



Product Information

Trinity Psychologists Pty Ltd specialises in the Workers Compensation arena and has over 10 years experience in the prevention and management of psychological and physical injuries. The Directors are psychologists who also have a wealth of expertise and experience in Law, Human Resources and Industrial Relations. Trinity Psychologists understands the imperatives business' face and this understanding permeates all their programs. Trinity Psychologists is a national company with 120 experienced psychologists in the network.

Trinity Psychologists has developed a range of programs and interventions aimed at:

- Injury and claims prevention
- Reducing the cost of claims through targeted and proactive injury management.



INJURY/CLAIMS PREVENTION PROGRAMS

TRINITY PSYCHOLOGISTS PRODUCT INFORMATION

Injury prevention and cost containment through proactive injury management is crucial to the economic survival of all organisations. Psychological injury claims are growing at a frightening rate and while they represent only 7% of total claim numbers they currently account for 27% of the cost. Some organisations have recently seen a 200% increase in psychological injury claims and given the average cost of a claim is \$100K, psychological claims prevention and management is becoming a key focus area for managing and containing costs.

Trauma Response (not 24 hour Critical Incident Response)

The Trinity Trauma Response is a structured intervention designed to minimize time lost at work and incorporates best practice treatment models, i.e. Psycho-education on the nature of trauma, development of arousal reduction and other coping strategies, desensitisation in the workplace where appropriate and avoidance prevention.

Employee Support Services (ESS) & Employee Assistance Programs (EAP)

ESS, is a psychological service offered to employees who are experiencing work related problems and is usually referred by Management.

EAP, is totally confidential and the main purpose is to assist employees with personal problems.

ESS and EAP are both proven strategies that assist employees with personal or work related problems that they may experience from time to time. These problems, difficulties and concerns can and do affect the work performance of an employee and left unaddressed can result in workers compensation claims.

Mediation workplace resolution

The goal of Trinity mediation is to help people in dispute/conflict reach an agreement that is mutually satisfactory. Mediation can be used as a formal early intervention to solve workplace disputes and avoid situations where the parties in conflict become entrenched in their positions. Mediation is highly effective in preventing claims and litigation. Mediation is also highly effective in resolving conflict impeding return to work.

The Trinity Mediation process ensures the inherent difficulties of traditional forms of mediation which can result in increased conflict and cause further injury are avoided. Using only experienced mediators, the intervention is process driven and solution focused.

Risk Assessments/ Fitness for Work Assessments

In situations where an employee is identified as having potential psychological difficulties e.g. drug and alcohol issues / anger management difficulties and their role involves specific responsibilities to the general public or fellow employees e.g. driving a truck/carrying a firearm, Trinity Psychologists will carry out a risk assessment and investigation of the individuals case to ensure the safety of all parties concerned and the employers duty of care is dispatched.

Training

Trinity provide a range of training programs aimed at managers/supervisors as well as staff. These include:

- Managing/Preventing Stress in the Workplace
- Effective Performance and Conflict Management
- Claims Prevention - identifying at risk employees and developing strategies for injury prevention
- Reducing the cost of your Workers Compensation Claims Workshop.

POST CLAIM PROGRAMS

Pre Liability Stress Assessments

A Pre Liability Stress Assessment is an investigation into the legitimacy of a claim within the Workers Compensation Act. Often psychological claims can be denied so Stress Assessments become an important claims and cost management tool.

The Stress Assessment is an in depth clinical assessment and investigation (including taking statements) to ascertain whether a psychological injury exists & whether Section 4, 9A & 11A are applicable (or relevant state WC Act). The emphasis is on identifying impediments to return to work and providing solutions to address impediments.

A thorough investigation will take place with the worker, employer and all relevant treating parties.

Treatment of psychological and physical injuries

Research confirms Injured Workers make a more sustainable recovery and suffer less disability if they are encouraged to return to work and a normal life as soon as possible following injury (whether it be a physical or psychological injury). Return to work has also been shown to be affected by a number of key psychosocial factors which include the workers beliefs about their injury and recovery, external (personal and workplace based) stressors and passive treatment approaches.

Traditional treatment regimes (e.g. Pain Management) which focus on symptom relief rather than the psycho-social factors affecting recovery, do not result in better return to work outcomes and can actually impede recovery. Trinity Psychologists' Recovery Enhancement Programs are therefore designed to identify the psycho-social factors preventing a return to work and address these factors thus providing targeted, focused and cost effective treatment aimed at getting the worker back to work and giving them the skills to stay there.

Rapid Recovery Program

The Rapid Recovery Program is aimed at the treatment and return to work of workers with physical and psychological injury. It is an early intervention approach designed to prevent the development of chronic injury and reduce the cost of the claim. Having conducted the assessment to identify which factors are preventing recovery and return to work, the program is constructed to specifically target these factors. The focus of the program is return to work as this is without doubt the best place for the worker's recovery. The Rapid Recovery Program varies in length depending on the number of factors causing delay in recovery but is generally between 4 - 8 sessions and ensures the worker develops the attitudes, behaviours and skills to quickly return to work. Treatment will include close collaboration with the employer, the rehabilitation provider, the treating GP and all other relevant treating parties.



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