

construct  
health



# WHY CONSTRUCT HEALTH?

# ABOUT CONSTRUCT HEALTH



At Construct Health, our purpose is to help organisations optimise their workplace health and performance.

We do this through the relentless execution of ever improving data-driven health and wellness solutions in line with our three core values: Healthcare That Converts, Service Above and Being Better.

Having commenced in 2008, Construct Health has a proven track record in the delivery of injury management, injury prevention and health and wellness solutions to corporate clients across a range of industries.

Since our beginnings, we have expanded into the public facing clinic market as well, providing physiotherapy-led clinics in strategically selected markets in Australia that align with our occupational health pedigree.

When working with our corporate clients, we set out to ensure true collaboration, moving away from band-aid options and instead delivering strategic solutions that identify and manage injury risk. This acts as a catalyst to developing a physically and mentally healthier and happier workforce, resulting in a more productive organisation.

With clear metrics in place from commencement and clear communication along the journey, we ensure the client's experience with Construct Health matches up to the promise.



# OUR RESULTS

## COAL SEAM GAS

MULTIPLE CONSTRUCTION SITES  
HIGH RISK TASKS  
LARGE GEOGRAPHICAL SPREADS

WORKFORCE OF



## MUSCULOSKELETAL RECORDABLE INJURIES REDUCED



FOR THE 12 MONTH PERIOD POST ENGAGEMENT

## OPEN CUT MINE SITE

WORKFORCE



MUSCULOSKELETAL  
RECORDABLE INJURIES  
REDUCED BY



DURING THE FIRST YEAR  
OF AN ONSITE  
PHYSIOTHERAPY SERVICE

## UNDERGROUND MINE SITE

WORKFORCE



MUSCULOSKELETAL  
RECORDABLE INJURIES  
REDUCED BY

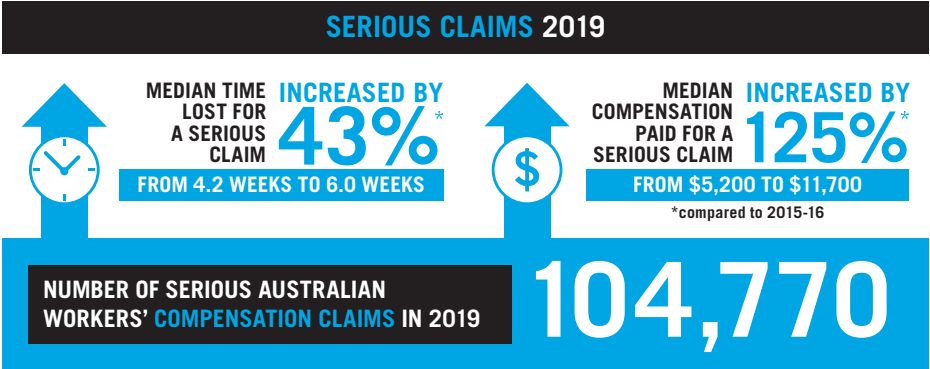


AFTER TWO YEARS  
OF AN ONSITE  
PHYSIOTHERAPY SERVICE

# KEY INDUSTRY FINDINGS

These statistics refer to serious claims – compensation claims resulting in one week or more absence from work. They DO NOT take into account injuries and associated costs of less absence from work.

## SERIOUS CLAIMS 2019



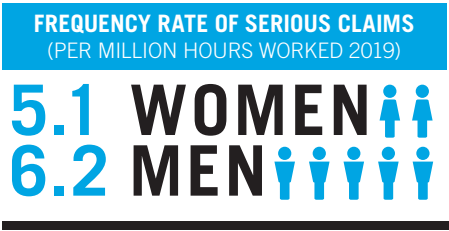
## THREE OCCUPATIONS WITH THE HIGHEST RATE OF SERIOUS CLAIMS (PER MILLION HOURS WORKING IN 2019)



