



Third International Forum on Disability Management: Injury Management and Prevention and the Employment of People With Disabilities

8 October to 11 October, 2006, Brisbane, Australia

Panel 1 Injury Management in Industry: Case Examples

Linda Nkendirim

Occupational Health Services, Canadian Pacific Railway, Canada

Erich Knulle

Disability Management and Occ. Health Systems, Ford Motor Company, Germany

Hans-Martin Schian

Institute for Quality in Prevention and Rehabilitation, Germany

Bronwen Taylor

Virgin Blue Airlines, Australia

This panel focuses on exemplary disability programs in a range of industries including railways, car manufacturing and air travel. Each of the speakers has extensive experience providing and managing disability management services in their particular industry. Since 2001 Ford Germany has implemented a successful certified disability management program, which has significantly reduced the human and economic costs of injury through reduced absenteeism and maintaining the employability of workers. The National Institute of Disability Management has recently recognised Canadian Pacific Railways and Research for its excellence in the delivery of disability management services to its workers. Virgin Blue Australia is a leader in the airline industry in terms of prevention and management of injury.

Panel 2 Innovations in Disability Employment Policy and Practice

Nancy Lawand

Canada Pension Plan Disability Program, HRSD Department, Canada

Susan Parker

Office of Disability & Employment Policy, Department of Labor, United States of America

Sharon Rose

Department of Employment and Workplace Relations, Australia

Barry Fisk

Human Resources, Work and Income, Ministry of Social Development, New Zealand

Reducing unemployment rates among people with disabilities is a difficult task faced by many governments, despite skills shortages in many Western countries. The human and economic costs of disability can no longer be ignored in an increasingly competitive world. Innovative policy responses have been required to address this issue including restructuring of benefit systems, a focus on welfare to work and 'work first', and better consultation and engagement with employers. Conference attendees will hear first hand from senior policy makers in this area from the Canada, United States (US), Australia and New Zealand about current innovative policy and program initiatives to promote employment of people with disabilities in these countries.

Panel 3 Aging of the Workforce and Disability Management

Susanne Bruyere

Employment & Disability Institute, Cornell University, United States of America

Rob Guthrie

School of Business Law, Curtin University, Australia

Janis Jansz

School of Public Health, Curtin University, Australia

Norm Hursh

Boston University, United States

Donal McAnaney

Rehab Group, Ireland

The issue of an aging workforce has become a consuming interest of governments and employers in many countries as they seek to grapple with current and future skills shortages and the costs associated with chronic illness and disability. This panel addresses the important issue of how employers and governments can manage an aging workforce, and in particular, retaining older workers with chronic illness and disability. Susanne Bruyere presents United States (US) data on this issue and considers strategies for accommodating and retaining older workers with disabilities. Janis Jansz details research on long duration workers compensation claims and the issues concerning older workers. Rob Guthrie presents research in relation the issues around age discrimination and workers compensation. Norm Hursh details evidence that supports a workforce succession planning approach to address barriers to employment and to promote opportunity

ABSTRACTS

and productivity for older workers. Finally, Donal McAnaney explores these issues in the European context.

Panel 4 The Emerging Global Consensus in Disability Management Standards

Wolfgang Zimmermann
NIDMAR, Canada

Joachim Breuer
Federation of Workers' Compensation Boards, Germany

Joy Reymond
Rehabilitation Services, Unum Provident United Kingdom

Mike Rushby
Weyerhaeuser Company, Canada

Professional and program standards in consensus-based disability management, which were developed through multi-national collaboration, and designed to provide quality assurance for all stakeholders in the return to work and disability management process are being adopted by an increasing number of jurisdictions around the world. To date, eight major countries from Europe, North America and the Asia-Pacific region have formally adopted these defined professional and program standards in disability management via a licensing process which ensures international consistency, compatibility and ongoing development collaboration. This session is intended to offer a brief overview of these standards and will see senior representatives from Germany, the United Kingdom, Ireland, Australia and Canada describe in detail their experience and success in implementing these disability management quality assurance protocols within their own jurisdictions.

Panel 5 Employers Forums: Are they Effective in Promoting Employment?

Suzanne Colbert
The Australian Employers' Network on Disability, Australia

Susan Scott-Parker, OBE
Employers Forum on Disability, United Kingdom

Dirk Veldhorst
AKZO Nobel, and National Employers Forum on Health Management,
the Netherlands

Lee Miller
National Organization on Disability, United States of America

Employers Forums have developed in a number of countries as means of linking employers with people with disabilities. For example, The Employers' Forum on Disability in the United Kingdom (UK) has over 400 employers as members who employ over 20% of the UK workforce. Funded and managed by employers, such forums are intended to have a strong voice in the area of government policy. In an era where skills shortages are the norm in many sectors one would expect the role of such forums takes on an even greater importance. But is there evidence that such forums work? Are these forums creating worthwhile employment opportunities for people with disabili-

ties? Are member employers actually providing jobs for people with disabilities or merely offering lip service to this issue? We are fortunate to have the key people from some of the most prominent employer forums in the world addressing these and other important questions.

Panel 6 Re-Imagining Disability Employment Strategies: GLADNET Perspectives

Mark Bagshaw
Human Ability and Accessibility Centre, IBM, Australia and New Zealand

Aldred Neufeldt
University of Calgary, Canada

Barbara Murray
International Labour Organization, Geneva

Donal McAnaney
Department Research, Innovation and Business Excellence,
Rehab Group, Ireland

Despite efforts to improve labour-force participation of people with disabilities, data almost universally indicates little improvement. It is, therefore, time to re-imagine the nature of disability employment strategies on a global scale. The Global Applied Disability Research and Information Network on Employment and Training (GLADNET) and the panelists want to present and learn from successful cases at the margin, and their relevance for the future of disability management in the global economy and the informal employment economy. New perspectives are given from successful business cases and unique national disability strategies. There is a minority of working-age people that are engaged in companies, which can introduce disability management without too much difficulty. Many, if not most in the developing countries, work in small or micro-businesses, which are unregulated and outside the scope of labour legislation and policy mechanisms. How can the basic concepts of disability management be applied to all diverse workplaces? How can disability management make a difference for disabled job seekers and workers in all circumstances? This panel seeks to answer these and other questions.

Oral Presentations, Posters, and Workshops

Evaluation of a Multidisciplinary Rehabilitation Program: A Two-Year Follow-Up

Marie Alricsson
Bodil Landstad

The number of patients on long-term sick leave due to work related musculoskeletal disorders has rapidly increased during the last decades in Sweden. The aim of the present study was to evaluate a seven-week multidisciplinary rehabilitation program 6-, 12-, and 24 months after an intervention. Twenty males and 40 females aged 26 to 62 years with musculoskeletal disorders participated in the study. An intensive rehabilitation program based on group and individual health education and training activities as well as a structured maintenance phase consisting of regular follow-up contacts between the patient and physiotherapist was performed. Before, during and after the intervention program all patients were evaluated with Disability Rating Index (DRI), Hospital Anxiety and Depression scale (HAD), Visual Analogue Scale (VAS) and a functional health status. Preliminary results indicate that the intervention program led to a significantly higher number of patients that were able to return to work compared with before the program. At the 2-year follow-up 22 patients had returned to fulltime work and many had increased their part-time work.

Disability Lifestyles: A Web-Based Information and Communication Service

Gunela Astbrink

Relevant, accessible and timely information based on experience by their peers is an important part of a person with a disability's path back into the community after a traumatic injury. The Disability Lifestyles website developed by the Centre of National Research on Disability and Rehabilitation Medicine (CONROD) was carefully built based on comprehensive user research identifying peoples' priorities in searching for online information. It addresses 7 key lifestyle areas including: (1) training and education, (2) employment, (3) transport, (4) accommodation, (5) recreation, (6) personal support, and (7) relationships. The content is written by persons with a disability, is regularly monitored and updated, and includes summarised feedback on the relevant disability. The web site has been thoroughly tested by users at various stages of its development and offers people with a disability an opportunity to assess, in their own time, the directions that are most important for them in their lives.

Our Window of Opportunity: A Coordinated Disability Management System

Mark Bagshaw

The world seems to be waking up — people with disabilities don't want or need to be excluded from society. The challenge is to make it happen. In the view of many, the most significant obstacle to achieving true equity and participation for people with disabilities is the lack of a coordinated approach that brings together the currently fragmented elements of disability reform. The Ability Australia Foundation has developed a proposal for a 2-year project to design, build, test and implement a coordinated disability management system in Australia. The project is gaining significant support from the federal and state

governments and the business and community sectors. This workshop will be an early opportunity for participants at the conference to be at the forefront of arguably one of the most exciting developments in disability reform for many years. Participants will have the opportunity to have their thoughts and ideas included at the early stages of development.

