ISCRR news

August 2021

Research stories

OHS for the Culturally and Linguistically Diverse (CALD)

Imagine starting work with a new employer, and in your induction training they hand you occupational health and safety (OHS) information that is written in a language that you barely understand. This is unfortunately the case for many Culturally and Linguistically Diverse (CALD) employees, who are particularly vulnerable to workplace safety incidents.

> **CALD employees** who do not speak English and / or who identify as having a low English proficiency are **more likely** to **injure themselves** within the first six months of starting a job than **Australian born employees**[1]

WorkSafe Victoria previously developed a workplace safety campaign for CALD employees with little to no English proficiency, but they had not yet conducted research with employers on this topic.

With ISCRR as a research broker, WorkSafe commissioned ORIMA Research to conduct qualitative research with employers of CALD workers to inform the ongoing strategic approach of WorkSafe's CALD campaign.

ORIMA outlined a four-phase model to employers effectively communicating OHS information to CALD employees, which included:

1. Employers becoming educated about how to communicate OHS to CALD employees.
2. Identifying English proficiency and communication needs.
3. Communicating OHS with CALD employees.
4. Systematically confirming employees understood OHS information.

> Communicating OHS information to CALD employees was **not a top-of-mind concern** for most employers

To communicate OHS information effectively to CALD employees, action is required at each of the four key communication phases. However, most employers were only acting at one or two of these phases, in an incomplete, ad-hoc and inconsistent manner.

> Most employers **had not looked** for CALD specific OHS information or resources previously, and reported that **they did not know** where this would be available

Employers identified a range of resources that could be provided to CALD employees to aid in the communication of OHS information.

"[A phone line] is a great idea. There's no substitute for having a live conversation in their own language" - Large employer, manufacturing industry, CALD background

Overall, the research found there is a need to engage with employers to increase the relevance and importance of communicating OHS information with CALD employees.

The validity of N-of-1 studies

In 1985, a group of Canadian clinical investigators' interest was piqued by a 65-year-old asthmatic male whose symptoms had been poorly managed using two drugs, Theophylline and Ipratropium bromide, that were normally successful in other patients.

They designed a blinded trial to test the utility of the Theophylline in this patient, which involved alternating paired treatment blocks of Theophylline and a placebo, or Ipratropium bromide and a placebo. After just four blocks of treatment, the results clearly showed that the patient's symptoms worsened when treated with Theophylline.

Randomised controlled trials (RCTs) are the keystone of evidence-based medicine, but they can only provide data on how well a treatment works on average for the subjects in a trial. They can never predict how well any individual will respond. In the case of this particular asthma sufferer, he would have appeared as an anomaly in a large RCT.

N-of-1 trials are designed to rigorously test the effectiveness and safety of a treatment on a single patient by randomising treatments 'within' the individual. They are used when an individual patient has unique characteristics that raise questions about the suitability of conventional treatments. For example, patients with comorbidities or complex medical conditions, rare diseases, or sub-groups of patients who may be resistant to usual drug treatment

1. Australian Bureau of Statistics (ABS) 2013-14 Work-related Injuries data.

due to individual factors or genetic abnormalities.

N-of-1 studies have been used to trial interventions for:

- Chronic pain
- Chronic diseases
- Neurodegenerative diseases
- Mental health and sleep disorders
- Lifestyle and behavioural interventions
- Complementary and alternative medicines and therapies
- Prescribing and de-prescribing

ISCRR undertook an Evidence Review of the utility and methodology of N-of-1 trials. From a review of 89 articles, the research team documented the models that currently exist for N-of-1 studies and the essential criteria necessary to proceed.

The main benefits of an N-of-1 trial are the patient-centred focus, the direct benefits to the patient, and the enhanced communication between the patient and provider.

N-of-1 trial design brings the **most value** to a patient-centred care approach when there is **uncertainty related to**:

1. the comparative effectiveness of treatment options (e.g. mixed results from RCTs)
2. the absence of good quality clinical trials (e.g. rare conditions)
3. the effectiveness of new therapies that demonstrate marginal benefits compared with existing treatments
4. the individual patient's unique characteristics that differ substantially from existing clinical trial participants

The biggest challenge to the N-of-1 approach is that it takes time and effort from both patient and health care provider.

Ultimately, the rigour of the N-of-1 model may reduce the time wasted on ineffective treatments and identify a clearer path to recovery.

