

## PHYSIOLINK Professional Services

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### OUR MISSION STATEMENT

**PhysioLink** offers a *worksite-based*, integrated management approach to workplace injury prevention and rehabilitation.

### Onsite Injury Prevention and Management Consultancy Services

For over 20 years, PhysioLink has provided worksite-based Injury Management services to South Australian industry. The Director, Jo Bills, and Senior Consultant, Ross Tippet, have over 45 years of combined experience in assessment and management of work-related musculoskeletal conditions. Their experience in early diagnosis, development of goal-oriented management plans and the need for ongoing liaison with doctors and other treating practitioners provides their clients with an onsite Occupational Health Physiotherapy service *par excellence*.

Onsite Physiotherapy services incorporate:



#### **Early intervention in work-related injuries (our "Fastrack" system)**

Assessing and managing injuries as soon as possible, with regular advice on suitable duties, can prevent long term disability as well as future injuries. Scrutiny of individual work methods and practices complements the early intervention strategy.



#### **Job Analysis**

Jo Bills completed Job Task Analysis Training (US Dept of Labour method) with Professor Karl Botterbusch PhD (University of Wisconsin).



#### **Selection and monitoring of Suitable Duties and Graduated Return To Work Programs for injured workers**

We are medical experts who can analyse the physical demands of jobs and match job demands to workers' physical and functional capacity, as well as advise on modifications to hazardous individual work practices.

PhysioLink consultants liaise closely with treating Doctors and health providers, employers, case managers and other workplace rehabilitation consultants to help injured workers achieve a safe and durable return to work performing suitable duties.



#### **Ergonomics Risk Assessments**

Our consultants are highly skilled in ergonomics, in analysis of human movement and the ramifications of poor design on the human body.



#### **Workplace exercise programs** to assist in the prevention of injuries.

Our client base includes:



Flinders Ports & Flinders Adelaide Container Terminal










Primo Australia (Pt Wakefield)

-  Department of Premier and Cabinet
-  Department of Treasury and Finance
-  Department of Planning, Transport and Infrastructure
-  Hindmarsh Plumbing
-  A large number of SA Government Departments, including CAA, DEWNR, ArtsSA, Artlab Australia, SAPOL, SafeWork SA, SA Dental Service et al
-  Government House
-  Hewlett Packard (HP - formerly EDS)
-  Alinta Energy
-  Eldercare Inc
-  Dulux (Orica) Australia
-  ACHA (Private Hospital) Group

Regular onsite consultancy sessions have occurred at Clipsal Australia, Gerard Corporation, Adelaide Container Terminal, HP, Primo Smallgoods, Artlab, Bartter Enterprises (Steggles Poultry), Caroma Industries, SGIC, Arrowcrest, Texas Instruments, Corfu Jeans, Smith's Snackfoods and Fauldings.

## Workplace Rehabilitation Services

PhysioLink is a WorkCover approved Workplace Rehabilitation Provider and our RTW Consultants accept referrals from WorkCover claims agents, Workers Compensation authorities and self-insured employers. We are experts in:





-  Pre-Injury Employer Rehabilitation and RTW Services
-  RTW Assessment Services
-  Functional Capacity Evaluation
-  Job Analysis / Worksite Assessment
-  Graduated Return to Work Programs
-  Activities of Daily Living Assessment
-  Independent Clinical Assessment

## Pre-Employment Functional Assessments

(PhysioLink trading as) **Icon Assessments** provides functional capacity testing for injured workers, as well as targeted pre-employment screening and work capacity assessments for prospective and current employees. We use the Ergoscience “Physical Work Performance Evaluation” (PWPE) system as our preferred FCE testing protocol. Our new “WorkLink” assessment is designed to determine work capacity quickly and cost-effectively. Icon Assessments is conveniently located in the inner western suburbs. We receive referrals from numerous companies for pre-employment functional assessments, using our innovative and tailored protocols.















## Job Dictionaries

A Job Dictionary involves the assessment of the critical demands of all jobs at a worksite. It provides employers and insurers with an invaluable rehabilitation tool to facilitate returning injured workers to work, by providing job-specific information to certifying Medical Practitioners and other Rehabilitation Providers. A Job Dictionary can also be used to help formulate pre-employment testing protocols. PhysioLink has produced Job Dictionaries for a number of our clients, including:

-  Clipsal Australia
-  DP World Adelaide (now Flinders Adelaide Container Terminal)
-  State Flora (Dep't of Water, Land & Biodiversity Conservation, now DEWNR)
-  Flinders Ports
-  Royal Park Salvage

## Industrial & Office Ergonomics; Risk Assessments; Multimedia Projects

Worksites at which PhysioLink has conducted major ergonomics interventions and Risk Assessments include:

