

Change • Challenge • Opportunity

Injury & Disability Schemes Seminar



12 - 14 November 2017 • Sofitel • Brisbane





Implementing an evidenced based approach to psychological injury management

Andrew McGarity Fire & Rescue NSW



2011

2012

2013

2014

6%
new claims

8%
new claims

6%
new claims

9%
new claims

16%
portfolio

16%
portfolio

18%
portfolio

20%
portfolio

23%
payments

29%
payments

34%
payments

41%
payments

\$3.9M
Per quarter

\$4.2M
Per quarter

\$4.0M
Per quarter

\$4.0M
Per quarter



FRNSW Psychological Injury Management

- 21.4% of psychological injuries due to work pressure
- 15.5% of psychological injuries due to exposure to trauma
- 16.2% of psychological injuries due to alleged Bullying & Harassment
- 31.9% of discharged firefighters were diagnosed with PTSD

“PTSD is a pathology which interacts with the societal context”
Auxemery (2012)



FRNSW Psychological Injury Management

- 40% of psychological claimants aged 50-60
- 31.6% of psychological claimants aged 60+

“The development of traumatic memories at the time of stress exposure represents a major vulnerability through repeated environmental triggering of the increasing dysregulation of an individual’s neurobiology.” (McFarlane, 2010)



FRNSW Psychological Injury Management

“The secret of the care of the patient is
in caring for the patient”

Francis Peabody



FRNSW Psychological Injury Management

- Implementation of a systematic evidenced based process that is
 - implemented consistently between EML and FRNSW
 - focussed on accessing treatment and support, rather than legislation.
 - Consistent with the goals of the organisation
 - Focussed on the individual, not the diagnosis



FRNSW Psychological Injury Management

- Accurate diagnosis is critical for treatment, not liability.
- Early, holistic evidence based treatment needs to be pre-approved to minimise delays.
- Managers, supervisors and peers have a very significant role in recovery.
- A lack of compliance may be a sign of injury rather than non compliance.
- Medical discharge from the service needs to be managed compassionately.



EXPERT GUIDELINES:

DIAGNOSIS AND TREATMENT OF POST-TRAUMATIC STRESS DISORDER
IN EMERGENCY SERVICE WORKERS

EXPERT GUIDELINES: DIAGNOSIS AND TREATMENT OF POST- TRAUMATIC STRESS DISORDER IN EMERGENCY SERVICE WORKERS

LAUNCHED IN OCTOBER 2015



- Given the debt that society owes these workers, it is imperative that we ensure that those who do become unwell as a result of their emergency service work get the best possible treatment, we hope these guidelines will help this occur.***
- A/Prof Sam Harvey***



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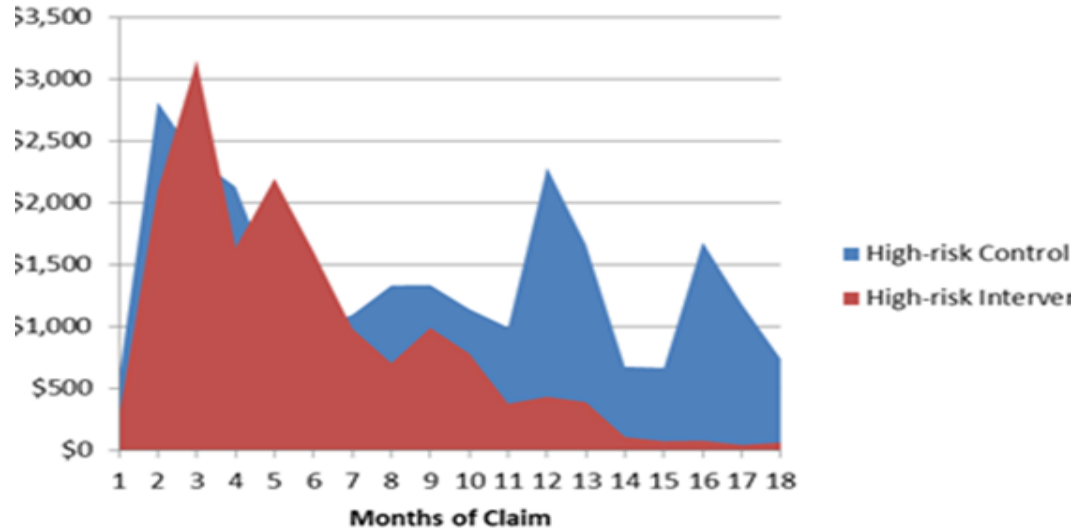




- Prevention
 - Resilience at Work
 - FITMIND
 - Critical Incident Support, EAP, Chaplains
 - Mental Health Training
- Diagnosis
 - FRNSW Initial assessment based on guidelines
 - FRNSW PTSD book
 - Systematic Psycho-social process