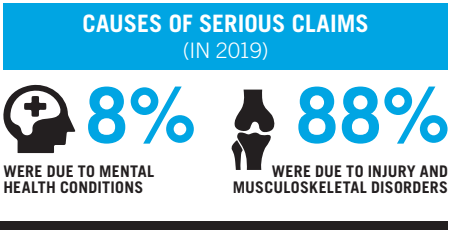
## THREE INDUSTRIES WITH THE HIGHEST RATE OF SERIOUS CLAIMS (PER MILLION HOURS WORKING IN 2019)



## FREQUENCY RATE OF SERIOUS CLAIMS (PER MILLION HOURS WORKED 2019)



## CAUSES OF SERIOUS CLAIMS (IN 2019)



SOURCE: <https://www.safeworkaustralia.gov.au/doc/key-work-health-and-safety-statistics-australia-2020>

“Workers who were dissatisfied with their employers’ response to their injury were 1.5 more times likely to have negative return to work outcomes”. **Butler et al, 2007**

# THE CONSTRUCT HEALTH APPROACH

At the commencement of our workplace health engagements with corporate clients, Construct Health completes an initial *Job Risk Analysis* (or reviews the corporate client's current Job Dictionary). We do this to get a baseline as well as a data-driven understanding of the physical requirements of a job as well as understanding of the manual task and other types of risk associated with the job. As part of the *Job Risk Analysis*, we complete:

- Job Dictionaries
- Worker Interactions
- Manual Task Risks and a Recommendation's Report

We use the data-driven findings from the *Job Risk Analysis* to recommend and implement specific injury prevention and injury management initiatives. Both of these reduce risk and increase workplace productivity.

Having the baseline *Job Risk Analysis* information, allows for accurate re-measure after the implementation of client-specific injury prevention and injury management initiatives.

## INJURY PREVENTION

- Switch On Pre and Re-start exercise program
- Movements and Behavioural-based in-field engagement
- Participatory Ergonomics training
- Job-specific pre-employment physical assessments
- Office Ergonomic assessments
- In-Cab Ergonomic assessments
- Health and Wellness Digital Content

## INJURY MANAGEMENT

- Onsite early intervention Physiotherapy
- In Clinic early intervention Physiotherapy
- Return to Work assistance
- Healthcare Placement
- Virtual Video Consultations
- National Injury Management Provision



# INJURY PREVENTION SERVICES

## SWITCH ON PRE AND RE-START EXERCISE PROGRAM

- Combination of stretching, functional movements and cognitive exercises for the mind
- Training of Switch On champions
- Use of app-based delivery of exercise
- 4 level progression of exercises

## PARTICIPATORY ERGONOMICS TRAINING

- A base-level workplace risk management system allowing workers to identify, assess and control manual task risk
- It can be implemented at any worker level, from ground staff to management level
- Can be used as a measure and re-measure tool of manual task risk

## MOVEMENTS AND BEHAVIOURAL-BASED IN-FIELD ENGAGEMENT

- Education and tips on injury prevention and improved body movement
- Coupled with use of real time data to optimize on the spot interventions
- 1-1 and small group training
- Completed in the work environment for optimal uptake and minimal disruption to workforce productivity

## JOB-SPECIFIC PRE-EMPLOYMENT PHYSICAL ASSESSMENTS

- Development of job-specific and quantified physical assessments
- Use of data from initial Job Risk Analysis
- Allows for further visibility on risk





# INJURY PREVENTION SERVICES

## OFFICE ERGONOMIC ASSESSMENTS

- Assessment of workstation seating position and layout of the worker
- Provision of sitting and standing exercises
- Support with choosing and implementing ergonomic equipment

## IN-CAB ERGONOMIC ASSESSMENTS

- Assessment of vehicle seating position and layout of the operator
- Access and Egress from the vehicle
- Training of trainer/assessors in fundamentals of in-cab set-up for inductees
- Provision of in-cab and out of cab exercises