Rehabilitation Management by a Carrier Involved With Statutory Accident Insurance

Manfred Bandmann
Roland Fehse

German statutory accident insurance pools the tasks of prevention and rehabilitation. In this way, the lawgiver created an important basis for a successful way of acting within an open organisational margin. For the area of rehabilitation, this organisational margin has to be oriented towards the targets of an integral and speedy execution of the rehabilitation that will be as seamless as possible. However, the structural organisation of the rehabilitation alone is not sufficient for optimum rehabilitation processes. The multitude of actors in rehabilitation requires coordination of the operations that are subject to the responsibility of the rehabilitation cost instead of the service provider. If no such competence exists, there is a risk of long courses of rehabilitation. Active control by processes that are aimed at bundling and optimising rehabilitation requirements is required. Rehabilitation management is such a procedure, where the course of the rehabilitation is first agreed in a binding form between the persons involved in the rehabilitation, based upon a common target agreement — the rehabilitation plan — and then controlled on this basis.

Opening the Doors to Further Education for People With a Disability

Isobel Barker
Jan Corcoran

The objective of this presentation is to raise awareness of the Accessible Tertiary Education (ATE) program and its success in assisting students with a disability access university. It will:

- provide some background information about the ATE program;
- discuss the flexible educational accommodations provided within the program;
- describe how the program is presently run;
- describe current and past student experiences;
- demonstrate the ATE program;
- provide hands on experience.

ABILITA: The (R)evolution of Occupational Rehabilitation

Louise Bilato

The purpose of this presentation is to describe the ABILITA program. ABILITA is an innovation in rehabilitation and disability management designed to address the special needs of injured workers whose claims and injury impact have become complex and resistant to the benefits of usual return to work rehabilitation. It represents a paradigm shift in the management of musculoskeletal disorders by integrating pain management treatment into the functional context of work rehabilitation using the existing framework of occupational and vocational rehabilitation. ABILITA consists of a 30-hour contextual CBT-based course delivered over 6 weeks by trained therapists from physical, psychological and work/social backgrounds. With ABILITA it has been shown that rehabilitation costs are predictable enabling efficient resource management resulting in less overall costs than individual fee for service intervention. Quality control is managed through standardisation of training, assessment, course content and delivery.

Disability Management: A Chance for a Social World

Joachim Breuer

Worldwide, the same structure occurs: A human gets severely ill, then a process starts. The person moves from working into a medical life and from one service provider to another. In the process the person loses motivation and their job, and gets poorer or dependent on long-term benefits. Nobody is happy. Employees' quality of life decreases, employers miss their work-capacity, the state loses its demographic and social goals and the insurers have to pay for the faults. Why not invest in return-to-work strategies? That would be a better economic and social advantage for all. This presentation gives an international view of the structures and needs to promote disability management.

Person Environment Occupation Model: An Analysis Tool for Workplace Dynamics

Sharon Brintnell

The person–environment–occupation (PEO) model is an ecological approach, which provides a framework for an environmental scan and workplace interactional analysis that is valuable for describing workplace culture. The culture of the workplace is referred to frequently and often superficially in disability management. Its significance on disability management success requires greater attention to the experiences of employees and what particular behaviours of the workplace participants contribute to the environmental atmosphere. This workshop will focus on the PEO model's constructs and use for interactional analysis to develop change strategies. A case example will demonstrate the model's use in practice and set the stage for audience participation. Session participants then will work through case examples applying the PEO model, by mapping phenomena, analysing the interaction patterns addressing the person–occupation, person–environment, and occupation–environment dynamics. Through consensus, effective interventions will be generated. Session closure will focus on other applications of the PEO model from the participant's perspective.

The Globally Applied Disability Research Network on Employment and Training

Susanne M. Bruyère

This presentation will provide information about the Global Applied Disability Research and Information Network (GLADNET) association, and two of its online services that may be of assistance to disability management and rehabilitation professionals. The goal of GLADNET is to advance competitive employment and training opportunities for persons with disabilities. These objectives are achieved the global exchange of information via the Internet, and through select collaborative applied research projects. Two particular information products that will be presented are both ones where GLADNET has a partnership with the Martin P. Catherwood Library at Cornell University. ILR: Access is a comprehensive research services on work related topics, as well as document delivery from the library's extensive collection of books, periodicals, and practitioner resources. In addition, the GLADNET Infobase is now held by the DigitalComm ons@ILRdatabase. Through its Infobase, GLADNET collects and indexes a wide variety of documents, such as reports, government documents, external web sites and project descriptions that relate to employment and training for people with disabilities.

Network of Cooperation Between Employers for Rehabilitation to Working Life

Annica Burman

Kristina Lundberg

'Mobility for increased health' is the name of a development project with both private and public employers participating from two communities. The aim of the project is through cooperation between the participating employers in a so called 'employer network' work, together with rehabilitation in work life, to prevent illness due to work and to promote rehabilitation. From the evaluation of the first part of the project we can identify several factors for success — these will be described in our presentation. Interesting ideas about rehabilitation gained from visits to factories and communities in Germany and Denmark will also be presented taking into account the different levels of protection and safety in employment agreements in the two countries. The presentation will then describe a project looking at possibilities and problems in the Swedish rehabilitation system for 10 injured individuals. Our aim is to make clear which problems can occur and what is necessary for successful rehabilitation.

Moving Forward with an EMPAQ: Standardised Metrics Driving Disability Program Measurement

James A. Curcio

It is very important for employers to effectively measure their disability and return-to-work (RTW) programs with meaning and purpose. For many United States' (US) employers, data for these programs are not integrated or collected in a useable format that can help drive sound business decisions. The employer members of the Washington, DC-based national business group on Health's Council on Employee Health and Productivity implemented an industry-wide quality metrics project to help employers in this area. Through employer measures for productivity, absence and quality (EMPAQ), employers can now obtain standardised and certifiable metric data that are necessary for: (a) valid measurement of the overall effectiveness/success of their disability and RTW programs, and (b) determining the program's return on investment to their company. This presentation will: (1) explain how the EMPAQ process, and works to develop standardised metrics for use and adoption by all participants, and involve US employers and their program suppliers/vendors to become trained and certified in the EMPAQ metrics; and (2) share actual data and meaningful benchmarking report results from the 400+ companies who have submitted over 1000 data sets since 2003.

The Best Way to Manage Workplace Disabilities: Prevent Injuries

Malcolm Deery

Pilkington Glass has a publicly stated objective of operating their business without injury to employees, contractors or visitors. A reduction in injuries of over 90% has been achieved to date. The skills required to consolidate and sustain this improvement are an amalgam of activities that can be expressed as an 'operational discipline'. While individually these skills are relatively simple, the challenge is to integrate them without sacrifice to any other business imperative consequently system and structure is required. Key characteristics of this discipline and management tools used are described. In addition, Pilkington's Injury Management and Return-to-Work procedures in the event an injury does occur are presented. The presenter will challenge the audience with the practicality of the belief 'all injuries can be prevented' and how behavioural data (on, management and individual behaviours) can be collected, understood and used proactively as a preventative safety management tool.

New Bills and Responsibilities of Dutch Employers of Partially Disabled People

Edwin De Vos

Under pressure of an ageing and disabled workforce, the Dutch government took a series of drastic steps from 1993 onwards. The lesson is that many of these steps proved successful. In particular, mandating that sickness and disability risks are borne where they can best be influenced (i.e., at the level of the firm) proved to be a fruitful approach. However, the fact that the management of absenteeism was strongly helped by the recently introduced legally binding protocol, where work resumption and prevention of long-term disablement, shows that private provision of social insurance also needs rules and regulations in order to balance market efficiency and the social goals of disability policy. This presentation provides an overview of the new occupational disability scheme established under the Employment and Income (Capacity for Work) Act (Wet Werk en Inkomen naar Arbeidsvermogen, WIA). The new Scheme aims to encourage the partially incapacitated to return to work, on the one hand, and to offer income security to the fully and long-term incapacitated on the other.

The Reality Behind the Rhetoric: Welfare Reform in Australia

Maryanne Diamond

The government justified its 2005 welfare reform package on the basis that it would lead to improved employment outcomes, and therefore higher standards of living, for people with disability. This presentation will explore the impact of the government's welfare to work package on people with disability, focusing on the standard of living of people with disability, the experience of people with disability in the labour market and interactions with the changed industrial relations system. The paper will draw on the personal experiences of people with disability to examine the adequacy of the Welfare to Work package and to propose further reform to improve the employment of people with disability.

