

CASE STUDY - REFRESHING AN INJURY MANAGEMENT PROGRAMME

THE CHALLENGE

Foodstuffs North Island has 2500 stores and 24,000 employees. The injury management process was a cumbersome, compliance-focused process consisting of form duplication and the overall injury management process was not being utilised as intended.

In addition, the Lost Time Injury (LTI) rates included alternative duties, which misrepresented the data.

OUR APPROACH

The programme was refreshed and called 'Back In Action', ensuring a simple, transparent process for employees and managers to follow. The programme included 'Back in Action' packs consisting of a process flow map, required forms (which mirrors ACC Form numbers) and the best approach for each stage of the injury management programme.

The packs were available at each workplace, providing a self-service solution for capturing information efficiently and effectively.

Training on the refreshed programme was rolled out across the business with all employees, supervisors, and managers to educate and encourage people to report injuries regardless of whether it was a minor injury.

Collaboration with a range of occupational health providers was a key focus for them to understand our challenges and health, safety and wellbeing objectives and provide options for the best injury management support for an injured employee and keep managers updated.

THE IMPACT

It took six to twelve months to embed the new programme within the business. However, eighteen months on, the programme is working so well that we now advise providers about an injury and provide the completed paperwork before an employee arrives at their clinic for assessment.

Keeping the process simple, making it a self-service approach and explaining the value of the new injury management programme were fundamental to ensure the programme was effective.



Everyone felt supported and empowered during the injury management process, even those who didn't always meet ACC's criteria for cover.

Data insights were more accurate, which allowed us to focus on the critical risk areas across the business.

WHAT'S NEXT

Getting the basics right first with the injury management programme and ensure it worked effectively was paramount before developing our Discomfort, Pain and Intervention framework.