

SCAA JointAction Services Report

December 2011

Summary

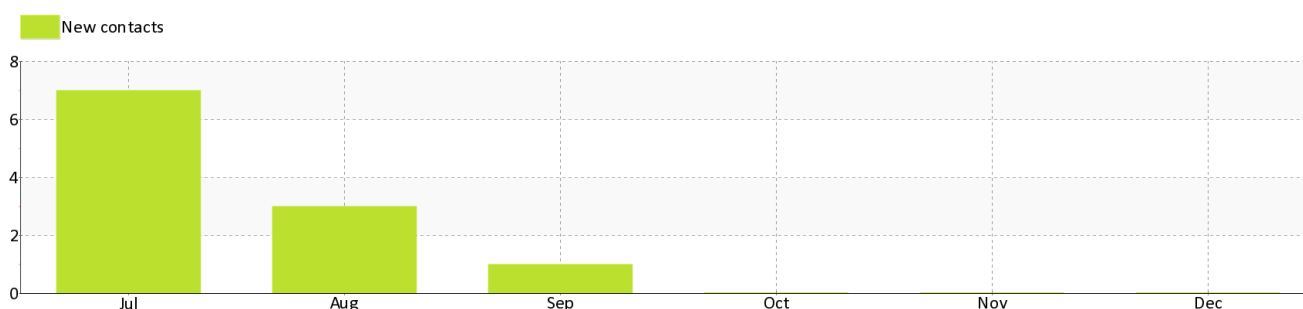
SCAA and JointAction worked together to deliver musculoskeletal injury and disorder prevention and management services to the organisation and individuals in the organisation. The underlying purpose of this work is to educate and capacity build both the organisation's and individual's practise and effectiveness in dealing with this major occupational risk and cost.

The data reported is approximated based on detailed records and notes. The approximations are required both for categorisation and to aggregate information to maintain the required confidentiality.

JointActionDIRECT

JointActionDirect is the contact system used by employees to seek advice directly from senior JointAction staff. The system currently uses a web form set up for SCAA, and a 1300 number telephone messaging service to allow employees to directly contact professionals for advice on any musculoskeletal matter to interrupt the ache-pain-injury progression.

JointActionDIRECT New contacts

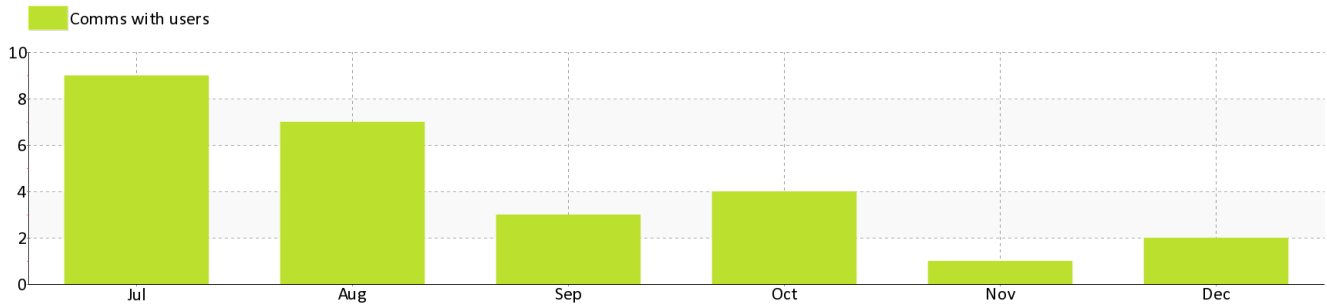


A Queensland shearer in the Glenn Innes area had been suffering from an elbow injury for many months, not able to get good advice on what to do to move forward with treatment, and getting a bit of the run-around. After hearing about JointAction's partnership with SCAA, he contacted JointActionDIRECT, getting good advice on what could be going on, what the recovery would take, and who to contact to get the necessary scans and specialist advice. Whilst the shearer was in Brisbane, he dropped in to see JointAction partner David Bick (physiotherapist), who also organised an MRI on the same day, and got him to see an Upper Limb Surgeon after the MRI for an opinion on the elbow:

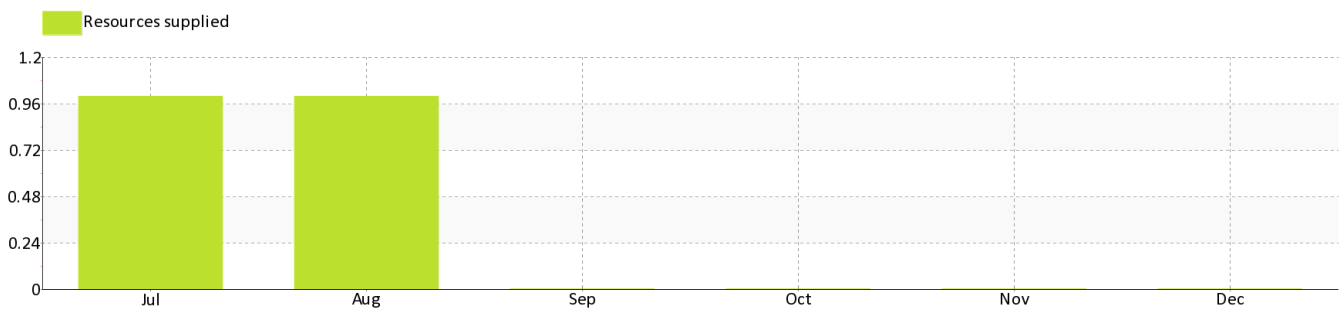
"Thanks for your help yesterday, getting somewhere now. Nothing bad in elbow from the scans but the Doctor sent me for more scans wrist this time. So tennis elbow is the call and hopefully we can repair it thank you so much for all your help"