A Model for Evaluation of Worker Participation in the Workplace

Margaret N. Friesen

The cost of workplace injury remains high despite evidence for the positive impact of injury prevention education, early intervention and return-to-work programs. Many program models assume the worker to be central in all prevention and intervention strategies; success is predicated on commitment and participation of the worker. Findings of a mixed-methods research study will be presented. This study consists of a survey among unionised healthcare workers, and one-on-one interviews with workers who had a history of work injury. The purpose of the research was to identify worker and workplace characteristics that influenced worker participation in the workplace, and to deepen our understanding of the nature of worker participation. All study participants were employed in hospitals, personal care homes, and community agencies within an urban healthcare region. A Model for Worker Participation in the workplace and in disability management will also be presented.

Conclusions Drawn From the Determining Influence of the Contextual Factors

Eckehard Froese

Some years ago the VBG, a statutory employers' liability insurance association in Germany, established an active rehabilitation management system after work-accidents that has had a positive effect on the outcome, and cost of rehabilitation and compensation expenditure. This system starts in the early phase of acute medical treatment or subsequent medical rehabilitation and seeks to achieve the best possible coordination of all the services required for successful rehabilitation. Experience with this system indicates that success does not always depend on the severity of the injury and the difficulty of restoring physical function to enable activity and participation. Contextual factors, such as an individual's history and his reaction to the accident, social conditions such as the state of the economy and the labour market, and the amount of the government's social transfer payments and their influence on the individual case, significantly impact return to work. This presentation describes the risks that have the greatest effect on rehabilitation, the ways in which the VBG seeks to identify them and the conclusions drawn for rehab management in individual cases.

Building a System-Wide Return-To-Work Strategy From the Ground Up

Judy Geary

In 1998, the Ontario government introduced sweeping changes to workers' compensation legislation. One of the most significant areas affected was in return to work. The system of near-automatic vocational rehabilitation was completely dismantled, replaced by a strong emphasis on returning injured workers to their pre-injury work with their accident employer, and a new Labour Market Re-Entry program for workers who could not return to their pre-accident employer. Through a comprehensive process of inquiry, research and influence, the Workplace Safety and Insurance Board has created its first ever enterprise-wide return to work strategy to refocus the organisation, its staff and services and the system on returning injured workers to work. This session will describe the entire process of building a strategy from the ground up; bringing it forth to implementation, gaining endorsement from senior management, and evolving it by working across silos and aligning organisation effort and activity. It will identify outcomes, measures, core principles and challenges that accompany any type of strategic and process change in an organisation.

De-Medicalising Return-To-Work: Preventing Work Disability

Judy Geary

Jane McCarthy

Most insurance companies, workers' compensation boards and social benefits agencies rely on medical opinion to determine when and if an injured worker can return to work. The medical model of disability in public policy is most prominent in the social security/benefits system where disability is defined as the inability to work. This view persists in spite of the growing evidence that disability, including work disability, is often not the result of a medical issue, and may in fact at times be counter-productive to the return to work process? This workshop explores the process by which the Workplace Safety and Insurance Board of Ontario reviewed its fundamental thinking about health care and return to work; how it has come to

understand its role in the occupational health and safety system to ensure that return to work efforts of all parties focus on return to work and preventing work disability; and what it is doing to bring about change not only for individual workers and workplaces, but across the health care and occupational health and safety systems.

Towards an Integrative Framework for Disability Management Research

Travis Gee

Disability management research is a large and heterogeneous field in which interdisciplinary differences have impeded progress. Differences in terminology, methodology and measurement need to be clarified if the diverse disciplines involved in managing disability are to progress. This paper presents a preliminary integrated framework in which to start thinking about such matters. The method is based on the Faceted Literature Review developed a number of years ago in the domain of smoking cessation. An overview of the method and how its proposed use in DMR will be presented, based on research done at Griffith University, and further developed at CONROD.

Examination for Certified Disability Management Professional (CDMP): Recommendations for More Quality

Winfried Gehrke

Markus Taddicken

This presentation will describe recommendations for amendment and improvement of the international exam for CDMP. The international exam process, which is also used in Germany, comprises of a written test with 300 multiple choice questions and is intended to assess whether an examinee knows the methods of the Disability Management. In the opinion of the German experts, this kind of test is not sufficient to prove the skills of the examinee. In addition to the multiple choice exam a practical part for the exam is recommended whereby examinees have to prove that they are able to use the CDMP-methods in practice. To achieve this goal an international expert meeting is required to discuss the additional examination. In addition to the written and practical examination an oral examination would be meaningful to provide an opportunity for examinees to address deficit areas. The international group of experts should discuss how all the different social security systems are observed in the examination.

Keeping Disability Management above the Corporate Radar: A Canadian Story

Nancy J. Gowan

Disability management programs involve significant upfront planning and implementation with investment of human and financial resources. Once the program is in place the focus changes, it falls below the corporate radar and it is assumed that the program will continue to run smoothly. This workshop uses a real corporate story to examine the issues that can arise in a disability management program with a 6-year history and how to troubleshoot the challenges. On implementation, the corporation experienced a savings within the first year of over \$300,000 and reduced lost time by half. Over the past 6 years, the program lost time has trended upward to the point where the days lost per employee per year have exceeded the original amount prior to implementation of the program. Through an interactive auditing process, the program was analysed and unexpected results demonstrated the importance of continuous program improvements. This workshop will assist the participants to understand how to identify the issues that can cause a program to fail and ways to refurbish a disability management program that has gone awry.

Grassroots Disability Management: Integration Experiences in the German Car Industry

Bernhard Grunewald

This presentation introduces participants to the situation of older seriously disabled employees within Germany's car industry. An explanation is provided of appropriate, legally required agreements with management about (a) instruments, processes, roles and responsibilities based on DM to improve their integration and further employment, (b) their social, medical and professional rehabilitation and integration in every-day-working-life (c) preventive processes, instruments, roles and responsibilities to reduce or eliminate health risks and ergonomic burdens on the shop-floor-level. It also describes efforts to enrich the future theme catalogue between 700 European Working Councils and Management with a new field of activity — 'people with disability'

Shared Responsibility for Workforce Participation of Disabled Persons in Germany

Hartmut Haines

This presentation provides an introduction to the German situation, policy, efforts, and problems concerning the workforce participation of persons who are disabled or threatened by a disability. It suggests responsibilities partly of public benefit funds and partly of the individual employers. One task of disability management, in Germany, is to organise the cooperation of both, on the shop-floor level.

Disability Management Strategies: Investigation of Perceptions, Policies and Outcomes

Henry G. Harder

Many employers have implemented disability management (DM) strategies in the workplace as a means of containing their disability costs. While this economic benefit is a valuable incentive for employers, the primary focus of DM is the individual worker and their employability when disability has occurred. Changing the outcome criteria from cost containment to employability poses a greater challenge to measuring the success of DM. The benefit of DM is based on the assumption that workplace accommodations mitigate disability associated with impairments facilitating continued employment for that worker. To test this assumption this study examined disability management policies, perceptions and return-to-work outcomes. The aim was to measure the ability of policies and perceptions to predict return-to-work outcomes for employees who sustained a compensable injury covered by Workers' Compensation Board of British Columbia (WCB). Participants will gain an understanding of the importance of the clear articulation and acceptance of DM policies and procedures. We will also discuss the difficulty of conducting applied DM research in active workplace settings. Pitfalls and solutions to these difficulties will be discussed.

The Importance of Addressing Mental Health Issues in Disability Management

Henry G. Harder

Mental health issues are the single fastest growing cause of absence from work. The economic impact is huge and the cost in human suffering is immeasurable. Workplaces have an important role to play in addressing mental health issues. This presentation will provide an overview of these issues and how they can be addressed in the workplace. Suggestions for creating healthier workplaces will be made. Participants will gain an understanding of mental health issues in general and more specifically the impact of these issues on the workplace. They will gain an understanding of the impact on society and workplaces of leaving these issues untreated and what can be done about them.

Expiration Date Overdue: Challenges for Welfare Services in Reintegrating Sick Workers

Marianne Hedlund

Currently, Scandinavian countries are redesigning their legal protection and welfare systems to provide an enabling environment in the labour market for individuals with a disability or impairment. In Norway, these actions are influenced by social policies and EU policies and regulations regarding disability discrimination. Nevertheless, the welfare system and principles in disability politics need to be confronted with empirical facts about administrative decision-makings surrounding rehabilitation processes. This presentation provides evidence about rehabilitation processes for long-termed sick employees in the Norwegian welfare state and explores underlying concepts of rehabilitation that are used for providing services to this population. In addition, the paper explores the interaction between various public servants that cooperate to find flexible measures in a rehabilitation process. A key issue is the 'paying-off' of disabled workers through economic compensation by those employers who fail to provide accessible work or the lack of adaptations for workers who remain employed.

