

Early intervention of discomfort or pain: checklist for employers

This checklist helps ensure that your organisation has systems and processes in place to support early intervention for physical discomfort or pain.

1. Leadership commitment

- Executive endorsement of an early intervention policy that clearly defines objectives, roles, and stakeholder expectations.
- Review of relevant policies to ensure they align with the early intervention approach, supporting workers in remaining at or returning to work after absence.
- Early intervention and injury management included as standing items on executive meeting agendas.

2. Systems review and improvement

- Established systems for reporting and investigating incidents to support early intervention, including tools that monitor activity and alert management.
- Regular review of contracts with external providers, such as approved workplace rehabilitation providers, to ensure consistency with the early intervention policy.
- Ongoing resources, training, and support provided for leaders and rehabilitation managers.
- Management systems for early intervention are regularly reviewed and updated as needed.

3. Accountability

- Systems in place to ensure leaders are accountable for managing and preventing injury, with accountability embedded in the performance management framework.

4. Information and training

- Information provided to workers on available support, reporting, and contact procedures in case of early notification of discomfort or pain, or injury, including details on rehabilitation services.
- Training for leaders to build confidence and capability in recognising early signs of physical discomfort or pain and supporting workers at risk of injury.
- Clear communication with rehabilitation and treatment providers on the early intervention approach and the importance of assessments to address risks of long-term absence from work.

5. Incentives

- Recognition and reward for good performance on proactive injury prevention practices.

This checklist enables employers to proactively support early intervention, helping to prevent discomfort from developing into more serious physical injuries.

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