



Smart Health  
Training & Services  
[www.smarthealthtraining.com.au](http://www.smarthealthtraining.com.au)



*On-Site Physiotherapy Services*



## Introduction to Services

**S**mart Health has a 20-year history providing industry-leading allied health services across South Australia. Over the past decade, those services have expanded out from our clinic, to provide physiotherapy on-site for some of Adelaide largest and most progressive companies. On-site services allow our expert physiotherapists to become part of the workplace, familiarising themselves with the physical stresses particular to different sections of the business. Assessment & treatment is provided to employees with minimal downtime, as there is no travel time from work to clinic. Improved communication with Safety Managers and Rehabilitation staff improves efficiencies and outcomes, ensuring that everyone involved is working towards full injury recovery. Worksite assessments and return-to-work planning can occur as part of the treatment process, ensuring that injured workers are given appropriate tasks to assist their rehabilitation.

The following document outlines the services that Smart Health can provide on-site, working with your business to achieve improved OH&S outcomes.





## On-Site Assessment & Treatment

**S**mart Health currently provides on-site physiotherapy services to some of Adelaide's largest factories, with the back-up resources of one of the largest and highest-quality private allied health clinics in Adelaide. Our physiotherapists have over 50 years of combined experience in the assessment, treatment & rehabilitation of injured workers, and we spend as much time on-site, with our corporate clients, as we do in the clinic. Providing on-site physiotherapy services provides different advantages and challenges to those encountered in the clinic, and our occupational experience places us in the perfect position to improve your OH&S outcomes.

On-site assessment, treatment and rehabilitation is designed to reduce injury duration, lost time injuries and claims. These results are achieved through early intervention, accurate & effective assessment & treatment, assignment of appropriate duties, immediate liaison with employers, improved employee morale and specific knowledge of the worksite. One of the keys to all these elements is in the experience of the practitioner onsite. A broad-based, extensive clinical experience is essential in the accurate diagnosis and effective treatment of each injury. As important as this, is the experience of working onsite in an industrial setting. Such is the depth of experience that exists within the physiotherapy team at Smart Health, that we guarantee that the physiotherapists used for all of our onsite work have a minimum of 10 years of clinical experience (this includes the physiotherapists used to back fill in times of annual leave and sickness).

This experience is essential when working onsite, allowing the practitioner to understand the varying political and industrial issues that can occur and how to effectively work with the organisation's employees, OH&S and claims team to achieve the best possible result. All physiotherapists at Smart Health have undertaken post-graduate study, and are highly skilled in the diagnosis and treatment of soft tissue injuries, which represent 50% of all work-related injuries (ASCC Workers' Compensation Statistics 2006-07). Most importantly, our experience in occupational physiotherapy gives us specific expertise in the management of those injuries most commonly suffered in the workplace. Further to this, all of the physiotherapists at Smart Health attend weekly professional development sessions designed to continuously improve the high quality of assessment and treatment that we provide and allow consistency of care between physiotherapists.



The physiotherapists at Smart Health are not just experts at delivering assessment and treatment services. All physiotherapists at Smart Health that perform onsite duties also have extensive experience in a host of other OH&S services such as worksite/ergonomic assessment, manual handling training, job analysis assessments and video job dictionaries. When an employee sustains an injury at work, they are often limited in their work capacity while that injury heals. The additional experience of the Smart Health physiotherapist allows them to immediately visit the worksite to assess the work area and to identify appropriate tasks for the injured worker to perform. By constructing a list of appropriate duties in discussion with management,