Getting Upstream of Psychological Disability in the Workforce

Michael Hilton
J. Sheridan
Harvey Whiteford

Depression is the leading cause of nonfatal disability in the western world. Workforce psychological injuries are responsible for 21% of workers compensation claims. Many of these claims are due to secondary morbidity associated with depression. On average, a person with untreated depression has a 40% loss in productivity while at work. A conservative estimate is that depression accounts for a \$4 billion productivity loss per annum in Australia. The WORC Project is an ongoing prospective Australia wide study evaluating the cost effectiveness, from the employers' perspective, for an early detection and intervention program designed to capture employees with untreated depression. The WORC Project has screened 92,000 employees for depressive symptoms and assessed their work performance (presenteeism) and absenteeism rates using the World Health Organisation Performance at Work Questionnaire. The model of early identification of depression symptoms and encouragement to seek treatment is a cost effective method to increase employee mental wellbeing and work performance.

Introducing Early Psychological Intervention Processes: Critical Success Factors

Nicole Hughes
Lauren Rose

This presentation will provide an overview of the process of implementing the Early Intervention–Intensive Case Management Process within the Department of Employment and Training (DET). The intensive case management model was implemented within DET as part of a whole of government strategy to decrease the escalating costs of psychological/psychiatric injury claims. The process proved highly successful in highlighting the need for early detection of workplace distress, thereby reducing the risk of psychological injury. The presentation will be in two parts: (1) the prevention/response/recovery activities implemented and the results both quantitative and qualitative; and (2) the perspective of an injury management provider in delivering the 15-hour intensive case management model — observations and learnings.

Joint Labour–Management Best Practices for Return-to-Work Practices

Norman Hursh

Labour–management collaboration has long been recognised as a cornerstone of successful disability management practice. As disability management becomes a global reality, employers and labour struggle with what constitutes 'best practices' or benchmarks of successful labour–management collaboration. This presentation will identify research evidence that identifies key factors that are essential to building joint labour–management support for successful disability management and return-to-work programs. The presenter will identify practice-supported components including: worksite organisational factors, injury prevention, safety and health resources, written return-to-work program policies, procedures, and guidelines, and return-to-work program operations and interventions. Examples of specific elements of each area will be presented to guide participants in developing their own collaborative agreement documents. Presenters will survey participants about practice

elements that are specific to their country and practice. Participants should leave with a blueprint identifying Best Practice factors useful for labour and management participants within their setting.

Actual Versus Perceived Physical Capacity: Implications for Disability Management

Ev Innes

Many disability managers are challenged daily with workers who have sustained back injuries. Identifying physical limits within which workers can safely function on their return to work can be difficult. Determining workers' safe physical capacity is also an issue for uninjured individuals at work. While studies have shown that injured workers frequently underestimate their lifting capacity, it is not known how accurate uninjured workers are. This has implications for both disability management and injury prevention regarding how safe limits are determined for various physical demands. This presentation will discuss the issues of determining safe physical performance limits via common assessment approaches (self-report measures and actual performance) using a recent study as an example. While the example presented will examine young workers, discussion will include consideration of aging workers and the issues of declining or improving physical performance over time.

EIBE: Implementation of Disability Management in 28 Educational Training Centers

Harald Kaiser

The project EIBE was based on an amended German law §84–2 started in April 2005. The objective was to develop an integrated concept of a disability management system and implement this concept in 28 educational training centers with about 7000 employees nationwide in Germany. This presentation describes the project. The educational training centers are significant institutions that help people with disabilities to find back into work and society. The project began with the development of processes, followed by a pilot of the processes with its own employees. With the results of this project the centers expanded their service portfolio and consulted with smaller companies in integrating disabled people into the workplace. In cooperation between the German association of the educational training centers and the IQPR, products were developed, including measures to protect data privacy, an agreement between workers council and employers, and a guidelines manual for companies on how to implement disability management processes.

Rehabilitation Management at the Deutsche Rentenversicherung

Thomas Keck

The central task of the rehabilitation manager (case manager) is the initiation and coordination of vocational rehabilitation measures for the clients of the Deutsche Rentenversicherung. The aim is to keep them in employment or to reintegrate them at an early stage. This presentation describes how the Rehabilitation Management Department of the Deutsche Rentenversicherung contributes to achieving these aims through early intervention, counselling and case management.

Employment Conditions of Civil Servants With Disabilities in the Korean Government and Disability Management Perspectives

Eona Kim

Korea adopted the disability employment quota system for both the private and public sector, mandating a 2% employment quota of people with disabilities. In February 2004, the National Task Council Meeting discussed innovative ways of increasing civil servants with disabilities and decided to support Korea Employment Promotion Agency for the Disabled (KEPAD) to determine the actual employment conditions of civil servants with disabilities and address a more facilitative strategy of employment and effective management guidelines as well. A survey was conducted in 2004 to investigate the current status of civil servants with disabilities across the central and provincial government. This presentation provides an overview of the results of this survey and recommends a more aggressive government policy for expanding civil servants with disabilities disability awareness education among nondisabled civil servants and more intensive preparation courses for applicants with disabilities.

Benchmarking for Reintegration Following Accidents at Work and Occupational Illness

Thomas Koehler

The principle of 'Rehabilitation with all suitable means' encompasses various options for accident insurance institutions to reintegrate insured employees into the workforce as quickly and effectively as possible following accidents at work. It is easy to check on the success of rehabilitation in individual cases, but the quality of rehabilitation must also be proven on a group basis. A number of accident insurance institutions have joined forces to create a benchmarking club that enables them to compare their methods, processes, costs and levels of success. One of the first projects was devoted to occupational rehabilitation, investigating which methods would lead to successful occupational reintegration and the relationship between cost and success. This presentation reports on the findings of the project. Results were used to develop an approach for identifying best practices. This involved interviews with experts and reciprocal visits. The results indicated that a variety of methods were being employed.

Buddy Project for Young People With Disabilities and Employers

Jacqueline Kool

Young people with disabilities or chronic illnesses often have great difficulty finding work. They lack experience and contacts and have often little faith in their own capacities. Employers on the other hand are unaware of the skills of young people with disabilities — they are often prejudiced and can only see the obstacles. Current programs on reintegration and employability are not based on the needs of young people with disabilities. In the Netherlands the Committee the Working Perspective (CWP) therefore started a buddy project in which a 100 young people with disabilities are linked to a 100 managers or employers. The managers help the young people with their search for work and offer them their experience and network contacts. In this presentation we describe the buddy project, show why it works, show difficulties and successes and show the personal experiences of the young people and the employers.

Characteristics of Short-term and Longer-Term Consumers of Supported Employment Services

Julie M. Kos

Zhengfeng Li

Norbert Zmijewski

Since 1997, the Australian government has annually collected and reported comprehensive information on Australian government funded specialist disability employment services and their consumers. This paper analyses historical data and provides general characteristics such as age, gender, indigenous status, primary and secondary disability, care needs, method of communication, living arrangement, main language spoken at home, country of birth, hours worked and income on those consumers who used a supported employment service during the past four financial years (i.e., 2001–2002 through to 2004–2005). Characteristics of this consumer group will be compared to the characteristics of those consumers who entered and departed the supported employment service system during the 2004 to 2005 financial year. Differences and similarities in characteristics of these two samples will be detailed, and possible reasons for these findings will be discussed.

The Effect of Insurance Experience Rating on Controlling Employer Injury Rates

Gregory Krohm

This paper will be the first published firm-level empirical analysis of the effects of experience modification factors (EMF) on frequency of occupational injury. The study will use the results of an econometric analysis of individual firm data for a large sample of firms that are experience rated. The model will control for the size of the workforce, the relative hazards of the industry, state benefit levels and occupational safety enforcement levels for each industry and state. A number of model specifications will be tested to see if there are measurable lags in the employer response to EMF levels or changes. In addition, the firm size will be tested to see if there are economies of size with respect to injury reduction. Among the interesting issues that can be addressed by these results are (i) Does the rate of reported injuries change because of the levels or changes in EMF? (ii) Does the size of the employer change the sensitivity of the response to EMF? and (iii) Is OSHA inspection and enforcement a greater or lesser factor in modifying injury rates?

Activity Planning for Young People With Disabilities in Sweden

Stig Larsson

The social inclusion dimension of labour market policy has seldom been examined or discussed. In Sweden there has been an innovation directed to young people with disabilities. Since 2003, activity compensation has replaced disability pension for young persons and is granted by the national social insurance in Sweden to those between the ages of 19 and 29 and whose working capacity is reduced by at least 25%. They shall be offered, by the social insurance, the possibility of participating in activities that can be assumed to have a positive effect on their medical condition and physical or mental performance levels. This presentation analyses this situation from such a perspective and applies it to the disability management context. In this paper we present the first study of activity compensation, and summarise how it is performed in the social insurance system. We also present a trial to develop the professional role of those who coordinate activity compensation and their cooperation with the local employers.

