



The road to recovery

RETURNING TO HEALTH AND WORK

Time away from work due to injury or illness can be challenging and the road to recovery is different for everyone. Getting back to work can have its own pressures, so we focus on working collaboratively with you, your employer and your treating team to support your optimum recovery.

There are many benefits associated with engaging in activity following illness or injury¹. With increased productivity, we tend to improve our outlook, feel happier, and in turn recover quicker. Increasing activity has significant potential to positively impact our daily lives.

Alongside increasing activity, getting back to some form of good work is considered one of the best ways to assist the recovery process². Naturally, work provides us financial security; however it also fosters many other health benefits. Good work enables us to feel part of our community, develop a sense of personal identity, and build our confidence in a structured and purpose driven setting.

These benefits can also be attained by establishing strong links to the local community. Stay connected by volunteering, visiting the shops and restaurants, and getting to know the people who make your community a valuable place to live. Our Case Managers can help by linking you to community networks that can assist your recovery. At TAL, we provide individualised support*, empowering you to return to your best health.

Our Case Managers are trained to provide you with the highest level of respect and care throughout your recovery journey. You can trust we will:

- Liaise with you, your treating team and employer to understand your unique circumstances
- Work collaboratively with you in developing your tailored recovery plan
- Regularly engage to ensure you are supported as your recovery progresses.

TAL is one of Australia's leading life insurers and health is at the core of everything we do.

We exist to help you protect the things you love and the choices, options and freedoms that matter to all Australians.

We seek to empower you to live your best life through good health.

TAL

How we support you in your return to work

Your dedicated case manager will work with you to review your current health and functional capacity, to see what effects (if any) these have on your previous occupational duties, and to help determine what support will lead to your optimum recovery. We'll do our best to help you get back to work and make the transition comfortable by:

- Collaborating with you, your treating team and employer to ensure your return to work is progressed in a safe and sustainable manner and tailored to your specific needs
- Assessing your worksite to identify how you can work safely and help you with advice on ergonomic set-up and modifications
- Supporting your return to work through staged upgrades, without you being financially impacted.

We understand that in some cases it may not be feasible to return to a previous role or occupation. Should this be the situation, your case manager will work with you to review your current health and determine whether a new occupation may be more suitable. We can support you through career redirection, upskilling, and new business development when you are unable to perform your previous occupation.

We understand health

TAL understands health and recognises that extra support can make a significant difference to your recovery. Our holistic approach to health support includes services in:

- Chronic disease management
- Exercise programs, which support condition management and facilitate the recovery process
- Links to community support services.

We understand that every situation is unique, which is why we implement a tailored recovery approach ensuring everyone receives the support that's right for them.

Meet Daniel[^]

Daniel, a 30 year old cabinetmaker, ceased work after he suffered from an autoimmune condition. Soon after, he returned to his normal duties on part-time hours, but expressed to his TAL Case Manager that he was experiencing difficulties and didn't think he would be able to continue. The Case Manager engaged the services of a return to work Specialist to assist with a tailored program for Daniel.

Daniel was experiencing interrupted sleep patterns and fatigue which affected his concentration and motivation to work. He also showed signs of experiencing depression and anxiety. After engaging with his treating practitioner, a tailored work conditioning program was commenced with Daniel. The program assisted Daniel with the management of his fatigue, sleep patterns and depressive symptoms. A workplace site assessment was also conducted to review his duties and ergonomic practices which enabled him to implement fatigue management practices at the workplace. It also provided benefit to his employers, as they were able to develop awareness of how their workplace set-up could help their staff work more efficiently. Over a period of six months Daniel gradually built his capacity and was able to successfully return to full time employment in his role as a cabinetmaker.

Meet Jessie[^]

Jessie fractured his tibia and fibula following a motorbike accident. Complications prolonged his recovery, which was further set back when Jessie was involved in another motor vehicle accident and obtained a foot crush injury, requiring additional surgery. Thankfully with some time and treatment, Jessie recovered and was eager to return to work.

Liaising with TAL's Case Manager, it became clear to Jessie that his previous role of standing all day at a factory work station was no longer suitable. Together, they investigated what options were possible for Jessie's recovery – arranging external rehabilitation support proved challenging due to his rural NSW location. Given Jessie's limited experience and technical expertise, TAL recommended that he undertake basic computer courses at his local community centres and libraries, as well as contacting a recruitment agency.

Soon after, Jessie returned to work as an estimator with his duties predominantly office based using the computer. To ensure he had a competitive edge for future job offerings, TAL approved a forklift driving course for Jessie, providing him the necessary vocational skills in line with his occupational history and medical capacity. Jessie was grateful for TAL's commitment to supporting his return to health and recovery.

Contact us for more information and support:

 1300 209 088  customerservice@tal.com.au  tal.com.au

¹ Warburton, D.E., Nicol, C.W. and Bredin, S.S., 2006. Health benefits of physical activity: the evidence. Canadian medical association journal, 174(6), pp.801-809 ² Waddell, G. and Burton, A.K., 2006. Is work good for your health and well-being?. The Stationery Office

* The offer of support is at the discretion of TAL and is subject to an assessment and approval on a case by case basis [^] Names have been changed
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