

HELPING YOU GET BACK TO WORK

For clients



HEALTHIER, LONGER,
BETTER LIVES

AIA Australia does more than just pay claims. We offer you access to one of the largest and most experienced rehabilitation teams in the life insurance industry.

What is rehabilitation?

Rehabilitation services are an added feature of your policy with AIA Australia. If you have an injury, disability or health condition, we can arrange work related rehabilitation services which could assist your return to work, or to gain new employment. This voluntary service is tailored to your specific circumstances and can involve:

- graded exercise programs
- wellness programs
- business coaching
- graded return-to-work programs
- modification of work environments
- work-related counselling
- career advice and redirection
- re-skilling or retraining
- the supply of ergonomic equipment.

Helping you get back to work

Returning to suitable work as soon as you're able can be considered one of the best forms of treatment. While the offering and timing of rehabilitation services will vary from person to person depending on their medical situation, workplace arrangements and personal circumstances, you are welcome to contact the team at AIA Australia at any time to discuss whether a rehabilitation program might be right for you.



"Good outcomes are more likely when individuals understand, and are supported to access the benefits of good work especially when entering the workforce for the first time, seeking re-employment or recovering at work following a period of injury or illness"

RACP Consensus Statement 2017

Meet our team

Returning to work restores more than your income. We have found that returning to work not only restores your income, but has helped restore the sense of identity and self-esteem in many people we have helped in our program. AIA Australia's Claim and Rehabilitation Team works closely with you and your treating professionals through your journey back to work ensuring that your concerns are addressed and specific needs acknowledged. This approach can help you return to your usual job in a timeframe that suits your recovery. If you are unable to return to your usual job, the team can also help identify potential training or alternate employment.

The AIA Australia Rehabilitation Team is one of the largest of any Australian life insurer. The team includes highly experienced Rehabilitation Counsellors, Psychologists, Exercise Physiologists, Physiotherapists, Occupational Therapists and a Registered Nurse who have assisted people with all types of injury and illness to return to the workforce.

While each member of the team brings a different set of skills, the team works collaboratively with you, your claims assessor, treating doctor and employer to create an individual Return to Work program.

How the process works



AIA Australia works with your doctor, your health care team and relevant parties to develop a tailored rehabilitation program.

- 1 AIA Australia reviews your medical and work situation and contacts you to explain the AIA Australia rehabilitation service.
- 2 AIA Australia asks you about your goals for getting back to work. They also seek to identify any barriers to achieving these goals.
- 3 By listening closely to you, AIA Australia can help you create a tailored approach to returning to work.

How this helps you

The health benefits of being engaged in the workforce are numerous.

The AIA Australia Rehabilitation Team is a valuable service you can call on when looking after your well-being. Working in partnership with you, the AIA Australia Rehabilitation Team provides an extra level of service and care to assist you get back to wellness and work.

If you would like to know more about our rehabilitation services, please contact AIA Australia's Claims team on 03 9009 4850



Case study

Paul*, a 50 year old self employed Building Manager, was diagnosed with L4/5 disc prolapse and sciatica. This meant he was unable to manage the physical operations of his business as it required significant manual labour including operating machinery and installing insulation.

Paul received medical advice confirming that he wouldn't be able to return to such a physical role in the future, and unfortunately his business closed.

Paul's AIA Australia Claims Assessor identified that Paul was ready to explore alternate work options and put him in touch with AIA Australia's Rehabilitation Team. The Rehabilitation Team worked in partnership with Paul to develop a tailored wellness, recovery and return to work plan.

AIA Rehabilitation arranged a referral to a local and experienced rehabilitation provider and an exercise program was arranged to help Paul increase his physical fitness and work readiness.

Vocational counselling was also arranged to help Paul explore suitable work options for the future. To further develop Paul's skills of project management and administration from his previous business, assistance was provided with a Certificate IV in Project Management.

To support Paul's goal of obtaining a Project Management role in the sports industry, a voluntary role was sourced by the Rehabilitation Team with a sports club to organise fund raising and events to further add to Paul's skillset. Job seeking assistance was also provided.

Paul successfully obtained work as a Project Manager in the sports industry. To ensure Paul could undertake the role safely and sustainably, ergonomic equipment was provided. Paul was very happy that he was able to return to work, and could get back into life.

*Name changed for privacy reasons