Research impact

Conference presentations

On July 14, ISCRR's Research Communications and Translation Manager, Dr Jimmy Twin, presented on the "Barriers to Return to Work after Injury – a 10 Year Review of ISCRR Research" at the Personal Injury Education Foundation (PIEF) virtual conference.

A scan of ISCRR research relating to returning to work after work-related injury or illness was conducted. A total of 35 studies that were commissioned by WorkSafe Victoria were identified from the period between 2009-2018 and their main findings were synthesised from the perspective of injured workers. Through consultation with WorkSafe, 135 barriers were identified and categorised under six broad groups. Dr Twin discussed each of these in detail within his presentation.

ISCRR is grateful to have the opportunity to share our knowledge in this area with the broader research and industrial communities.

ISCRR's conference highlights

There were many fantastic presentations throughout the conference, but the presentations on helping injured workers' recovery were of particular interest to ISCRR. Three of these were from WorkSafe Victoria:

- Aimee Chambers spoke on Person-centred injury management, to get the best available recovery outcomes for injured workers.
- Amy Clarke spoke on using unstructured data to improve understanding of mental health needs in injured workers.
- Simon Norgate spoke on the Recovery Assistance Pilot and the expanded program. Intensive assistance for long term injured workers to get their life back on track.

Observing the use of technology to improve injured worker outcomes and claims processes was another highlight for ISCRR. QBE Insurance gave an overview of their partnership with CLARA Analytics, to utilise an Artificial Intelligence approach to applying behavioural insights.

Their system is able to improve the identification of high-risk claims (outperforming humans), gather insights regarding medical practitioners associated with poor claims outcomes and identify claims at risk of litigation early in the claim life cycle. Their preliminary findings (n=2500) showed 48% more treatment being accessed within the first two months of a claim, a 29% improvement in capacity for work within the first two months of injury, and a greater accuracy in the prediction of risk.

Dr Ross Iles of Monash University and Tim Meadows of WorkCover Queensland both presented on the Recovery Blueprint in WorkCover Queensland. WorkCover Queensland has piloted a new approach to managing workplace injury claims which is designed to achieve better claim and return to work outcomes. WorkCover partnered with Monash University to research, design and test the approach. It was found to provide consistency of experience for injured workers.

Workshop insights

Writing persuasive communications with a call-to-action

"The vast majority of Victorians pay their rego on time."

When the above statement is written on a Vic Roads registration bill, more people pay their registration on time than when the statement doesn't appear. This is because people are more likely to perform a behaviour when they think the majority of others are performing it too. If behavioural insights are considered, clear and effective written communication can lead to substantial changes in human behaviour.

ISCRR's Research Communications and Translation team attended a series of workshops in June 2021 on how to apply behavioural insights to written communications. The workshops were run by BehaviourWorks Australia, a leading behaviour change research enterprise within Monash University's Sustainable Development Institute.

The workshops were focused on the 'INSPIRE framework'[2] developed by BehaviourWorks. INSPIRE is an acronym for seven of the most effective techniques to improve written communications to increase compliance with a call to action. This could be as consequential as paying a fee, or as simple as increasing the click-through rate of an article.

First and foremost, the target behaviour of the call to action needs to be clear and simple, capturing who does what to what, when and where. Once that has been established, the seven techniques from the framework can start being applied.

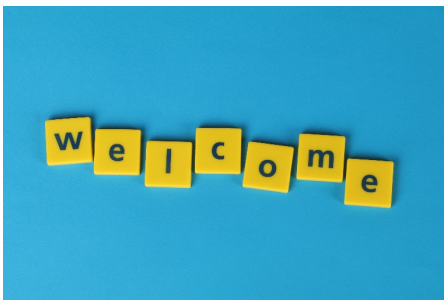
The 'E' in INSPIRE stands for 'Ease' and is always applied first. Making the communication as easy as possible to understand, and not open to interpretation is essential. The rest of the techniques can be chosen on how useful they are to the context. For instance, 'Norms' emphasise the desirability and frequency of the behaviour you are seeking compliance for, for example, Vic Roads indicating that most Victorians pay their registration on time. The 'Salience' technique allows your communication to stand out to differentiate it from other communications, by using prominent visual stimuli such as stamps, colours, and symbols, to attract attention.

