



Rehab Management
Comcare Self-Insured
Tailored Services

— FINANCIAL REVIEW BOSS —
**MOST INNOVATIVE
COMPANIES**
#1 MOST INNOVATIVE HEALTH COMPANY 2020

About Us

Rehab Management was launched in 1998 and has an exceptional 23 year track record in the provision of return-to-work services, injury management and safety and wellbeing solutions to our private and public sector clients. Rehab Management under the leadership of its founder Marcella Romero is now one of the top three occupational rehabilitation specialist companies in Australia. Over the last 10 years our focus on innovation has resulted in Rehab Management being bestowed multiple awards for its pioneering services and our client centric approach has led to 100% government tender success and renewal.

Rehab Management is proud to be a national Comcare-accredited Workplace Rehabilitation Provider. With over 20 years of expertise providing occupational rehabilitation services to over 150 Commonwealth agencies and partnerships with over 80 premium paying agencies and self-insured customers covering office-based APS, logistics, manufacturing, travel, security, education, and health - our dedicated team of Comcare specialists strive to provide excellent results in supporting employees wherever they are in Australia. Ranked as one of Comcare's top six providers nationally, Rehab Management has had a 100% contract renewal rate over the last 10 years.

Our Mission

To be Australia's most progressive people-centric company to achieve the best outcomes for all clients.

Our Vision

To be the number one nation-wide market leader in occupational rehabilitation, employment, specialist allied health services and provider of choice to our customers and people.

Core Values

Our values underpin the essence of our team. They shape how we deliver services, communicate and define our roles as representatives of the company.



Customer-focused

We deliver exceptional customer service for all those we deal with.



People-passionate

Putting people first. People are the core of everything we do.



Quality-oriented

Our solutions measure and deliver proven outcomes.



Innovation-driven

We challenge and disrupt to drive purpose driven innovation.



Dynamic and agile

Forward thinking keeps us ahead of the pack, we build fast, learn fast, adapt fast.

Our People

Our multidisciplinary, culturally diverse and dynamic team of allied health and rehabilitation professionals are central to the success of our company delivering best practice early intervention and occupational rehabilitation services that achieve the best outcomes for our clients and for people with an injury or disability.

Our business model includes permanent multidisciplinary teams of consultants located in each location including:

Occupational therapists (OT)

Employment consultants (EC)

Exercise physiologists (EP)

Rehabilitation counsellors (RC)

Physiotherapists (PT)

Social workers

Registered psychologists

Provisional psychologists

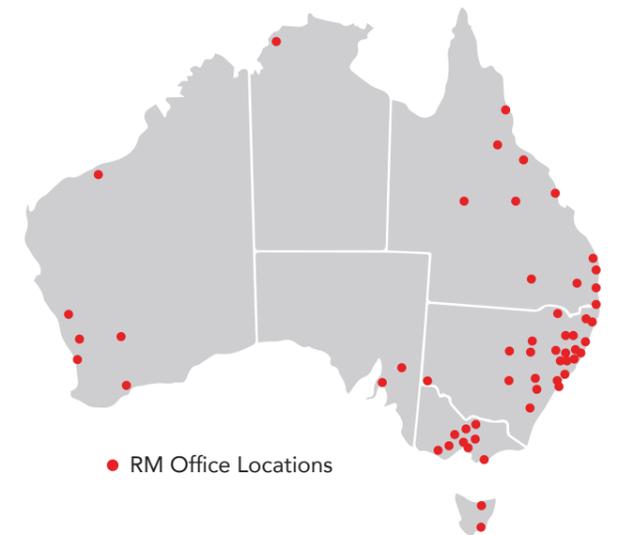
This ensures we have the expertise and resources to manage all cases referred by customers and provide a holistic service regardless of location.

Our Locations

Rehab Management has the capacity and capability to provide services across its 48 offices strategically located in both metropolitan and regional areas.

Metropolitan - our coverage in metro regions includes 20 sites across Australia, providing us maximum coverage and scale over a large region.

Regional - covering 28 locations nationally and through our extensive regional coverage, we can provide services to customers nationwide.



Using technology to improve efficiency

Rehab Management's focus on leading technologies and best practice is driven by a relentless pursuit of excellence and the promotion of innovative technology to support client's independence. Our consultants are provided with a phone and laptop, promoting efficiency of communication internally and with clients. They also use technology to video the workplace and client duties. Using RMSmart View, our consultants can demonstrate duties performed by the client and can be used as a negotiating tool to increase client capacity.

Why Rehab Management?

