Optimising Injury Management for  
Efficiency and Wellbeing



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# Injuries & Claims in Numbers



## Non-fatal injuries:

- 899/100,000 **workers in AU**
- 1200/100,000 **workers in NZ**

\*International Labour Organisation 2024



Mental injuries made up 9% of all serious workers compensation claims **in Australia in 2021-2022.**

\*Safe Work Australia



Mental health harm accounts for **17% of DALYs lost in NZ.**

\*WorkSafe New Zealand



## Economic impact of injuries:

- **NZ\$964,452,408 in 2022 alone**
- **Economy AU\$28.6B smaller**

\*Safe Work Australia + ACC New Zealand



# What does the law say?

## Australia

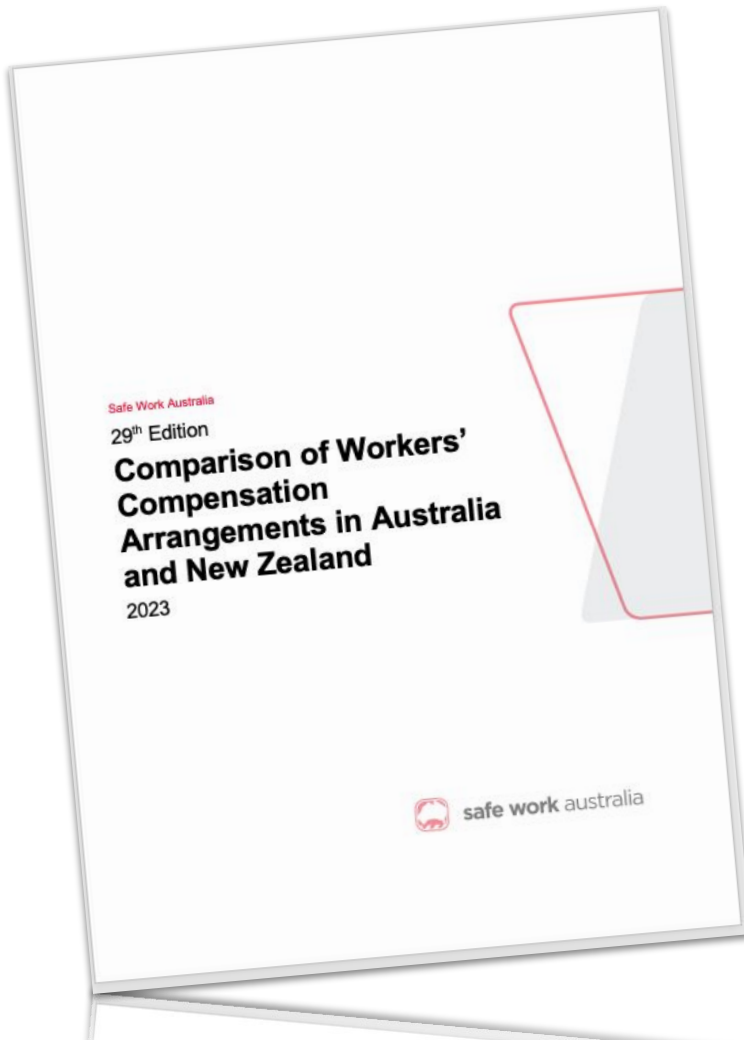
- Variations across states in Australia
- Most Australian states are required to have a Return to Work (RTW) programme or policies
- No consistency to who holds responsibility for the RTW plan
- Most locations require a robust auditing process of the Injury Management programme

## New Zealand

- Employer must assist the claimant with their rehabilitation under their plan
- The plan must be updated from time to time to reflect assessment outcomes and progress made
- Assessment of the rehab needs must consist of an initial occupational assessment and an initial medical assessment to determine if the rehab duties are appropriate and sustainable.



# Useful reference document



# Bumps on the Road to Recovery

1

Complexity Breeds  
Inefficiency

2

Managing  
Communication Trails

3

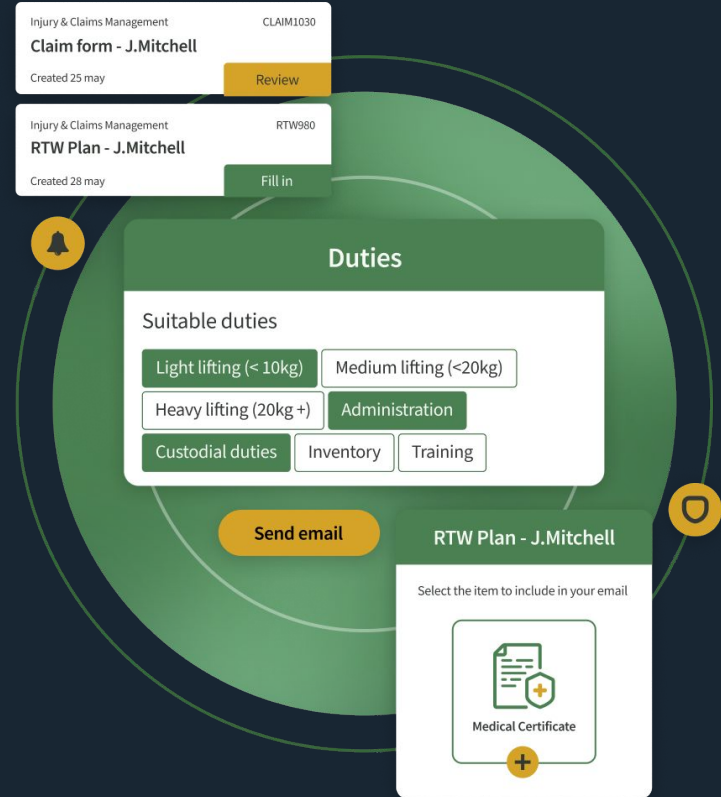
Consolidating/Reporting  
Injury & Claims Data



1

# Complexity Breeds Inefficiency

- Complex administration processes & appointment handling
- Reliance on third parties
- Double-handling of information each step of the way
- Keeping on top of requirements and deadlines - especially if operating across multiple jurisdictions!