Each of the seven INSPIRE techniques are unique, and provide guidance on how communication can be made more persuasive to readers in terms of content and presentation. ISCRR found the workshop very practical and insightful and we've already applied the knowledge to our own communications.

Staff showcase

Meet our newbies!

ISCRR is immensely proud of its passionate and talented staff and we endeavour to share their achievements in this section of our newsletter. This month we are welcoming three of our newest team members: Belinda Clark, Siouxzy Morrison and Olivia Crivari.



Belinda Clark

Belinda works in the area of research and evaluation within ISCRR. She has conducted research into injury and road safety at Monash University for over 20 years.

Over these years Belinda has worked across a wide range of research programs for various stakeholder groups, resulting in substantial research experience. In her previous role at the Monash University Accident Research Centre (MUARC) Belinda specialised in researching illegal driving behaviours including drink and drug driving, driving while unlicensed, and "hooning".

Her evaluation research includes reviewing the Blood Alcohol Content legislation across Australian and New Zealand, the Alcohol Interlock Program in the ACT and the Victoria Police ANPR program.

Belinda holds a Bachelor of Social Science, Psychology (Hons.) from La Trobe University. She is a member of the Road Trauma Support Services Victoria Evaluation and Research Committee and is the recipient of their honorary Life Member Award (2020) in recognition of her contribution to their organisation and road safety. Belinda has been a member of the Monash University Human Research Ethics Committee for over ten years.

In her spare time Belinda is passionate about human rights and enjoys taking walks along the beach.

Siouxzy Morrison

Siouxzy will be leading the management of ISCRR operations, project administration of internal ISCRR projects, and the end-to-end project management of externally funded ISCRR projects. Siouxzy has been welcomed as

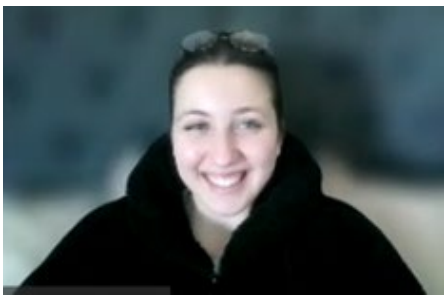
2. Faulkner et al., (2018). The INSPIRE Framework: How public administrators can increase compliance with written requests using behavioural techniques. Public Administration Review, 79 (1), 125-135.

Dr Kim Pham heads off on maternity leave.

Siouxzy is passionate about supporting evidence-based research that has real world relevance and improves outcomes and impact. She has over 15 years of experience supporting and managing large complex research programs and projects, predominantly in the healthcare sector. She has a Masters of Public Health and has clinical experience working as a critical care nurse.

In her time away from work Siouxzy works on perfecting her cheesecake and baking skills, as well as growing fresh produce in her backyard.

Olivia Crivari



Olivia (Liv) is in her last semester of her Bachelor of Health Science at Monash University. She is joining ISCRR on a research placement for PBH3006 (Public Health Research Practicum).

Liv enjoys cooking classic Italian cuisine with her family, with their specialty being homemade lasagne. She's an avid reader, reading a total of 52 books last year! Her favourite genre to read is classics, with Anna Karenina being her favourite book. She loves going to museums and art galleries.

Liv is super passionate about helping people and ensuring they feel 100% safe at work, which is why she's very excited and humbled to be doing her placement at ISCRR.

We're very excited and happy to have her join us!

Events

Date	Event	Location
31 August 2021	WorkSafe Victoria WorkWell Webinar: Creating mentally healthy workplaces where young people can thrive	Virtual
1-2 September 2021	Research Impact Summit	Virtual
19-22 September 2021	XXII World Congress on Safety and Health at Work 2021	Virtual
14-15 December 2021	Safety in Action Show & Conference	Sydney, Australia
October	National Safe Work Month – Safe Work Australia	Australia
18-19 October 2021	Injury and Disability schemes seminar: Resilience and Recovery (Actuaries Institute)	Virtual
25-28 October 2021	International Symposium on Epidemiology in Occupational Health, EPICOH 2021	Virtual
3-5 November 2021	ARMS 2021 Virtual Conference	Virtual
6-10 February 2022	International Congress on Occupational Health (ICOH 2022)	Virtual
27-30 November 2022	14th World Conference on Injury Prevention and Safety Promotion 2020 (Safety 2022)	Adelaide, Australia

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