

# Information for injured workers

## Recovery Support Service

It is important for you to stay connected with recovery and rehabilitation supports as part of your recovery and return to work journey. No matter the circumstance, it is vital that you have resources available to further support your physical and mental wellbeing. As part of this, we have established the Recovery Support Service.

### What is the Recovery Support Service?

This voluntary service provides access to independent recovery and rehabilitation support services via video, telephone or face to face sessions with an occupational rehabilitation provider, your treating health team, other support providers and if necessary, your employer.

### What is the role of an occupation rehabilitation provider?

Your occupational rehabilitation provider will assist with facilitating discussions between you, and your treating health practitioners about concerns, or challenges you may be facing. This could include (not limited to):

- ❖ reviewing current treatment, recovery plan and recovery progress
- ❖ opportunities for home based recovery and rehabilitation
- ❖ exercise regime and guidance
- ❖ activities of daily living, structure and daily activity schedule
- ❖ community connection
- ❖ your mental wellbeing
- ❖ psychosocial and practical concerns
- ❖ identifying relevant community and online support groups
- ❖ retraining available remotely to help you return to work.

There may also be an opportunity to have a home review of exercising spaces and equipment that you are using. WorkSafe cannot fund the cost of home based exercise equipment.

### Frequently asked questions

#### How do I participate in this service?

The service is recommended when it is viewed as being of value to you. Your Agent may refer you to the Recovery Support Service by making contact with the occupational rehabilitation provider who is currently providing you with assistance. Your occupational rehabilitation provider may also recommend that you are offered this support and will contact your managing Agent directly, if not already offered by your Agent.

#### If referred, do I have to participate in this service?

No. Participation is completely voluntary.

#### Do I get assigned, or can I choose my occupational rehabilitation provider?

Your Agent will offer you a choice of an occupational rehabilitation provider from a choice of three. If you already have chosen a provider, they will deliver the Recovery Support Service.

#### What recommendations can be made by an occupational rehabilitation provider as part of the Recovery Support Service??

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](http://www1.worksafe.vic.gov.au/vwa/claimsmanual/Home.htm)

### Further information

If you need more information about this service please contact your WorkSafe agent.

#### Emotional wellbeing services available to you

We understand your mental health is as important as physical health. We encourage you to speak to your family, friends or doctor for emotional support, or call **Beyond Blue** on **1300 224 636**.

If you would like further information about the services available to you please visit our website.

[worksafe.vic.gov.au/mental-health-injury-support](http://worksafe.vic.gov.au/mental-health-injury-support)