Australia's National Disability Employment Strategy: A Work in Progress

Lucy Macali

International comparisons are extremely difficult to make when it comes to disability employment policy. Definitions of disability vary from country to country, as do funding models and assessment and referral protocols. One constant across all OECD countries however, is that much of the current work in disability employment policy is emerging within the 'work first, welfare second' paradigm. Australia's Open Employment Services have been relatively successful in comparison to other countries in the achievement of strong employment rates, particularly amongst people with more severe disability. However, much more can be done to further enhance workforce participation rates of people with disability. To this end, a National Disability Employment Strategy is proposed which would provide for greater investment in and better coordination of school to work, welfare to work, education, training and employer awareness initiatives. This presentation provides background to this issue followed by a facilitated discussion which would seek to gather feedback on the work done to date on a National Disability Employment Strategy.

CRS Australia's Contribution to Disability Management in Australia

Pat McAlpine

CRS Australia is the Australian Government's provider of vocational rehabilitation for people who have a disability, injury or health condition. CRS Australia provides services across the ILO framework for disability management: prevention, early intervention, job retention and vocational rehabilitation. An area of significant concern to government and employers relates to the engagement of people with disabilities in work. This challenge provides an imperative for government and employers to find better ways to include all potential employees, including those with a disability, in recruitment and retention. Strategies for prevention and early intervention as well as effective return to work mechanisms are recognised as making good business sense for employers. Governments are looking at strategies to address these issues. New systems have recently been introduced in Australia to support rapid reconnection of people with employment barriers into the workforce through early referral

to vocational rehabilitation and other employment services. This session discusses strategies used by CRS Australia that are successful in returning job seekers with disabilities to work.

Exploring the Absence and Return-To-Work Thresholds in Five European Jurisdictions

Donal McAnaney

A recent EU transnational study (Stress Impact 2003–2005), supported by the European Commission under the Fifth Framework for Research and Technological Development, surveyed a random sample of long term absent employees, carried out family case studies with a subsample and documented the views and approaches of professionals in five countries (Ireland, United Kingdom [UK], Finland, the Netherlands and Austria). Substantial variation in return to work outcomes after 6 months were identified across participating jurisdictions, ranging from 20% return in the UK to 71% in the Netherlands. The study also undertook a review of national systems relating to return to work. This presentation explores a number of factors that may have been implicated in creating such diversity including policy, legal and regulatory approaches, timeliness of interventions, availability and relevance of service provision, professional practice, in-company disability management practices, demographics of the absent workforce, and type of condition. Drawing on the findings from this work, recommendations are made for policy and system changes at the jurisdictional level.

Employment Guidance and Counselling Services and Disability Management

Donal McAnaney

The European Foundation for the living and Working Conditions have taken an active interest in the issues of work, ill health and disability and social exclusion in recent years. This presentation draws upon two of their studies and also a number of pan-European studies relating to long-term absence from work (stress impact), return-to-work practices (RETURN), and employment guidance services (European Foundation EGS study) to highlight the need for integrated approaches to disability management. In particular, it highlights the case of long-term absentees who need and would benefit from redeployment rather than returning to their old jobs. The EGS study developed a descriptive and evaluative framework for employment guidance services both at program and services level which points to the need for such services to interface effectively with disability management policies and practices at workplace level. The presentation describes a set of recommendations for employment and guidance services, which would extend their scope and effectiveness and enhance the potential for effective redeployment for long-term absentees to take place.

Job Redesign and the Supported Wage System: A Nonlegislative Affirmative Action Approach

Rob MacFarlane

Integral to employment and return to work for many people with congenital or acquired disability is employers' willingness to create or redesign jobs. While this is not a legal requirement under the Disability Discrimination Act 'reasonable adjustment' provisions, many progressive employers have been using this job redesign/creation approach. The Supported Wage System (SWS), a federal government scheme which legitimises subaward productivity-based wages for workers with more significant disabilities, has been one tool that some of these employers have used to make such employment practicable and financially viable.

This poster will provide an overview of the SWS — its origins and purpose, its modus operandi and its achievements since its inception in July 1994. It will also describe a variety of redesigned or created jobs from the presenter's experience both as an accredited assessor marketing/job development officer with a specialist disability employment agency.

Single Parents Taking Steps Towards Employment: Vocational Rehabilitation Pilot Study

Pat McLeod

CRS Australia provides vocational rehabilitation for people who have a disability, injury or health condition, to assist them to gain and retain employment. Prior to the announcement of Australia's welfare reforms, CRS Australia identified a need to develop tailored approaches to engaging single parents in vocational rehabilitation programs, with a view to achieving durable employment. The aim of the pilot was to design, trial and evaluate a new vocational rehabilitation approach to working with single parents with a disability. This paper presents the evaluation findings from the pilot that ran from June 2004 to December 2005. Findings explored in the presentation will include:

- Engaging and maintaining referrer relationships thereby improving access to services
- Engaging clients through relationship building thereby improving social and community participation with a view to increasing employment options
- Changed perspective and approach to assessments, program delivery, outcome, and success
- The innovative practice model
- Pilot participant perspectives.

The 'Integration Team' at the BMW Plant in Regensburg, Germany

Johannes Magin

During the past three years, BMW at Regensburg, Germany, a plant having approximately 10,000 employees, implemented a new strategic instrument to ensure the adequate task assignment of workers having partial or severe physical disabilities. By forming an 'integration team on performance-challenged staff' ('Integrationsteam Leistungsgewandelte'), the number of employees with restraints of performance caused by long-term disease was increased. Based on a systematic match of medical and task requirement profiles, the procedures for placement, test trials, workplace adaptation, and the inclusion of external rehabilitation measures were improved. Important components of the project were: (a) measures spreading information, and addressing issues at all levels of management; and (b) a task-adequate composition of the integration team itself, drawing on expertise from a range of areas. The project was evaluated during the years 2004/2005 at the request of the Regional Office for Integration, Regensburg, Germany. The results of the evaluation, including a detailed cost-benefit analysis will be presented.

Rehabilitation Case Management Support and Networking Out of the Rehabilitation Clinic

Joachim Maier

This presentation describes the results of a German study of 50 severely injured people who were provided with rehabilitation/case management support. This economically tenable system is delivered by networking and coordination with all persons involved. It provides national insurers, private accident insurance companies, professional educational institutions and companies with assistance regarding rehabilitation management. The point is to lead the rehabilitation/case management support out of the rehabilitation clinic and to work in a flexible network using existing regional structures. An interdisciplinary analysis of the situation is drawn up and the potential for rehabilitation is evaluated. Following this an independent recommendation is given to put further measures to practice, keeping an eye on orientation towards getting solutions in networking. This rehabilitation/case management support rapidly opens the way that offers a performance-oriented participation in the working life and in the society.

Interlocking of Medical and Workplace Rehabilitation in Germany

Joachim Maier

In Germany, a better interlocking of medical rehabilitation with other fields of the health system is demanded frequently. This poster describes a study, the aim of which was to clarify whether a patient's workplace reintegration could be improved through a systematic cooperation between the rehabilitation physician and company physician. Within the framework of prospective study with a historical control group, employees of the AUDI AG experiencing difficulties returning to previous employment were included in an return to work intervention program (treatment group: N = 40). This 'treatment' group was compared with suitable individuals which had finished an inpatient rehabilitation without the treatment (control group: N = 56). The main target points were duration until return to work, and days of disablement within 12 months and within 36 months following discharge from the rehabilitation clinic. The results show a significant between-group difference in days of disablement within both 12 and 36 months after discharge, favouring the intervention group.

Factors Impacting Employability of People With Symptoms of Post-Traumatic Stress Disorder

Lynda R. Matthews

Professionals involved in the provision of postaccident vocational rehabilitation are increasingly being asked to provide interventions that meet the specific needs of people with psychological conditions such as posttraumatic stress disorder (PTSD). While there is a body of evidence identifying the negative influence of PTSD on occupational functioning generally, little empirical data exist on the components of work functioning that give rise to limitations in people with PTSD from which to develop rehabilitation interventions. This presentation reports findings from studies that: (1) explored the major personal characteristics, dispositions, ability and skills that affect work functioning, and (2) the contribution of workplace climate to sustained employability of adults with symptoms of PTSD at approximately 8 months post-accident. Findings from these studies will be considered with view to providing suggestions for appropriate rehabilitation interventions that promote sustained employability in people with symptoms of PTSD.

