

Occupational Rehabilitation Services

A Guide for Workers

The Victorian WorkCover Authority (VWA) recognises that in some cases it takes more than just medical assistance to help you return to work.

For this reason, the VWA supports the use of a range of return to work services to complement treatment provided by your healthcare professional.

Together, these services – known as occupational rehabilitation services – can help you get back to work quickly and safely.

What is occupational rehabilitation?

If you have a capacity to work, but need help to actually start back at work, occupational rehabilitation can help you.

When you start occupational rehabilitation, services will focus on getting you back to work at the place you were employed prior to your work-related injury or illness. Sometimes, however, this is not possible. If this is the case, you may be given assistance to return to another sort of work or even a new workplace.

What services are provided?

Everybody's situation is different. As such, the occupational rehabilitation services that will benefit you the most will depend on your individual circumstances.

Services will differ if you are able to return to the workplace you were at when you were injured or if you need to secure a new job at a new workplace.

Here are some examples of services you may be entitled to:

Workplace Assessment

This occupational rehabilitation service considers the advice from your medical practitioner and identifies suitable duties or tasks that you can do to return to the workplace where you were injured.

Job seeking assistance

This service is aimed at equipping you with the skills needed to secure new employment. If you have been referred for job seeking assistance, it has been determined that you are unable to return to the workplace where your injury was sustained. Job seeking assistance will help you find more suitable employment somewhere else.

What are the benefits of occupational rehabilitation?

Occupational rehabilitation helps get you back to work following your illness or injury. Getting back to work can be an important step towards improving your illness or injury, assisting in your recovery.

Occupational Rehabilitation Services

Who is entitled to receive occupational rehabilitation services?

If you feel occupational rehabilitation may help you stay at work or return to work, you should talk to your healthcare professional, employer or WorkCover Agent. They will help you determine if occupational rehabilitation services could help you.

If your employer and Agent agree that occupational rehabilitation services could assist you, and the Agent agrees that the cost of the service is reasonable, occupational rehabilitation services will then be offered to you.

Who can provide occupational rehabilitation services?

All organisations offering occupational rehabilitation services must be approved by the VWA.

A list of approved occupational rehabilitation service providers is on the VWA's website at www.workcover.vic.gov.au

The website also details the service standards all service providers must meet. You may want to familiarise yourself with these, to gain an understanding of what services, and standards, you can expect.

Who pays for occupational rehabilitation services?

Occupational rehabilitation services are provided as part of your WorkCover claim. Before starting occupational rehabilitation services, the costs must be approved by your Agent.

Can workers choose their own occupational rehabilitation provider?

If you are entitled to receive occupational rehabilitation services your employer or Agent will provide you with a list of at least three suitable providers, where available, from the range of VWA's approved providers. You will be asked to choose one provider from this list.

However there are some situations – say, if you live in a remote or rural area – where it may not be possible for a choice of provider to be offered. If this is the case, you should speak with your employer and Agent to determine the best available option.

Do I have to participate?

If you are receiving WorkCover benefits then you are required to participate in an occupational rehabilitation service. If there are reasons why you can't participate you should advise your Agent.

What if I have some more questions?

More information on occupational rehabilitation is available by contacting your Agent or the WorkCover Advisory Service on free call 1800 136 089 or (03) 9641 1444. You can email any questions to info@workcover.vic.gov.au

Self insurers

If your employer is a self-insurer they are responsible for managing your claim and assisting in your return to work. When reading this fact sheet, any reference to 'your Agent' should be replaced by 'your employer'.

WorkCover Agents

For contact details of WorkCover Agents visit www.workcover.vic.gov.au

For information about WorkCover in your own language, call our *Talking your Language* service

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|------------|--------------|----------|--------------|----------|--------------|---------|--------------|
| 廣東話 | 1300 559 141 | Italiano | 1300 660 210 | Español | 1300 724 101 | العربية | 1300 554 987 |
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Victorian WorkCover Authority

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