## HEALTH AND WELLNESS DIGITAL CONTENT

- Provision of a calendar year of injury prevention and health and wellness content
- Delivered in short videos
- Provides a cost-effective alternative to the traditional in-person assessment



# INJURY MANAGEMENT SERVICES

## ONSITE EARLY INTERVENTION PHYSIOTHERAPY

- Triage assessment of injured workers
- Physiotherapy treatment of injured workers for musculo-skeletal related injuries
- Timely same day communication and reporting with key stakeholders – Health and Safety representatives, medical staff, superintendents and other key stakeholders
- Understanding and integration of corporate client specific injury classifications to reflect more accurate recordability and severity of injury

## IN CLINIC EARLY INTERVENTION PHYSIOTHERAPY

- Delivery of physiotherapy assessment, treatment and rehabilitation to the community
- On-going delivery of physiotherapy and rehabilitation services to injured workers in conjunction with the corporate client's site
- Timely same day communication and reporting with key stakeholders – Health and Safety representatives, medical staff, superintendents and other key stakeholders

## RETURN TO WORK ASSISTANCE

- Assistance with Suitable Duties Programs and Functional Capabilities
- Site visits and assessments for individual worker's Return To Work

## HEALTHCARE PLACEMENT

- Provision of relief, short-term or long-term contracted health and rehabilitation advisor roles direct to the corporate client
- The professional skillset is typically that of a Physiotherapist, Occupational Therapist or Exercise Physiologist
- The corporate client receives the additional background experience and support of Construct Health
- Option for the corporate client to directly engage the Construct Health-provided professional should all parties agree in an on-going employment arrangement
- Essentially a 'try before you buy' model of direct employment which creates alignment in team culture, processes and training



# INJURY MANAGEMENT SERVICES

## VIRTUAL VIDEO CONSULTATIONS

- Assists in early intervention of musculo-skeletal disorders
- Useful for corporate clients who are project-based without onsite physiotherapy
- Used as an adjunct to in-person physical treatment during the rehabilitation Process

## NATIONAL INJURY MANAGEMENT PROVISION

- Working with corporate clients across their multiple locations
- Using our trained third party provider network of Physiotherapists
- We deliver uniformity in terms of acute injury management
- Alignment with corporate client injury classifications



# IN FIELD RECOMMENDATION FORMS

## WORKER INTERACTION

DATE 21/8/2020 SITE/LOCATION Example Site

INDIVIDUAL / GROUP INVOLVED

Concrete

### INTERACTION

- Observed worker in vehicle. He is required to drive up to 30 hours/week, logging up to 4000 km/week, covering an area between Mackay, Gladstone and Longreach. Observed awkward postures in vehicle and possible modifications to seat height, distance of seat from steering wheel and steering wheel height. The worker complains of right sided neck pain and lower back pain, as well as bilateral hip flexor "tightness" when driving this vehicle for sustained periods of time.
- In the vehicle, Nial's knees/thighs are cramped under steering wheel and he has to rotate hips in order to get his legs under the steering wheel.
- The seat height is not ideal as even with the lowest setting his knees still contact the steering wheel.



### OUTCOME

- Advised worker to increase height of steering wheel to increase clearance for knees.
- Advised to take regular breaks when able

DATE 21/8/2020 SITE/LOCATION Example Site

INDIVIDUAL / GROUP INVOLVED

Electrician

### INTERACTION

- Effective and efficient use of words
- Task or process
- Injury risk or reported issue
- Don't forget positive feedback
- Is about the conversation

### OUTCOME

- Discussion of alternatives
- Why is this better
- Ongoing solution – (spoke to supervisor, shared with all of crew, scheduled and completed tool box talk – Get maximum bang for your buck from JSI).