- ✓ Strong national presence
- ✓ Strategically aligned
- ✓ Solid investment in IT and analytics
- ✓ Robust and readily scalable infrastructure, systems and processes
- ✓ Best practice service delivery model and drive for quality improvement (ISO9001 certified)
- ✓ Customer focused for over 23 years
- ✓ Sustainable business model balancing people, profit and the planet
- ✓ Focus on innovative solutions and continuous improvement
- ✓ Results-driven
- ✓ Extensive value-add service offering
- ✓ People-centric award-winning services

Our Services

Rehab Management at the heart is a people business, with our clients at the centre. Our multidisciplinary teams delivering a wide range of client centric tailored, services founded on the belief that every individual deserves the very best care and support after an accident or illness.



Supporting the Comcare Self Insured Logistics Industry

Rehab Management has a demonstrated capability to delivery rehabilitation services within Transport and Logistics industry. We have solid background in delivery of both rehabilitation case management services as well as Functional Pre-Employment assessments to large freighting business across the country.

Rehab Management is proud to be a Member for the "Healthy Heads in Trucks & Sheds" initiative.

At Rehab Management, we understand the demands for large organizations in the delivery of logistic and transportation services within Australia which include:



Some of our key services include:

- ✓ Workstation and Vehicle Ergonomic Assessments
- ✓ Virtual Ergonomic Services
- ✓ Employee Assistance Ergonomics
- ✓ Injury Prevention Training
- ✓ Manual Handling Training
- ✓ Mental Health First Aid Training
- ✓ Psychological Training Seminars
- ✓ E-Learning Injury and Prevention Management Suite
- ✓ Pre-employments and Health Checks
- ✓ Onsite Physio
- ✓ Risk Assessments
- ✓ Exercise Program Prescription and Monitoring
- ✓ Job Task Analysis and Dictionaries
- ✓ Customisable Wellness Services and Programs

Our Net Promoter Score (NPS)

We use the Net Promoter Score ® (NPS) as part of our customer service and satisfaction monitoring. NPS provides an overall customer experience rating and acts as a key measure of a client's overall perception of our brand including service quality and reputation.

As a result of a strong service philosophy and intense effort to achieve quality results, Rehab Management's Comcare NPS is 55.9 for the last twelve months, which is well above industry standard.

Above industry standard
NPS score of
55.9
for the last twelve months

Testimonials

“ I would have selected more than one reasons for the score. Service, Knowledge, Communication - Excellent. The I would score the Rehab Consultant a 10. NPS score 10/10 from employer representative ”

“ The service I have received by all Rehab Consultants has always been of high standard. Very professional and supportive NPS score 10/10 from employer representative ”

Assessment Services

Ergonomic and Workstation Assessments

Recognising that our Comcare customers have varied needs, Rehab Management offer a range of ergonomic / workstation assessments, from brief ergonomic checklist to full comprehensive workstation assessments.

Vehicle Ergonomic Assessments

Our skilled assessors will complete the following to ensure your driver's are set up ergonomically and safely:

- ✓ Review and assess driver sitting position
- ✓ Review and assess leg clearance / room
- ✓ Review and assess steering wheel position and ergonomic postures whilst in use
- ✓ Review and educate on appropriate and safe transfers in and out of the vehicle
- ✓ Review and assess internal and external mirror placement
- ✓ Review and educate on appropriate and safe use of vehicle equipment use and storage



Workstation Ergonomic Assessments

Our in depth ergonomic assessments include:

- ✓ Review of work tasks and organisation - nature of work
- ✓ Assessments of work postures
- ✓ General workstation layout assessments including desk, chair, mouse, keyboard and screen positioning
- ✓ Education on workstation ergonomics, and the importance of pause and stretch exercises



Comcare Compensation Rehabilitation and Early Intervention Assessment and Rehabilitation Programs

Our consultants are experienced in conducting both Compensation and Non-Compensation Rehabilitation Assessments, providing a holistic and comprehensive assessment of the employee's symptoms and work capacity. We have a solid mix of both physical and psychological experience, with our consultant's clinical experience a strength in delivery of robust assessments.

We also have been successful in our Rehabilitation programs, with strong experience working collaboratively with the workplace to achieve the best outcome for all parties.

Fatigue Management Training

We recognise that driver safety and fatigue management. Comcare research indicates that truck drivers reported high levels of obesity, chronic pain and psychological distress indicating a need for additional supports to continue to do their vital work safely.

Driver safety

Comcare, as the national self-insured regulator, have a key initiative in place to support driver safety, noting that almost 1400 drivers and their families revealed a health crisis facing the transport sector.

Truck drivers reported high levels of obesity, chronic pain and psychological distress indicating a need for additional supports to continue to do their vital work safely. Comcare is collaborating with project partners and transport industry representatives to develop initiatives that can support the physical and mental health of drivers.

