

Best practice in rehabilitation and return to work

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Rehabilitation and injury management at Thales

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Thales has invested in a best practice rehabilitation system that is having a positive impact on their claims management performance by helping get their people back to work, faster.

Thales' rehabilitation and injury management program starts with applying early intervention (EI) principles. EI is critical to Thales' long-term success for employee engagement in the workplace, and they apply these principles without regard to claim liability decisions for all reported injuries or illnesses.

Thales supports EI by providing comprehensive rehabilitation programs aligned with medical advice.

They also identify meaningful suitable duties for injured workers. This approach supports a timely, safe and durable return to work at the highest possible level of functioning consistent with the worker's pre-injury state.

Thales reduced the duration of new claims by increasing focus on the needs of their injured workers and through greater collaboration with all stakeholders. This elevated level of engagement has also resulted in achieving positive and sustainable outcomes on many long-term claims. These results are indicative of their proactive and supportive return to work culture.

A highly skilled Claims and Fitness for Work (CFFW) team delivers Thales' injury management and rehabilitation programs. Reporting to the Health, Safety and Environment (HSE) stream, the CFFW team has a corporate base and CFFW coordinators are strategically located within Thales' larger sites. They are able to give support and advice to all sites across the country.

The CFFW coordinators share responsibility and provide support to all Thales locations nationally. This ensures that best practice injury management and rehabilitation services are available to all employees and businesses.

The CFFW team members are suitably trained and qualified to maintain these standards by regularly attending Comcare training and other educational sessions.

Thales' increased focus on shared learning between the CFFW team has promoted efficiencies of internal collaboration and education.

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