# IN FIELD RISK ASSESSMENT FORMS



## ManTRA\* – IN FIELD RISK ASSESSMENT SUMMARY & RECOMMENDATIONS

### IDENTIFY TASK & LOCATION

Sliding bundles of cable

### ATTENDED BY

Electricians

Physiotherapist – Construct Health

### CONCERN – Moderate – High risk of lower back injury

- Risk due to high load lift (25.2kg per meter)
- Risk increased when sliding from ground level and overloading the lumbar spine.
- Poor lifting technique increases risk factor
- This manual task exceeded the ManTRA "Exertion Risk and the Exertion + Awkwardness Threshold" for lower back risk of injury

### INTERVENTION & RECOMMENDATIONS

- Consulted contractor to manufacture a number of assistive bars
- Maintain optimum technique (neutral back, brace spine, lift with the legs)
- Group education regarding appropriate manual task handling

### HIERARCHY OF CONTROLS

Most effective control



Least effective control

**ELIMINATION** e.g. Discontinue use of product, equipment, cease work process

**SUBSTITUTION** e.g. Replace with a similar item that does the same job but with lower hazard level

**ISOLATION** e.g. Put a barrier between the person and the hazard

**ENGINEERING CONTROLS** e.g. Change the process, equipment or tools to reduce risk

**ADMINISTRATION CONTROLS** e.g. Guidelines, procedures, rosters, training etc. to minimise the risk

**PERSONAL PROTECTIVE EQUIPMENT** e.g. Equipment worn to provide a temporary barrier



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\* ManTRA (Manual Task Risk Assessment Tool V 2.0 : Burgess-Limerick, Eggeskov, Straker, and Pollock, 2004.)

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# EXERCISE TRAINING MANUALS

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**SWITCH ON**

Team Leader Training Induction

# EXERCISE TRAINING MANUALS

## SWITCH ON

**SENSES** – Stimulates them

**WARM UP** – Gets the blood flowing

**IMPROVE MOOD**

**TENDONS AND MUSCLES** – Warm tissues more flexible

**COORDINATION IMPROVES**

**HEALTH – IS BETTER!**

## ABOUT US

Construct Health is a dynamic Australian company providing customised occupational health and injury solutions for business. Construct Health employ a team of highly trained and experienced health care professionals both in onsite roles and in clinics servicing rural and regional towns.

### Onsite Physio

Construct Health offer an onsite physiotherapy service, whereby services are provided at the workplace.

#### Benefits of onsite physiotherapy

- Minimise time lost from work, as the injured worker is treated at the workplace and therefore need not travel to an off-site clinic.
- Where an injured worker might otherwise need to take sick leave, attending the workplace for physiotherapy can keep the worker in the routine of coming to work.
- Observing the injured worker in the workplace helps with identification of contributing factors.
- The physiotherapist can gain a thorough understanding of the workplace and work tasks – an important part of rehabilitation and future injury prevention.
- Facilitates direct communication between the physiotherapist, the employer and the injured worker.
- Ease of access to physiotherapy encourages early reporting of symptoms which means developing injuries can be resolved before they become late stage injuries.

## PRE START WARM UP FOR WORK SCHEME

Construct Health physiotherapists have been training workers to lead an onerous pre start warm up before commencement of work. The programme is continually evolving and has gone from being a simple stretching programme, to becoming a multi-focused mind and body warm up. The warm up contains a combination of work specific movements, balance and coordination and activities that stimulate the brain.

A fit and healthy workforce is much less prone to injury and sickness, and is likely to be satisfied, motivated and productive at work.

This on-site programme has contributed to a dramatic fall in workplace injuries.



## THE PROGRAMME

*Congratulations in being selected to attend the Construct Health pre start team leader familiarisation*

The objective of this session is not to make you a qualified health care professional or gym instructor, but to give you the skills and knowledge to allow you to lead a group of your colleagues safely and effectively through a simple warm up for work.