Disability Management: Guidelines for National Implementation: A European Perspective

Friedrich Mehrhoff

Three years ago the Federation of German Workers Compensation boards (HVVG) began qualifying experts in disability management. As a licensee of NIDMAR (Canada), the HVVG and partners have trained physicians, therapists, social workers and case-managers in nine main competencies. About 300 certified disability management professionals (CDMP) have passed the examination in Germany. In this presentation successful methods are analysed and experiences summarised. These are viewed as independent of different societies and legal structures. The guidelines presented will be useful for all service providers, insurers or universities who are interested in taking a national leading position in the area of disability management.

High School/High Tech: Transitioning From Learning to Earning

Lee Miller

In 1983, high tech company executives seeking to improve their companies' recruitment efforts to maintain their competitive positions in the national and global marketplaces originated the concept of High School/High Tech (HS/HT). They acknowledged that people with disabilities have proven to be loyal, highly productive, and dependable employees, and recognised that the relatively minor costs of adapting the work place for workers with disabilities was a good investment in human resources. However, few in the pool of eligible workers with disabilities had the education and training to qualify for high-tech jobs. In order to build a technologically trained work force that included people with disabilities, companies would have to involve students at an early stage in their education. And thus began HS/HT — a transition program designed to reach out to students with disabilities early in their school careers. This presentation will detail the organisation and programs of HS/HT and how it provides youth with disabilities with the skills and competencies to compete for these emerging opportunities.

New Case Management by Suva, Switzerland

Willi Morger

This presentation will describe a new case management system introduced by Suva, a public insurer, which was awarded the Innovation Prize by the Swiss private insurance industry. After a brief description of the system, promising results will be described in the areas of customer satisfaction (accident victims, companies insured, medical doctors), satisfaction with service providers, staff satisfaction and the effects of the program on the amount of insurance claims. For example, the number of new cases of disability was reduced in 2 years by more than 20%.

Creating Successful Partnerships Between Doctors, Injured Workers and Organisations for Return-To-Work

Heidi Muenchberger

The international literature has recognised the challenges in creating effective partnerships between GPs, organisations and injured workers. This study presents findings from an industry-directed project aimed at investigating the links between external health providers (GPs and psychologists) and the organisation (rehabilitation officers) in relation to return to work rehabilitation. Findings from the current study indicated several major points of review for

improved GP/worker/organisational links. These included: an awareness of key contact personnel in relation to return to work matters, accurate and relevant information exchange (including job descriptions and familiarity with medical terminology), continual communication between all stakeholders using standard protocols, consideration of organisational culture and demonstrated organisational support for the rehabilitation process. This study highlights that meaningful collaborations among stakeholders and a responsive organisational structure are key considerations for improving rehabilitation partnerships.

Sustained Employment Following Traumatic Spinal Cord Injury: Employer-Based Barriers and Facilitators

Gregory Murphy

One infrequently examined characteristic of the postinjury employment experience of those who suffer a spinal cord injury is the continuity of that employment. While there is variation in discharged patients' attitude towards employment, it is disappointing to observe return-to-work 'failures'. Combining data from both surveys and interviews, this presentation provides an initial overview of the barriers to, and facilitators of, sustained employment achieved following traumatic spinal cord injury. Particularly of interest were employer-related factors. Structured interviews yielded four main groups of factors that acted as barriers to, or facilitators of, sustained employment: characteristics of the individual, of the job, of the work environment, and of the nonwork environment. Findings from all four areas are important for those involved in workplace disability management, but the middle two areas provide important information about possible strategies for employers wishing to enhance the durability of any return-to-work arrangements established for those who seek employment following serious injury.

UN Conventions: New Impetus for Disability Management in the Workplace

Barbara Murray

The International Convention on the Rights of Persons with Disabilities will shape the form of employment opportunities for persons with disabilities in the future. The movement away from work in segregated settings to work in the open labour market will be reinforced by the convention. What will this mean for disability management? Employers will most likely be encouraged to introduce disability management, broadly understood, so as to ensure that they meet their obligations under national laws and policies. States will have the opportunity to build on existing expertise in disability management, broadening it to include not only job retention and return to work, but also recruitment and career advancement of disabled persons. This broader approach to disability management underlies the ILO Code of Practice 'Managing Disability in the Workplace' adopted by the ILO in 2001. The Code is available in over 20 languages and will be useful in extending the application of disability management once the Convention is in force.

Holistic Welfare-to-Work Programs for People Excluded from Employment by 'Incapacity'

Kerry Murray

The United Kingdom (UK) currently has just over 2.7 million people in receipt of Incapacity Benefit (IB). Over the last two years Work Directions has worked in partnership with the public employment service and the health service in

Birmingham to create a very different program. Our integrated team of employment advisors, clinical psychologists and physiotherapists have assisted over 1000 people on IB to secure and sustain employment. These successful participants have joined the program on a voluntary basis and have had a wide range of mild to severe, physical and mental health issues. This interactive presentation will explore how the partnerships work and how we engage with potential participants. Through case studies the presentation will consider the sort of interventions, which are proving most effective in enabling people to leave IB and gain employment, and what support contributes to the sustainability of that outcome. On the basis of our experience we will offer thoughts on how government policy might extend, and fund, these opportunities to more people trapped in 'incapacity' and poverty.

Implementation and Evaluation of a Disability Management Process: Views of Employees With Disabilities in Companies of the German Automobile Industry

Mathilde Niehaus
Dorte Bernhard

Due to an increasing number of older people in the society, coupled with higher incidences of mental illnesses, the matter of maintaining and restoring the employability status gains importance. The German policy development therefore focuses on measures of inplant integration. The Social Code Book IX requires that companies implement a disability management strategy. A successful implementation of disability management calls for the participation of all relevant stakeholders. One important stakeholder — the employees with a disability whose views should be taken into account by means of data collections. This poster describes a study, whereby employees with a disability from four German automobile plants were consulted about the situation in their company regarding their disability. Results will be presented that underline the need to consult people with disabilities. Furthermore, they point out the significance of a stakeholder-based analysis of the given company setting when implementing disability management.

Early Intervention: Use of a Quick Scan to Enhance Return-To-Work

Frans Nijhuis

Workers with chronic pain due to musculoskeletal problems often stay too long in a medical environment. This leads to long-term sickness absenteeism with often an increased risk on chronicity and therefore to high financial costs for employers. To prevent long-term sickness absenteeism and to diminish the risk on chronicity we developed an early intervention strategy in collaboration with fifteen (15) medical rehabilitation hospitals throughout the country. The first important step in the strategy is the use of a quick scan. The quick scan distinguishes at first whether an employee needs specialised medical care or whether an employee can start with a specific return to work training program. Results of this national project show that this approach can prevent long-term sickness absenteeism of employees with chronic pain and increases a fast return to work. The results also show a decreased risk on chronicity. For employers it proved to be a good strategy to prevent long-term absenteeism and reducing the number of sickness days of employers.

Improving Access and Participation in Vocational Rehabilitation of Young People With Mental Health Issues: Findings From a Pilot Study

Clare Pattison

CRS Australia provides vocational rehabilitation for people who have a disability, injury or health condition, to assist them to gain and retain employment. The age range for eligible people is 14 to 64 years. CRS Australia identified a need to develop new approaches to working with young people with mental health conditions within the context of a vocational rehabilitation program. Young people experiencing severe mental health challenges are at risk of 'falling between the cracks' of school based supports and the mental health system, and thereby delayed referral for vocational rehabilitation assistance with the consequential lost opportunity for early intervention. This poster presents the evaluation findings from a pilot that ran from July 2004 to December 2005. The pilot aimed at improving the access and participation of youth with mental health issues in vocational rehabilitation. The poster outlines the core elements of best practice evidenced in the literature and how these elements were integrated into practice and the challenges faced.

Integral Health Management

Pim Piek

Integral health management (IHM) is a 'managerial tool' that aims to provide insight and control as to what extent health has been integrated into the policy of the company. The main idea is that managing health is much more productive and beneficial for employers and employees than managing re-integration problems. With the IHM method companies can perform a self-evaluation. The tool is divided into seven fields of development: (1) health as a strategic issue; (2) a healthy primary management process; (3) a healthy physical (working) environment; (4) a healthy social (working) environment; (5) healthy people; (6) healthy relationship with the direct living environment; and (7) healthy products and/or services. Good development of all seven fields means a health mature organisation in which people are sound, motivated and encouraged in their performances according to their capabilities. The IHM tool is described in this workshop and the results of a pilot project underway among several organisations in the Netherlands are presented.

