

Master Grocers Association Take an Proactive Role in Influencing Outcomes and Controlling Costs in Workers Compensation

This is the first monthly article provided by SANO Consulting, a specialist workers compensation organisation that provides workers compensation advice to employers, insurers and workers compensation authorities around Australia. The SANO team all have medical and health backgrounds and a strong focus on business outcomes for their clients.

A workers compensation claim can be a daunting experience for employers and employees alike. There is much that an employer can do, by utilising a few simple steps taken early in the claim, to reduce claims costs, minimise any potential conflicts or misunderstandings and achieve a better health outcome for the injured employee.

It is essential to report the claim early and lodge accurately completed claim forms with the insurer. This enables the key stakeholders to act early in the management of the claim and to identify triggers or risk factors associated with the claimant, the treater or the line manager. It also enables proactive management of the claim and alignment of expectations of all key stakeholders.

There is strong evidence that disputing claims without specific evidence of the injury being non work related, can be costly by leading to delayed return to work. Adversarial stances are not conducive to problem solving between the parties. We are not suggesting that an employer should not dispute liability but rather liability determination should only be disputed if there is clear evidence and that this evidence is communicated and forwarded to the insurance agent.

The employer has a powerful role in the workers compensation process by taking an active role in staying in touch with the injured employee, offering assistance and cooperation to medical professionals and by providing suitable duties as soon as possible after the reported injury.

There are specific communication techniques that employers can use to influence better outcomes and these will be further outlined in our monthly workers compensation articles.

There has been much advancement in medical knowledge in the past few years. It was less than 10 years ago that medical professionals were advising injured employees with back pain to take time off work and rest. We now know that this advice is incorrect and harmful. Back pain improves more rapidly if the person continues as much as possible with normal activity, including continuing to work in a workplace that is supportive and responsive.

Traditionally employers, particularly small and medium-sized enterprises, have a paucity of tools and systems to understand their role in the management of the injured employee. SANO plan to provide MGAV members with the advice and tools required to assist its members in the effective and efficient management of workers compensation claims. SANO has provided MGAV head office staff with an on-line resource toolkit available to assist members with relevant injury management information and appropriate strategies for achieving a successful return to work.

Refrigerated Shipping Containers Create Storage

The peaks and troughs of the retail industry result in many businesses regularly facing the dilemma of meeting short and long term cold storage needs .

"Australia's retail industry has been quick to acknowledge the benefits of refrigerated shipping containers - durable and portable, with flexible, low cost rental and purchase options," according to Mike Baxter, Chief Executive Officer of Royal Wolf Trading, Australia's leading supplier of shipping containers.

"The recent rise in the use of refrigerated containers can be attributed to a range of factors. The ease of transporting containers from site to site, without the need for permits and the speed of delivery has shown business owners that refrigerated containers provide a cost-effective solution to their storage problems," he said.

Royal Wolf's refrigerated and coolroom containers are available in two lengths, 6m and 12m. The temperature range of these containers is -25 to +20. Both single phase (240v) and three-phase (415v) power supply options are available.

"Our containers offer an inexpensive alternative to off site storage facilities, enabling clients to have their storage solution under their own control and on their own site. We deliver containers anywhere in Australia, regardless of the distance from the nearest town," Mr Baxter said.

Containers can be adapted for each client's needs with a wide range of accessories including adjustable shelving, storage racks, side doors, access ramps and electrical fit outs. Containers can be custom painted or fitted with advertising panels.

To meet the fluctuating requirements of businesses, Royal Wolf offers short and long term rental options and a range of new, used and refurbished refrigerated containers to purchase to meet all budgets. The company has 14 branches across Australia providing nationwide storage solutions.

Call 1300 651 700 or www.royalwolf.com.au



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