WISE: Total Cost of Claims over Time

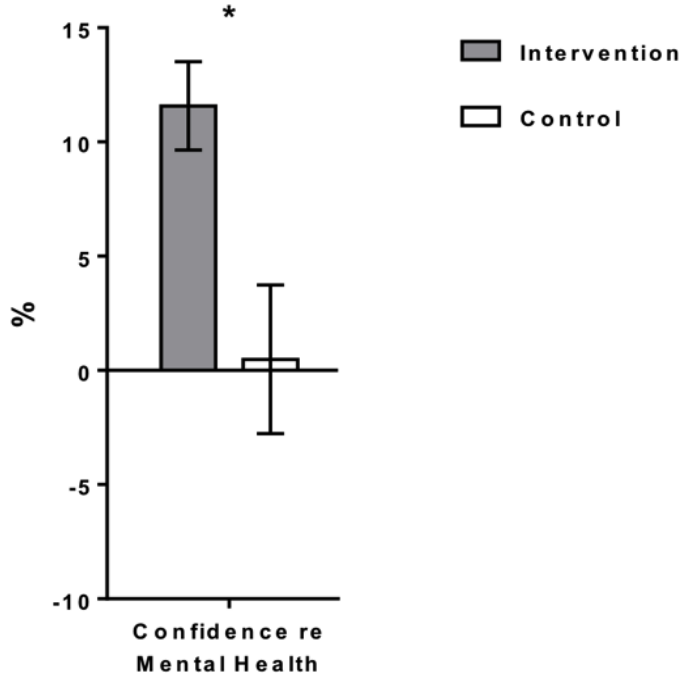


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- Treatment
 - Holistic approach
 - Psychological diagnosis directed by initial psychological assessment
 - Systematic process to enact internal and external supports
 - Treatment and independent panels to monitor
 - Suitable duties options
 - Redeployment process
 - FRNSW Durability Programme





- Reproduced with permission and thanks to A/Prof Sam Harvey & Blackdog Institute

- FRNSW Command
 - RESPECT & Mental Health First Aid training
 - Command Peers
- Investigations
 - Timing based on recovery
 - Flexibility offered
 - Use of peers
 - Factual used for future reference



- Return to Work
 - Health Benefits of Good Work
 - Suitable duties options
- Medical Discharge
 - Transitional counselling
 - Qualification
 - Vocational Counselling and assessment
 - Job seeking panel with individualised focus





- TMF Risk Management Award & PIEF Award
- FRNSW average psychological claim \$13073, compared to \$18006 for NSW Emergency Services
- Total premium reduced 22% in the past 5 years



2014

2015

2016

2017

9%
new claims

10%
new claims

9%
new claims

7%
new claims

20%
portfolio

21%
portfolio

20%
portfolio

23%
portfolio

41%
payments

43%
payments

41%
payments

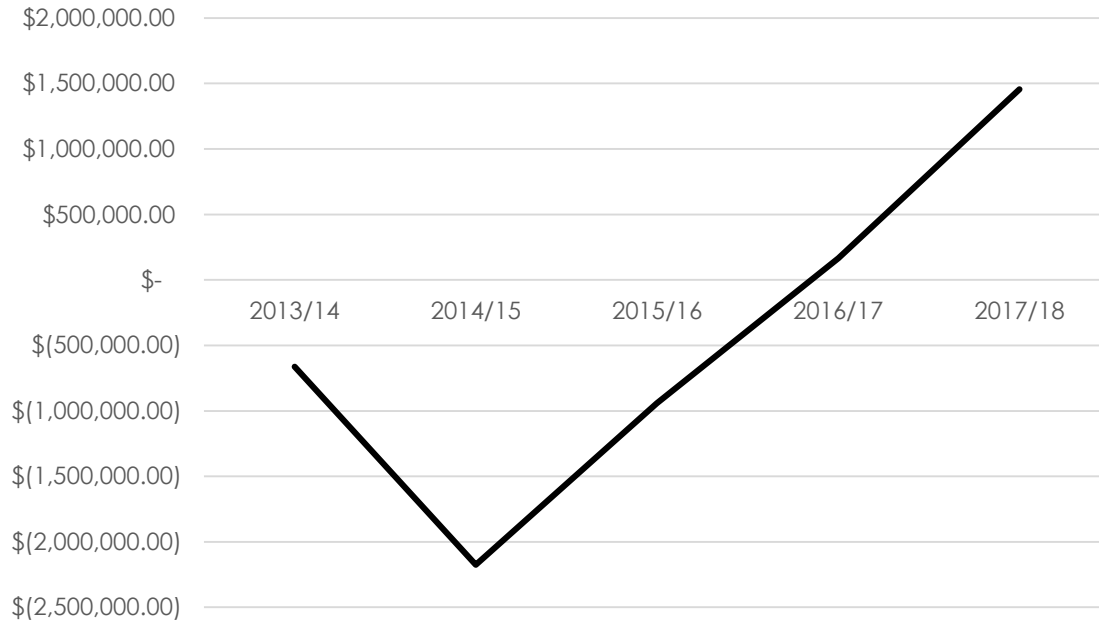
43%
payments

\$4.0M
Per quarter

\$4.2M
Per quarter

\$4.1M
Per quarter

\$3.8M
Per quarter



FRNSW Deposit Premium



“ Society does not consist of individuals but expresses the sum of interrelations, the relations within which these individuals stand. “

Karl Marx