#### As such, the course includes some:

**Anatomy** – This comes from the Greek word "anatomē" which means to cut open. It is the study of the body plan of animals. There won't be any cutting open on this course but some basic knowledge will help you understand what you are doing and why.

**Physiology** – Is the study of the functions and workings of human organs and cells.

This includes some:

- Muscular physiology
- Nerve physiology
- Cardio vascular physiology – heart, lungs and blood.

**Cognitive function** – This is a group of mental processes that includes attention, memory, reasoning and problem solving.

Team Leader Training Induction Manual

## ANATOMY

The structures we are mainly concerned with are the skeleton as a whole, the joints between the bones, and the soft tissue structures that join them all together.



### Joints

- This is the structure between two bones.
- There are a variety of different designs, again based on the functional requirement. Some allow movement, some don't.
- For example, hinge joints such as the elbow or the knee, ball and socket joints such as the hip and shoulder. These joints allow movement.
- Joints of the skull bones do not allow movement.
- Joints that move contain synovial fluid – this is effectively the engine oil in your car – it is there to help lubricate the joint.



### Ligaments

- Ligaments are the soft tissue structures that hold the bones together.
- They are strong fibrous bands.
- Well known ones include the anterior cruciate ligament – a popular football injury, or the lateral ankle ligament – the "sprained ankle".



### The Skeleton

- This is the scaffolding. This is what provides a rigid support structure for our body, and provides a cage to protect delicate organs such as the brain or abdominal organs.
- The number is actually prone to variation amongst different individuals.
- There are a variety of different shapes for bones for example long bones, flat bones, irregular bones.
- Long bones are found in the limbs – such as the thigh, shin and arm bones.
- Flat bones such as the shoulder blade.
- Pelvic and spinal bones are irregular shapes.

### Muscles

- Muscles are the contractile tissues that make you move.
- They pull but cannot push – pull force ends together, but don't push them apart.
- They have a partner on the opposite side of the joint which does the opposing movement – the antagonist.
- Muscles contract in different ways.
- Shortening – for example the muscles in the front of your thigh contract and shorten when you are walking up stairs.
- Lengthening – for example the muscles in the front of your thigh contract and slowly lengthen to control your descent when you are walking down stairs.
- Static – The muscles in the front of your thigh holding a steady position in a squat.

### Nerves

- Nerves are a bundle of fibres that work like an electric cable.
- They send electrical information to the brain.
- They receive electrical signals from the brain.
- There are different nerves to control different senses. These are one for hot, cold, light touch and firm touch.

## PHYSIOLOGY

Cardiovascular – heart and circulation



### Heart

- The heart is another form of muscle with four chambers that send and receive blood to and from the tissues and the lungs.
- Like any muscle, a bit of gentle exercise can keep it working well.
- It pumps blood around the body through a circuit which eventually leads back to the heart.

### Circulation

- Arteries carry blood full of oxygen to the tissues.
- Veins carry blood back to the lungs.
- Veins have one way valves that prevent backflow.
- The blood is pumped back to the heart by the action of muscles contracting. An example of this would be your calf muscles working as you walk. The veins and pump the blood back towards the heart – "the muscle pump".



### Cognitive function

- Cognitive function refers to a variety of mental processes and includes attention, reasoning, memory and language skills.
- Like any other bodily process, this can be improved with training.



### Proprioception

- This refers to how our body knows which position in space it is in.
- This includes balance and joint position sense.
- Our vision and hearing senses also contribute to our balance.

Team Leader Training Induction Manual

# CONSTRUCT HEALTH'S NATIONAL SERVICE PROVISION

Construct Health specialises in the provision of remote, rural and project-based workplace health and healthcare placements services.

We deliver fly in / fly out, residential, virtual and project-based health services across all Australian states and territories.

Our Construct Health branded allied health clinic locations in Queensland are listed below:



**MORANBAH**

**EMERALD**

**MACKAY**

**BRISBANE**