Job Task Analysis

A proactive approach to member health and safety is a key component to ensuring members are safe and productive at work – this can be achieved by our Job Task Analysis services where our skilled consultants:

- ✓ Review key job tasks and make proactive recommendations for risk reduction improvements
- ✓ Provide a report that outlines the average time spent/ frequency across a working week on each work activity/ physical work demand that has been identified as essential to the successful performance of the role
- ✓ Develop a resource for the purpose of assisting the identification and development of rehabilitation programs for injured and ill employees
- ✓ Provide detailed information about job demands to medical practitioners and allied health professionals undertaking medical reviews of employees

Manual Handling Training

Rehab Management's Manual Handling training provides participants with information on the principles of correct manual handling and its application to the work environment so that they can work safely, comfortably and productively. Staff training in ergonomics and manual handling, supports our focus on people being healthy and safe at work.



Educative Psychological Seminars Training

Mental Health Awareness and Mental Health First Aid (MHFA)

We provide Mental Health Awareness training for organisations designed to assist managers and the organisation in early identification and strategies to support mental health in the workplace. MHFA teaches people the skills necessary to help friends, family or co-workers, who may be experiencing or suffering from mental illness. MHFA is the help provided to a person who is developing a mental health problem, experiencing a worsening mental health problem or in a mental health crisis. The first aid is given until the appropriate professional help is received or the crisis resolves.

Suicide Risk Assessment and Management

This program is focused on upskilling teams to engage competently and confidently in assessing and responding to suicide risk. Through identifying key risks, contributing and protective factors and real-world examples teams will learn to hone their skills in managing difficult conversations. Practical and evidence-based responses appropriate to your organisation will be shared and associated resources will accompany all training. This training can be undertaken as a follow up to the Mental Health First Aid Training, or as a stand alone training which provides a practical, step by step solution of the next steps when someone discloses suicidal thoughts.

EAP Services

Rehab Management's Employee Assistance Program (EAP) services help you support the health and wellbeing of your employees, improve morale, minimise workplace absenteeism and increase productivity. EAPs are a confidential, independent, early intervention counselling service for employees. The program helps employees identify and deal with issues that may be affecting their relationships, health or overall wellbeing and work performance.

Counselling is available by phone or face-to-face, within business hours. Family and relationship issues can impact on your employees' wellbeing, absenteeism and work performance, family members are also included in counselling as part of your organisation's EAP.

Our supportive EAP service can help with a number of issues your employees might be facing including:

- Alcohol, drug and gambling problems
- Financial or legal problems
- Work-related stress
- Relationship and marital problems
- Depression and anxiety
- Conflict and communication resolution
- Grief and bereavement
- Self-esteem and confidence issues



Our awards

2021

- Arriba Group ranked #4 - AFR Boss Most Innovative Healthcare Company Award
- Arriba Group ranked #2 - AFR Best Place to Work Healthcare Company Award
- CheckInToday Program - High Commendation Early Intervention Award, Comcare National WHS Awards
- Personal Injury Education Foundation (PIEF) Awards - Collaboration in Injury & Disability Management - Joint winners Rehab Management and Allianz Australia Personal Injury CTP
- icare Industry Champions 2020 - Excellence & Innovation in Injury Management - Rehab Management
- icare Industry Champions 2020 - Outstanding Care & Services (Rehabilitation and Support) - Linda Byrnes

2020

- Arriba Group ranked #1 - AFR Boss Most Innovative Healthcare Company Award
- Arriba Group MD of the Year award – CEO Magazine Executive of the Year Award
- Marcella Romero won Women in Leadership Award - Australian Growth Company Awards
- Marcella Romero was recently selected from 9 countries across Asia Pacific (and 1 of 4 Australians) for the prestigious EY Entrepreneurial Winning Women global program for high-potential women entrepreneurs with know-how, connections, and community

2019

- Rehab Management were recipients of the ILC Economic Participation of People with Disabilities Grant through the National Disability Insurance Agency
- Arriba Group ranked #8 - AFR Boss Most Innovative Healthcare Company Award for BusyBeans, a disability employment program promoted by AimBig
- Marcella Romero was a top 5 finalist in the Telstra NSW Business Women's Awards (Medium and Large Business)
- Rehab Management was an iCare NSW CASE (Excellence & Innovation) Award Finalist

2018

- Marcella Romero was Health Executive of the Year Award CEO finalist (CEO Magazine) and a judge for the CEO Magazine Executive of the Year awards

2017

- Marcella Romero was a finalist in the Telstra NSW Entrepreneur Award
- Marcella Romero was a finalist in the CEO Magazine Executive of the Year Awards
- Rehab Management was an iCare NSW CASE (Innovation & Customer Excellence) Finalist Awards

2014

- Winner of the Comcare WHS Award for the Rehab Management RMReach program

Find out more

For further information on our Comcare Self-Insured Tailored Services scan this QR code.

 1300 762 989

 www.rehabmanagement.com.au



rehab
MANAGEMENT
putting people first