

Business adapting to COVID19: Utilising telehealth to prioritise client and workforce safety

Working with some of Australia's largest insurers and government agencies, Arriba Group specialises in workplace rehabilitation, disability employment services and NDIS allied health services. They are using a range of measures to protect their workforce and ensure the best outcomes for injured people, people with disability or those with disabilities looking for work.

"Everyone deserves access to vital, equitable and affordable healthcare services, whether they live in a city region or a remote area. The good news is that RMReach, the technological solution to Australia's long distances that we pioneered back in 2012, is now proving essential during this COVID19 pandemic that's hit our nation," said Arriba Group Chief Executive Officer and Managing Director, Marcella Romero.

Arriba Group is a family of companies – Rehab Management, AimBig and LiveBig - that give people their best opportunity in life by providing workplace rehabilitation, disability employment services and NDIS allied health services. The Group works across 106 office nationwide and manages a massive portfolio, working with some of Australia's largest organisations, including insurers (Allianz, GIO, EML, Boral, Apple, QBE, AIA and iCare) and government departments and agencies (Veterans' Affairs, Home Affairs, Services Australia (formerly DHS), Health, Education and the Australian Federal Police).

"Arriba Group has a long history of flexible work practices, such as staff working remotely or from home, made possible by using the latest technology and smart apps. This is proving especially helpful during this time of national crisis. It matters more than ever that, no matter where they live, Australians can access professional health and rehabilitation support," continued Marcella.

Arriba Group is using their innovative and award-winning telehealth technology RMReach to prioritise the safety of their workforce and clients, and ensure business continuity. RMReach enables service delivery, webinars and training, video demonstrations and virtual meetings through an easy to use online video conferencing and meeting application, LifeSize. It helps staff connect with stakeholders during the course of their employment, rehabilitation or return to work journeys.

The technology won a Comcare National Work Health and Safety Award in 2014 that recognised excellence in workplace health and safety, and rehabilitation and employment achievements.

"As far as we know, RMReach was Australia's first commercial long-distance connectivity tool designed to easily talk to and treat people outside of Australia's city regions. Over the past few years, the tool has helped us achieve excellent results and proactively monitor case progress across hundreds of cohorts across Australia. Through mobile or wireless technologies, RMReach also helps people connect with their doctors, health specialists, claims managers, allied health provider or job coach," said Marcella.

"Now it is helping us quickly adapt to the current situation and continue to provide much needed services across our businesses, including psychology sessions, speech pathology, home ergonomic assessments and training," continued Marcella. "Better contact and communication results in much better outcomes for injured people, people with disability or those with disabilities looking for help finding a job."

Arriba Group has implemented a simple triage process in the first instance to reduce face-to-face contact with individuals who may be at risk of exposure to the COVID-19 virus. For all new referrals and/or existing claims they ask a number of COVID19-related questions before meeting. Any red flags

will result in a session being postponed and the person is advised to seek medical advice. If no red flags present, they will choose between a normal face-to-face session, or run the session through teleconferencing and/or their RMReach platform.

As well as the triage process and using telehealth, Arriba Group has also taken a proactive approach to managing the impact of the COVID19 internally with a host of communications and practical activities to inform staff and clients across Australia. They have a regular Coronavirus impact bulletin for staff, and a specially created Senior Response Team meets daily in Sydney's head office. They have also rolled out our mandatory staff wellbeing digital surveys twice weekly to track how people are feeling and to help identify any issues early.

Arriba Group has suspended all domestic business travel and business-related group events greater than 10 people. They are also encouraging staff to maintain social distancing by keeping 1.5m away from each other. Any Arriba staff who present as unwell are required to stay at home. If any staff have recently returned from overseas, or are intending to travel overseas, they are required to self-isolate for 14 days on their return.

"Our business has people at its heart, and though we're all experiencing challenging times right now, we're finding ways to provide a normal, 'exceptional' service for our clients and customers." said Chief Executive Officer and Managing Director, Marcella Romero. "Our number one priority is never to compromise the health, safety and wellbeing of our staff, clients, claimants or injured workers."

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*Distributed by Lanham Media on behalf of The Arriba Group
Media contact: Fleur Townley | fleur@lanhammedia.com.au | 0405 278 758*

More information about RMReach:

For disability employment: <https://www.aimbigemployment.com.au/rmreach/>

For work rehabilitation: <https://www.rehabmanagement.com.au/rmreach/>

About Arriba Group

Arriba Group has a family of companies that have been created to give people their best opportunity in life. The group was founded by Marcella Romero, a strategic, passionate and innovative leader who expanded a one-woman home office to three successful enterprises — Rehab Management, AimBig Employment and LiveBig — with over 395 diverse employees across 106 offices, all working to deliver quality services to its clients.

Our business is a people business based on the absolute belief that every individual deserves a better future. Our success is predicated on this belief, it is at the heart of how we approach each business, challenging ourselves to ensure our service truly meets and exceeds the needs and requirements of our clients and innovations is the key to this.

<https://www.arribagroup.com.au>