Rehabilitation Management in Accident Insurance: Past, Present, and Future

Erwin Radek

Employers, accident insurers, and doctors all have one common goal — getting insured employees back to work and reintegrating them into their social environment. With their comprehensive remit, accident insurers offer accident victims continuous personal support throughout the rehabilitation process using rehabilitation managers in trauma centres. These clinics have recently been turned into competence centres where return-to-work strategies are developed for difficult cases. The accident insurer's process control system is key to a successful outcome. A sophisticated software system with extensive 'just-in-time' access to expert know-how allows cases, where action is required to be filtered out quickly, based on the diagnosis and further criteria. A project geared to involving clinic doctors in case management and providing advice to case workers has proved very successful. Mental problems can delay

or even prevent a return to work. A system to identify and deal with such risks in accident victims at an early stage was tried out in a successful model project. This approach is described in this presentation.

Disability Management in the Queensland Police Service

Christine Randall
Shauna McGarry
Nicholas Buys
Elizabeth Kendall

Disability management programs are gradually being implemented in Australian workplaces. However, few evaluations have been undertaken in complex, large organisations to determine how these programs should be implemented. This presentation describes the results of research to date that is aimed at identifying and facilitating improvements to disability management processes in the Queensland Police Service (QPS). It focuses particularly on the area of stress, a condition that is now endemic in many workplaces, including the QPS. Several stages of the research and organisational change process are described including:

- evaluation of the relevance and effectiveness of various models of occupational rehabilitation
- examination of the continuum of services within the employer from health promotion through to rehabilitation drawing on perspectives of key stakeholders
- determination of the experience of claimants within the organisation
- implementation of a supportive leadership program
- examination of interactions between the employer and external service providers
- description of internal marketing strategies to promote effective occupational rehabilitation.

Age, Gender, Job Type, and Co-Morbidities: Impact on Disability Duration

Dr Presley Reed

This presentation will discuss the impact of various psychosocial influences on disability duration experience in various conditions including analysis of age, gender, and job classification. The changing demographic of the workforce poses specific challenges to disability and sick leave management in the future. The frequency and types of conditions seen in the workforce may not reflect what you would expect; for instance, frequency of mental health and other conditions (amongst various age groups) will be illustrated, as well as age effect by gender. This presentation will explore trends found in The Medical Disability Advisor data. The history and the current state-of-the-art practices in applying evidence-based disability management guidelines to workplace disability and sick leave management around the world will be discussed. Finally, best practices in using disability guidelines as a framework for discussions between treating physicians and interested parties will be explored.

The Dutch Benchmark on Disability Management in Companies

Femke Reijenga
Wouter Van Ginkel

This presentation describes a disability management benchmarking process developed for companies. The aim of the benchmark is to assist enterprises to compare themselves against other companies and reinforce their DM programs by focusing on 'hard' issues such as sickness absence-rates, number of disability claims, costs of adaptations to the workplace, public and private insurance-costs (and savings), and the more 'soft' issues like culture, leadership and corporate responsibility. The benchmark deals with HRM, OHS and return-to-work strategies of the company and provides a method to identify good DM practices. All participating companies have to fill out three online benchmark forms (1 staff member, 1 manager and 1 representative of the workers). The data are analysed and summarised in an overall benchmark-report and in individual company reports. In this workshop we introduce our benchmark method, present the benchmarking forms, and describe the outcomes of the first benchmarking process.

Returning or Turning to Work: Learning From Dutch and Norwegian Policies 2002 to 2005

Femke Reijenga

The Dutch introduced the Gatekeeper Improvement Act (WVP) in 2002. The main aim of WVP is to achieve an early return to work after sickness absence and to prevent workers becoming dependent on the disability benefit system. With the same goals the government invested in around 50 long-term cooperative agreements between branch organisations and trade unions: the so-called branch covenants. WVP and the covenants result in a major decline in sick leave absence and in the number of disability claims. The Norwegian Tripartite Agreement set up a different organisational structure, but had comparable objectives: reduce sick leave absence and improve return-to-work. After its first period of 4 years, the agreement was concluded by the end of 2005, demonstrating a decline in sick-leave absence, but failing to include more people with impairments in working life. This presentation identifies the main lessons learned from the two initiatives both in terms of policy and practical work in the field.

New Case Management in Korea

Who Jae Rhee

In Korea, there are almost 90,000 newly injured people from workplace each year and nearly 30,000 among them do not recover completely from their injury even after the treatment. Since the Industrial Accident Compensation Insurance Act was enacted in 1964, we have focused mostly on compensation in cash benefits without satisfying the 'true needs' of the injured through enough medical service or vocational rehabilitation. By extending the present role of workers' compensation, we began implementing 'new case management' in 2005 as an efficient strategy to help the injured go back to their job and their normal life by 'face to face contact' of our case managers in addition to providing the best medical treatment. This presentation describes the new case management system. Though there are still many things that should be done, we are confident that much could be achieved while trying to advance this program.

Disability Management in a Large International Corporation: Weyerhaeuser Company

Mike Rushby

Weyerhaeuser Company is an international forest products company with annual sales of \$22.6 billion. It currently employs about 54,000 people in 18 countries and has five segments:

1. cellulose and white paper manufacturing
2. containerboard packaging and recycling
3. real estate development
4. wood products manufacturing
5. timberlands management

Given the size and scope of the company, prevention and management of disability is a key issue. One of the stated values of the company is to provide a safe and healthy workplace. In this presentation Mike Rushby, Vice-President of Human Resources at Weyerhaeuser, provides an overview of Weyerhaeuser's disability management program, which has been recognised for its excellence in Canada.

Disability Management: The Systemic Client Approach — A Case Study

Hans Schmidt

Most programs of disability management in Switzerland are based on the notion that 'you get, what we offer'. With a systemic approach, in which the clients whole system is considered (including psycho-social factors, financial problems, etc.) we try to achieve better results. Our motto is: What is good for the client is good for the employer. The program is part of the deal — we accept the way of life of the client (we enter in his frame of life) while getting the client to understand we have to act economically — employers, insurers want to save money when they try to fulfil the special needs of the worker. There are two other important aspects of the program. First, we try to work with 'fit notes' instead of 'sick notes', therefore the management program is more on ability than on disability. Second, in the reintegration process very often we complain that the transitional workplaces are missing, so part of an ability management program is the 40-hour rehabilitation week. Clients 'practise' this at home by trying to improve a task they like to do.

Encouraging Partnerships to Enable Return-To-Work Opportunities

Liz Scott

Tony Middlebrook

This session will cover the core elements of an effective disability management program using real life examples of effectively implemented programs and their results. The required commitment from and resulting benefits for, all effected parties will be demonstrated. Gaining participation of all key groups is as important as the program itself. The key players will be identified and an explanation provided on; how to ensure engagement, define the core elements of success, and review the positive results of programs that use a highly participative model. It will:

- define the key players and their potential roles in disability management and return-to-work
- examine why do the stakeholders care

- describe how engaging the participants that will influence the outcomes
- consider what is an 'evidence based best practice program'
- affirm partnership value
- examine outcomes of effective disability management and return to work at the human, financial and corporate performance levels.

Disability Management Auditing for Success

Liz Scott

Tony Middlebrook

This session will address the advantages of a disability management (DM) audit including what is involved and the value of auditing as it relates to positive key stakeholder partnerships. The audit tool will be highlighted as a vehicle for evaluation of workplace DM programs specifically looking at the results that an effective delivery and outcomes can have, from a human, financial and social perspective. A case study will be presented that shows the compelling value of doing an audit and then implementing change following a DM audit. The improved financial and human status that results from an evidence based best practice program will be highlighted. Employers that are just starting with the implementation of DM strategies will learn the key essential components of DM programs. Employers that have a program in place will learn how to fine tune the program and move toward the evidence based best practices. Employers with solid DM programs will affirm that their programs are consistent with evidence based best practices supporting the financial and human value of continuing the program.

Sickness Absence and Disability Management in Sweden

John Selander

The increasing number of people on long-term sickness absence and disability pension has become a serious problem in Sweden. To prevent disability and long-term absenteeism, substantial focus has been put on employers and employer based disability management (DM). Besides rigorous laws regarding working environment and ill-health prevention, the employer is also primarily responsible for the return to work (RTW) process. In order to further increase employer interest in DM and RTW, economic incentives have been devised, whereby the employer is legally enforced to pay 15% of the allowance during the sick leave period. In this presentation, these phenomena will be discussed, that is, 'Why are so many Swedes long-term absent from work due to ill-health?', 'Why are the fluctuations in Swedish sickness absence so significant over time?', and 'What are the theories behind employer focus in DM and how does it actually work in practice?'. In the presentation some changes in policy and practice that would make DM more effective are also suggested.

Disability Management: It's Just Part of Normal Business

Peter Sullivan

In December 2004, the Australian Department of Defence implemented the Disability Management Strategy 2004-2007. The strategy is one part of Defence's broader Equity and Diversity Plan. It has four components — disclosure, resources, support and evaluation. The presentation will describe development, implementation and challenges associated with getting the strategy accepted in workplaces across the organisation.