Unlike many other similar cases, which can drag on for up to a year, with good advice from JointActionDIRECT, the shearer was able to get things moving quickly to address the injury, and start the process of getting back to work. This is a typical case for JointActionDIRECT contacts.

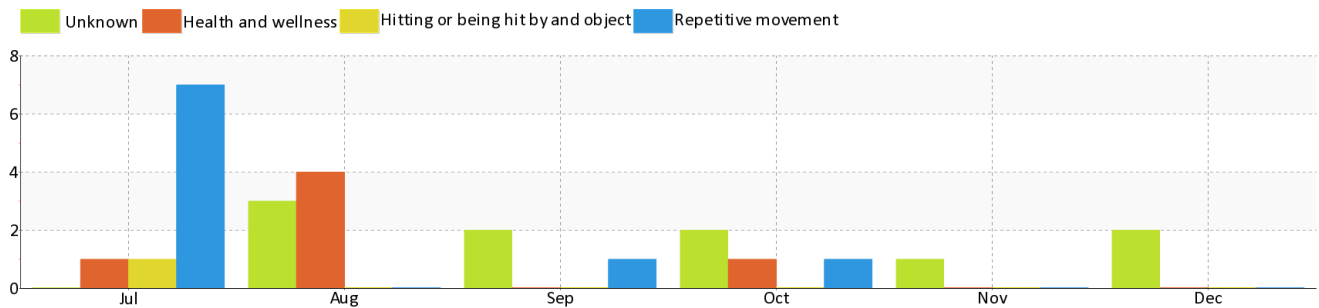
JointActionDIRECT Total communications



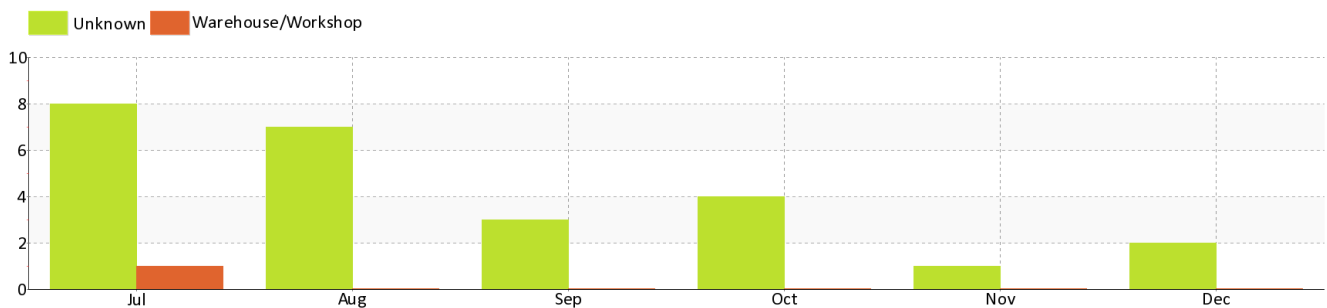
JointActionDIRECT Resources sent



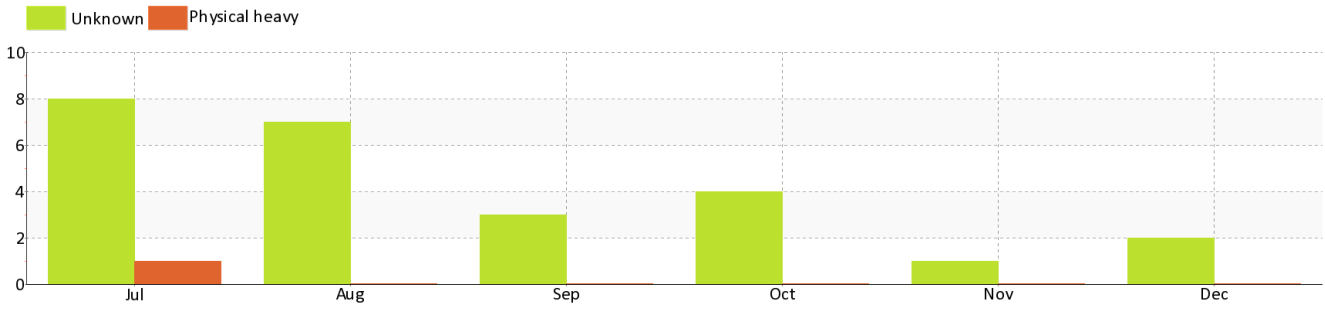
JointActionDIRECT Contact types



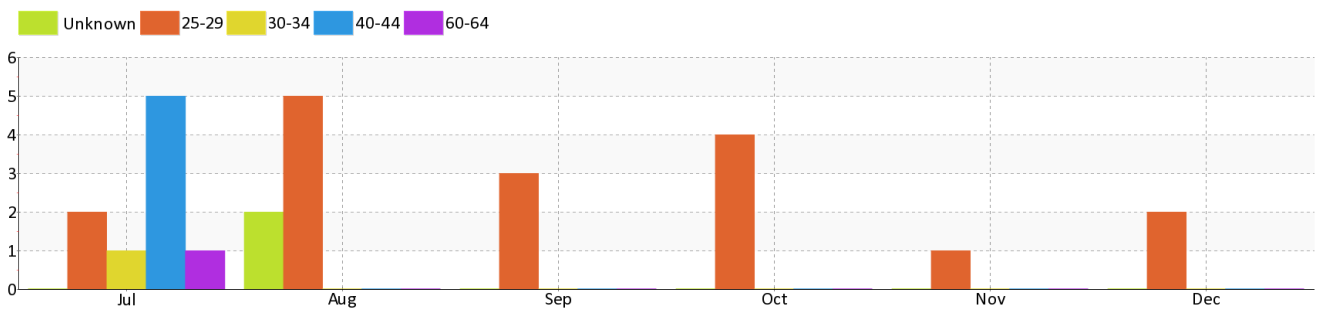
JointActionDIRECT Work locations



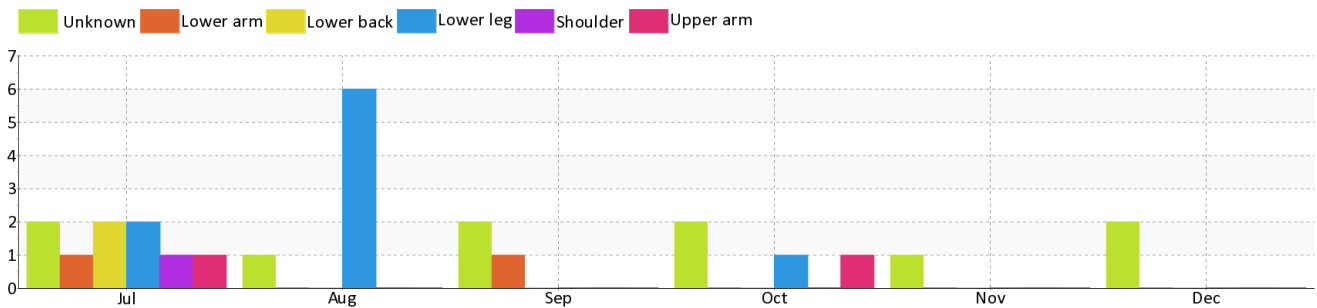
JointActionDIRECT Work types



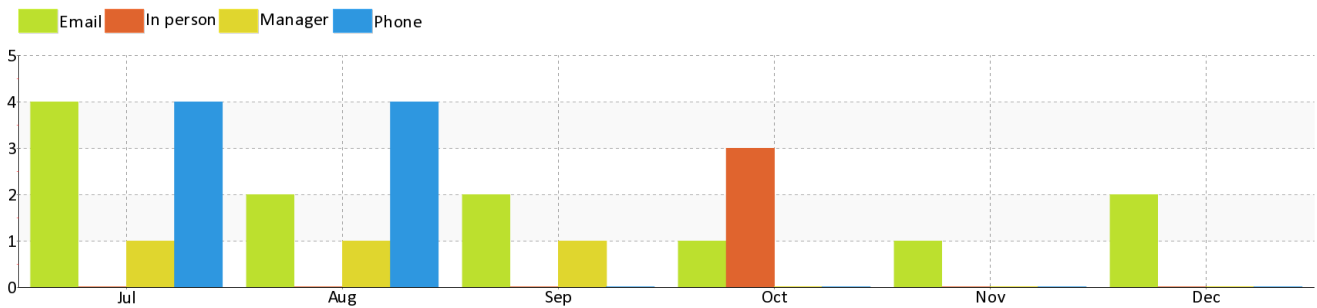
JointActionDIRECT Ages



JointActionDIRECT Body regions



JointActionDIRECT Contact methods



Monthly newsletters

A monthly newsletter about a musculoskeletal injury prevention topic as part of the JointAction curriculum, with topics covering “Body Knowledge”, “What We Do Before And After Work” and “Work, Equipment & Environment”. The newsletters are delivered electronically (as both PDF and Word Documents) for use by Southern Water. There are no restrictions on the use of the newsletters; they can be printed as desired and distributed internally electronically.

December - Why Ergonomics Matters

November - Ache Pain Injury

October - Your Body - The Hips

September - One Body One Life

August - Healthy-Unhealthy The JointAction Approach