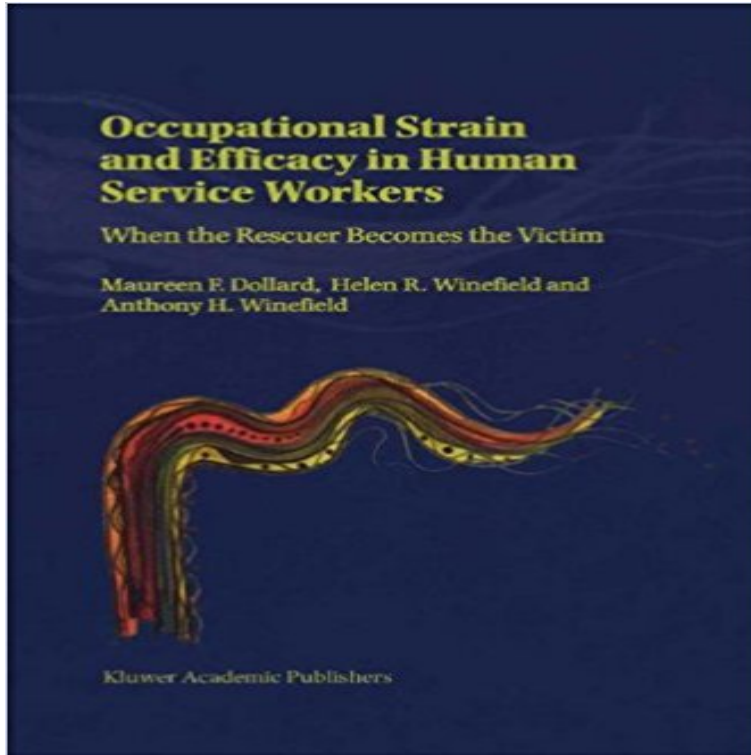


# Occupational Strain and Efficacy in Human Service Workers : When the Rescuer Becomes the Victim



Workers compensation data in a large public sector human service agency clearly indicated that the most significant type of compensable incident that occurred within the organisation was that of anxiety and stress related conditions. From September 1987 to September 1995, there had been 219 workers compensation claims relating to workplace strain (stress) in the agency. The total cost of these claims was \$4,865,249. A study was commissioned by the agency in early 1996 to review workplace strain. The outcomes sought by the department following the implementation of the project recommendations, as outlined in the project brief were to have: 1. a reduction of psychological and physical injuries of employees; 2. shorter duration of claims; 3. a reduction in the costs of claims; 4. a potential drop in sick leave; 5. a reduction in non compensable measures of occupational strain eg, absenteeism, poor performance, work flow interference, staff turnover, replacement and training costs; 6. managers and staff to be more aware of their role in preventing strain, contributing to strain, and managing strain; 7. managers to know of and use a range of resources to assist them with occupational strain issues, eg, Occupational Health and Safety Advisor, and Staff Counsellor; and 8. staff to have a clear means and strategies to assist them with occupational strain and avenues to resolve conflict. OBJECTIVES OF THE REVIEW The main objectives of the review, as outlined in the project brief, were to have: 1.

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