ABSTRACTS

Issues include determining how many personnel have disabilities and what type; encouraging specific areas of the organisation to accept their responsibility to facilitate equal access to workplace opportunities, facilities and career development; the type of support programs in place for individuals and their managers to access to ensure those with disabilities are able to participate to the maximum extent possible in the workplace; and the difficulties associated with evaluation. This presentation will address these issues.

Return-To-Work for Patients With a Burn Injury Sustained at Work: Issues and Resolution

Cheryl E. Swanson
Angela Thynne
Greg Iselin

Little is known about factors that may affect return to work of adults with burn injuries, although place of injury, the system of WC, involvement in common-law claims, and individual adjustment to injury and return to the pre-injury work place have been suggested (Saffle et al., 1996). Little is known about the process from the perspective of the client being managed through a worker's compensation program, and even less is known about the consequences of such processes from that same perspective after the program has been completed and return to work has been hopefully been accomplished. In this poster presentation, research is presented that examines such issues as return to same workplace, resumption of duties, and the appropriateness of the RTW plan in light of the client's lived experience. Through content analysis of the reported experiences following the RTW program, our results will further illustrate areas that are barriers or facilitators to successful outcomes.

Capturing Data: A Functioning and Health Related Outcomes Data Module

Catherine Sykes

The functioning and related health outcomes module (FRHOM) is a tool designed to collect quantified summary information on a person's current status across all components of functioning as defined in the International Classification of Functioning, Disability and Health (ICF). The information, potentially gathered over time and by a range of health and community care providers, could draw on existing assessment tools to create a profile of functional status including prevailing environmental factors. The module can be used to describe human functioning, health status, outcomes of health interventions and the need for assistance in relation to human functioning. The FRHOM enables the efficient and effective storage and transmission of data on human functioning in a wide range of human service systems, and among settings within systems. The means of transmission could include electronic health records. This presentation will describe the development of the FRHOM, the tool itself and the program of testing. Early results and the next steps in the development of the FRHOM will be discussed.

Chronic Pain and Vocational Rehabilitation: An Innovative Model to Promote Sustainable Employment

Alison Thomas

CRS Australia provides vocational rehabilitation for people who have a disability, injury or health condition, to assist them

to gain and retain employment, using a case management model. An international search revealed no published service delivery model on which CRS Australia can base vocational rehabilitation for clients with chronic pain. CRS Australia has developed and implemented evidence-based rehabilitation services for unemployed people with chronic pain. CRS Australia has adopted the biopsychosocial pain rehabilitation model and integrates the components into vocational rehabilitation programs for people with chronic pain, to improve their opportunities for obtaining sustainable employment. There is strong evidence for the use of the biopsychosocial model in vocational rehabilitation. All physical, psychological and social factors are identified and addressed, with the implication that a multidisciplinary team approach is essential. In using this model, the program includes physical, psychosocial and vocational interventions. This poster will discuss the process undertaken by CRS Australia to formulate and trial a vocational rehabilitation model for people with chronic pain.

The Psychology of Return-To-Work: A Model to Enhance Outcomes

Kristin Tugman
Carrie Palmer

Do you ever wonder why return to work dates come and go? Or why treating providers document a specific return to work date only to push that date back multiple times? The answer lies in the fact that regardless of the illness or injury, there are psychological factors involved in every return to work effort. When these issues are not adequately addressed, the anxiety that surrounds a return to productivity escalates and can easily turn into fear and avoidance. Early intervention and preparation are the keys to overcoming these barriers. Specific strategies for early intervention, transitional return to work planning, and a cognitive behaviour therapy-based 7 step model for return to work will be presented. This presentation is intended to give the participants an awareness and knowledge of the psychological factors that prevent return to work and prolong disability as well as provide an understanding of a practical tool that can be used in assisting clients in overcoming these barriers.

How to Keep People with a Visual Impairment in a Job

Brigitte Van Lierop

This presentation describes a study that investigated the factors that influence whether or not employees with a visual impairment keep their jobs. It addresses two research questions:

1. Which factors (e.g., attitudes, social influences, work functioning) play a role in the decision making process of the employee and the employer on this matter?
2. What trade-offs are made by the employee and the employer between the most important factors in the decision making process (conjoint analysis)?

Depending on the results, recommendations focus on professionals working in education or reintegration practice, on employees with a visual impairment, or on employers. These recommendations aim to (a) increase the mutual understanding of employees with a visual impairment and their employers to avoid problems at work, and (b) increase the long-term labour participation of people with a visual impairment.

Early Intervention via Work Related Rehabilitation Activities in Rehabilitation Hospitals

Brigitte Van Lierop

The workforce is growing older, which increases the risk of having employees with chronic illnesses, cardiac problems, or neurological problems. One of the main problems for disability management in the future is how to deal with these kinds of health problems. This presentation describes the results of an international project in which multidisciplinary teams were created within eight rehabilitation hospitals that focused on early return to work for employees with neurological problems. During their medical rehabilitation, work-related rehabilitation activities were introduced, including training of the remaining work capacities (based on an ongoing and extensive assessment) and visits to the work place. Based on this integral approach of care, cure, reintegration and work guidance, we were able to show that early work related interventions within the medical rehabilitation setting, even with severe problems increased not only the chance on a successful work resumption but also on a faster process of return to work.

Disability Case Managers: New Intermediaries to Support Workplace Reintegration

Marthe Verjans

Employers' knowledge of reintegration in Belgium is minimal. Few obligations with regard to reintegration are imposed on them by law. A concrete reintegration policy implemented at business level is needed. In the European EQUAL project Intro_DM – managing disability at work, supported by the European Social Fund, we are developing and introducing a range of tools to encourage and support businesses in optimising their reintegration policy towards those with work disabilities and health problems. To this end, the provision of external support for the employer is necessary in order to ensure proper coordination of the available services for an effective return to work. This external support for the employer is provided in the project via the role of a Disability Case Manager (DCM), who oversees the coordination of available services and support. This presentation will describe the results the Intro_DM project with the focus on the competence profile of the Disability Case Manager, guidelines for their work, and a toolbox that will support their practice.

An Evidence-Based Overview of Indicators for Return-To-Work

John Walsh

Michael Dickson

Anne-Marie Feyer

An objective of workers' compensation and injury management systems should be to work in partnership with the community to achieve safe workplaces, effective recovery, return-to-work and security for injured workers. A key strategy to achieve this goal is to define, operationalise and monitor key performance indicators (KPI) to feed into a continuous improvement cycle to improve outcomes after injury, including return-to-work performance. This paper presents findings of a major initiative to identify such KPIs and to develop a framework in which to systematically introduce an evidence-based approach to claims and injury management at the workplace. Factors influencing return-to-work following occupational injury can be broadly categorised into: (1) injury characteristics, (2) employer characteristics and work place factors, (3) employer-attitudes and

perceptions, (4) claim characteristics, (5) demographic characteristics, (6) rehabilitation and medical care, (7) injured worker-attitudes and perceptions, and (8) injured worker characteristics. The paper investigates the relationships between these 8 types of factors and return-to-work and quality of life outcomes. It also illustrates the interrelationship between return-to-work outcomes and health and psychological outcomes.

Policy Challenges Impacting Disability Management: A Review and Suggestions for Change

Muriel Westmorland

Blake Williams

In November of 2005 representatives from several countries (Canada, the United Kingdom [UK], New Zealand [NZ], Ireland, and Australia) were invited to meet with United States (US) senior social security representatives to discuss employment of individuals on social security programs. Most of the key issues discussed are relevant to disability management (DM). During the 2-day meeting it became obvious that there were commonalities between the countries in terms of a range of issues, problems and potential recommendations for change. For example, participants agreed that social security systems were frequently complex and confusing to persons with disabilities, services to employers were seen as inadequate and working with insurers was considered a major challenge. This presentation will highlight these issues and provide potential solutions. Audience participation will be facilitated in order to explore both the solutions presented and alternatives.

Workplace Disability Management Practices in Ontario Health Care Sectors, Canada

Renee Williams

Muriel Westmorland

Limited research has been carried out on the impact of disability management (DM) policies and practices in the workplace. This presentation describes the findings of a study that was conducted with health care workplaces in Ontario, Canada. A stratified sample of 188 health-care workplaces was used. Employees completed a mailed questionnaire that examined eight organisational policies and practices (OPP) related to DM. Results showed that there were significant differences in OPPs, except ergonomic practices, across the four health care workplace types. For unionised versus nonunionised workplaces there were significant differences in all practices, except ergonomic practices. Workplaces with formal policies compared to those without policies showed significant differences in all practices, except safety diligence and people-oriented culture. The data suggest that DM practices vary across the facility types and that approaches to how DM is organised may be impacted by other factors such as union involvement and supportive policies.