

Information about: Recovery Support Service

Over the duration of an injured workers return to work journey they may face challenges and circumstances that impact their recovery. WorkSafe established the Recovery Support Service to ensure workers receive appropriate support during these difficult times.

This service sits alongside existing occupational rehabilitation services to enable independent allied health professionals to provide rehabilitation and recovery support to the injured worker.

What is the Recovery Support Service?

This service provides injured workers' with access to recovery and rehabilitation support services via video, telephone or face to face sessions with an occupational rehabilitation provider, treating health practitioner, other support providers and if necessary, their employer.

The goal of this service is to offer a supportive environment where injured workers can discuss current challenges and concerns that may be affecting their physical and mental wellbeing, and ability to return to work. The occupational rehabilitation provider will assist with facilitating discussions between the injured worker, and the treating health practitioners about concerns, or challenges the injured worker may be facing. This could include (not limited to):

- ❖ linking the injured worker to community groups and online support systems (E.g. Ask WorkSafe)
- ❖ meeting with the injured workers' treating health practitioner to discuss recovery progress
- ❖ identifying available resources to help the injured worker and their family
- ❖ undertaking home-based review of exercise space and equipment
- ❖ offering advice as to further support, outside that of the Recovery Support Service, that the injured worker may benefit from.

Frequently asked questions

How can an injured worker get referred to the service?

The Agent may refer the injured worker to the Recovery Support Service by making contact with the occupational rehabilitation provider who is currently providing assistance. The occupational rehabilitation provider may also recommend that the injured worker is offered this support and will contact the managing Agent directly. Please speak with the Agent should you wish to explore the injured workers eligibility for the Recovery Support Service.

If referred onto this service, are injured workers required to participate?

The service is recommended for injured worker who can benefit from its provisions; however, participation is completely voluntary.

What recommendations can be made by an occupational rehabilitation provider?

Recommendations are made to support recovery and rehabilitation. All recommendations need to be in line with WorkSafe policies and practices

www1.worksafe.vic.gov.au/vwa/claimsmanual/Home.htm

Further information

If you need more information about this service please contact the relevant WorkSafe Agent.