-  SA container terminal operations
-  Flinders Ports offices and mooring operations (Adelaide and regional)
-  Transport SA Customer Service Centres
-  Transitions Optical Adelaide manufacturing facility
-  Courts Administration Authority (CAA), to assist in the re-design of SA Magistrates Courts (statewide)<sup>1</sup>
-  Artlab Australia<sup>2</sup>
-  National Museum of Australia (Canberra)
-  National Archives of Australia (Adelaide & Canberra)
-  State Flora production nurseries at Murray Bridge and Belair
-  SA Dental Service (statewide)
-  Smorgon ARC
-  EPA re-location project
-  SafeWork SA bookshop, Reception desks and offices; re-location project 2010
-  DTEI re-location project 2010 (Ergonomics Consultant)
-  Workplace ergonomics audits for numerous SA Government Departments, including DPC & Premier's Office; DTF; SafeWork SA; SAPOL; DPTI; DEWNR; Office for the Public Sector; EPA; Essential Services Commission; Funds SA; Dept for Water (DWLBC); CAA

Jo has co-produced 2 training DVDs on Office Ergonomics, with funding from WorkCover claims agent, Employers Mutual Ltd<sup>3</sup>. She has been the consultant and Manual Tasks advisor for OHS training DVDs for the plumbing, agricultural labour hire, manufacturing, engineering, hospitality and wine industries. In 2012, she co-produced a short series of training videos for SA Master Builders Association on Hazardous Manual Tasks in the construction industry<sup>4</sup>. In 2011, she was the project consultant for a working party that produced a series of workshops and Fact Sheets on the "Management of bariatric (severely obese) clients in the aged care sector", funded by Employers Mutual. The Fact Sheets are posted on EML's website<sup>2</sup>.

## Workplace Training & Assessment

Jo is a nationally accredited Trainer and Assessor and is much in demand as a workplace trainer. She has developed and delivered numerous training programs on Hazardous Manual Tasks (Manual Handling), musculoskeletal injury prevention and Ergonomics. She has vast experience in planning, conducting and evaluating training programs and training materials. Her engaging, dynamic and motivational style attracts many repeat engagements.

Jo developed and coordinates the Manual Handling 'Train the Trainer' program for a large Adelaide-based aged care organisation employing over 1000 staff and operating across 14 sites. She has conducted statewide training in ergonomics and musculoskeletal injury prevention for all SA Dental Service staff since 2002.

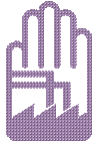
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<sup>1</sup> CAA subsequently won a SafeWork Award in 2010 for the Best Solution to an Identified Workplace Health and Safety Issue (Public Sector) based on Jo Bills's design and report.

<sup>2</sup> Artlab was a finalist in the 2014 SafeWork Awards, for this collaborative work.

<sup>3</sup> [https://www.employersmutual.com.au/south-australia/member\\_incentives\\_program/index.htm](https://www.employersmutual.com.au/south-australia/member_incentives_program/index.htm)

<sup>4</sup> <http://www.jon-burke.com/slider/protecting-the-next-generation-of-builders>



## About the Director

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**Jo Bills GDOH, DipTechPhysio, Cert IV TAA  
CPMSIA, RSP(Aust), Member APA & HFESA  
Occupational Health Physiotherapist; Ergonomist  
Nationally Accredited Trainer & Assessor  
Director, PhysioLink**

Jo is a registered physiotherapist, who established PhysioLink in 1989. She has been working in Occupational Health and Safety (OHS) for over 25 years, providing on-site Physiotherapy services to industry, consultant ergonomics services, OHS consultancy and training, injury prevention and management programs and Rehabilitation Services for injured workers.

Jo completed tertiary studies in Occupational Health at the University of Adelaide in 1994 and was awarded the Safety Institute of Australia's academic prize.

From 2006, Jo was a member of the Physiotherapy Board of SA and Chair of the SA Board of the Physiotherapy Board of Australia (PhysioBA) 2010-2013. She is now a member of the PhysioBA's Registration & Notifications Committee. She is a past President of the SA Branch of the Australian Physiotherapy Association (APA). For over 12 years, she was the APA SA Branch Consultant for Ergonomics and Occupational Health and an APA Media Spokesperson. She has received five "*Recognition of Service*" Awards from the APA acknowledging her service to the profession. She is a Chartered Professional Member of the Safety Institute of Australia, a Registered Safety Practitioner (Aust) and a past Office Bearer of the Human Factors and Ergonomics Society of Australia.

## Senior Consultant



**Ross Tippet BAppSc Physio, BAppSc Biomed Sc,  
Dip Management, Cert IV TAA, Member APA  
Occupational Health Physiotherapist  
Accredited Evaluator, Ergoscience, BTE and Blankenship  
FCE Systems**

Ross has 25 years combined experience in clinical and Occupational Health Physiotherapy. He graduated with Distinction from Sydney University in 1989 and began professional life working in and owning a private practice. In 1999, he took on the role of FIFO Physiotherapist at the Leigh Creek coalfields, followed by Injury Management Advisory positions with Holden Ltd and CGU Workers Compensation.

Since 2002, he has developed a consultancy as an Independent Medical Expert in the field of Motor Accident Compulsory Third Party claims, providing assessment and opinion services for both plaintiff and defendant solicitors.

He has provided onsite clinical services for large employers, such as Inghams Enterprises and Mitsubishi, as well as developing and reviewing Job Dictionaries for some of those large employers. He particularly enjoys Pre-employment, Functional Capacity and Fitness for Work Assessments, and the challenge of identifying and testing the physical demands of specific job roles.

He is an Accredited Athletics Coach (Recreational Running) and a passionate member and supporter of the Adelaide Football Club.