2

# Managing Communication Trails

- Meticulous attention to detail required for documentation
- Information sitting in inboxes or phone records
- Time-critical and sensitive nature of information that must be shared
- Injured worker, + third-party communication such as medical professionals, insurers, and case managers.

**Worker Sign-Off**

Worker Signature



Signed/witnessed by J.Mitchell

 Personal information secured

Injury & Claims Management CLAIM1030

**Claim form - J.Mitchell**

Created 25 may Review

Injury & Claims Management RTW980

**RTW Plan - J.Mitchell**

Created 28 may Fill in



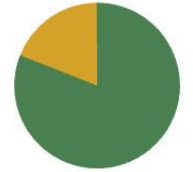
3

# Consolidating and Reporting Injury & Claims data

- Disparate systems, limited integration
- Formatting inconsistencies
- Pressure from business due to associated costs of injuries/claims

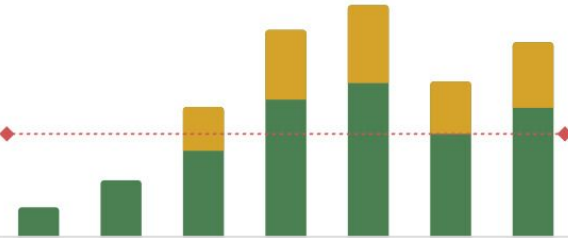
Export report

Significant injury



● Yes ● No

TRIFR



● Lost Time Injury ● Medical Treatment Injury ● Guideline

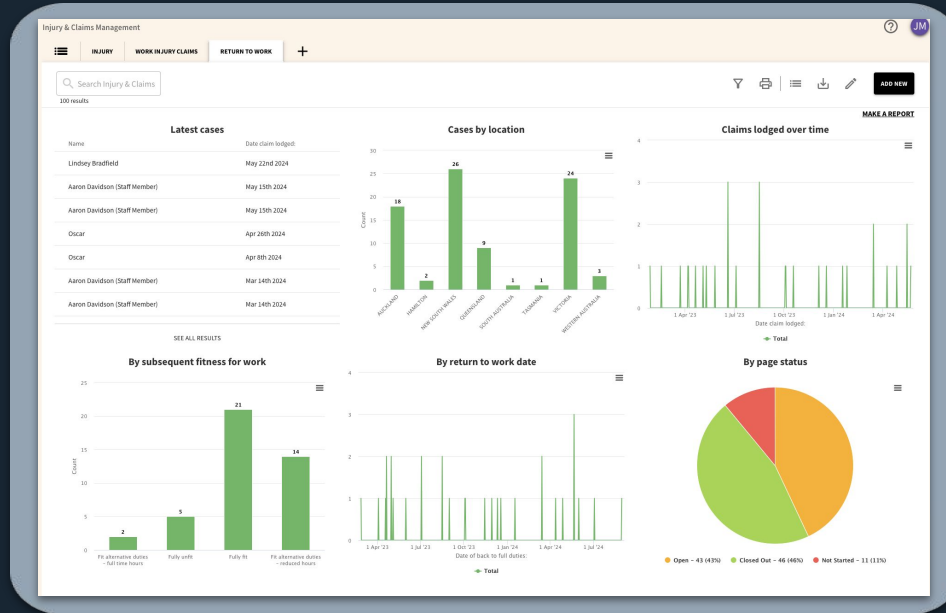


# A Checklist for Optimising Injury Management

1. Are all your forms and data in one system? And are they connected?
2. Are you having to input the same information across multiple related forms?
3. Are you being notified of impending deadlines? And are those notifications tailored to the regulations of the location where the injury occurred?
4. Can you set up different workflows based on data inputs?
5. Are you confident that you can keep your workers information confidential?
6. Can you send and receive email communications with the injured worker, and external third parties in your system?
7. Does your injured worker have access to their information, and can they easily give feedback, or sign-off—even when they are at home?
8. Can you schedule regular welfare checks on injured workers throughout the RTW period?



# Injury Management in ecoPortal



# Event Survey

Let us know your feedback!

**Don't have your phone handy?**

Click the link in the chat.

We'll also send the survey out with the recording.



# Want to learn more?

Reach out to your Customer Success Manager



George Blackburn



Lucia Fusco



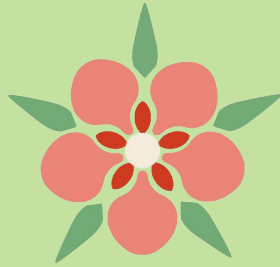
Rob Leyland



George Day

Or visit us at [ecoportal.com](https://ecoportal.com)





# ePIC

ecoPortal: Ignite and Connect

**Wednesday 7 August | Eden Park, Auckland**

**Be part of the most ePIC health and safety conversation in  
2024 at this free, one day event.**

**Be inspired | Gain insights | Enhance your skills | Grow your network**

**Ask your CSM for details on how to register.**



# Questions?

Enter them into the Q&A tab.



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EVENT SURVEY