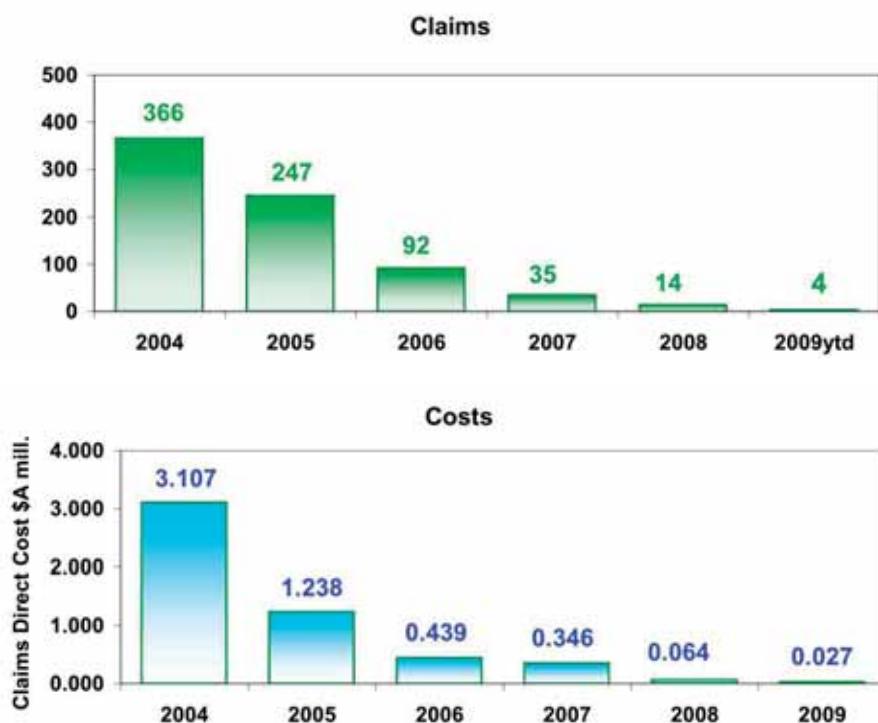
an employee can often return to work on the same day as their injury, without any further damage to their body and without any lost time. By spending consistent time on site, our therapists get a feel for the duties available in every area of a worksite, so individual plans can be tailored to return injured employees to full duties.

Having an experienced Smart Health treating physiotherapist on-site also allows the employer to have face-to-face first hand knowledge of the rehabilitation of their employees. Communication forms the backbone of any successful rehabilitation program, and our physiotherapists are accustomed to working as a team with rehabilitation and injury management departments, to achieve optimal results.

Last, but not least, giving employees access to assessment and treatment services on-site improves morale and productivity. There is a well-known link between employee satisfaction and claims rates, and by providing services for employees, employers are seen to be improving working conditions for their staff. This improved morale has a significant flow-on effect into productivity. The Smart Health physiotherapist is well aware of these factors when working with a corporate client and how their actions can greatly affect the overall culture and morale of a workplace.

While the focus of this proposal is on providing on-site assessment and treatment, Smart Health provide a full range of allied health services to our corporate clients, including Manual Handling & Ergonomic training, worksite assessments, job dictionaries, job analysis assessments, functional capacity evaluations and functional pre-employment assessments. Our services can easily be tailored to match your OH&S needs.

To give an idea of the effects of Smart Health's on-site services, the graphs below illustrate the injury incidence and injury costs during our five-year involvement in an on-site early intervention program. Our services in this case have ranged from employee treatment, to worksite assessments, to manual handling training and more recently to a comprehensive video job dictionary and have been in concert with a significant overhaul of OH&S procedures. The reductions are nothing short of spectacular. This type of result demonstrates how important it is to get the right team of people working together in OH&S and claims (including external providers) with a single-minded determination to improve the culture, morale and on-site assessment and treatment of an organisation's employees which can then lead to significant reduction in overall claims costs.







## Manual Handling & Ergonomic Training

**S**mart Health has been delivering manual handling and ergonomic training programs to a variety of industries for the best part of two decades. These programs have focussed on specific analysis of frequent or high-risk tasks.

Training sessions touch on nutrition & hydration, warm-up and stretching exercises, bending & reaching patterns and most importantly, task-specific lifting & reaching. In an office-based program, particular emphasis is placed on workstation design and reducing postural strain. All of these principles are described from an anatomical and physiological point of view, so that employees start to understand their bodies, and can then take control of their own health.

Our manual handling programs invariably involve some video analysis practical work. This involves setting up a basic manual handling task for every participant, then videoing their performance and looking back over how they move. We've found that this is one of the keys to the success of manual handling training, as it makes all of the information much more personal.

Manual handling & ergonomic training has been one of the cornerstones of Smart Health's development and growth, quite simply because it works. We provide experienced presenters with interesting and engaging material, and feedback consistently suggests that our programs result in behavioural change. As physiotherapists, we feel that it is vitally important to give employees an understanding of why they should move in a certain way. Without that understanding, the significance of manual handling training is often lost.



Please click on the image above to play the video  
The video on the left depicts the incorrect way to pick up a carton,  
while the video on the right shows the correct procedure.



## Summary

We believe that the package outlined above will provide your business with the most effective OH&S solutions available.

Our approach to OH&S emphasises tailoring programs specifically to the individual workplace, so please let us know exactly how we can help your business. The package is completely flexible and we can provide virtually any OH&S service required.



## References

Confidentiality is extremely important to our corporate clients, and we take this aspect of our business very seriously. Accordingly, our policy is not to list the contacts of any corporate clients as referees. We do however have a number of contacts with past and existing clients that are willing to act as referees, please let us know if you would like to contact them and we will happily provide the details of the best people to speak with.



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