

REHABILITATION — TAKING CARE OF YOUR CLIENTS

For Advisers



HEALTHIER. LONGER.
BETTER LIVES

Has your client expressed an interest in returning to work after illness or injury but doesn't know where to start?

What is rehabilitation?

AIA Australia can offer your client access to one of the largest and most experienced rehabilitation teams within the life insurance industry. The team includes highly experienced Rehabilitation Counsellors, Occupational Therapists, Exercise Physiologists, Psychologists, Physiotherapists, and a Registered Nurse who have assisted people with all sorts of conditions return to the workforce.

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

Returning to work can be one of the best forms of treatment and AIA Australia can assist with specialised rehabilitation services at the right time in the recovery journey.

EARLY INTERVENTION: TIMING IS EVERYTHING

In terms of physical conditions, if the person is off work for

20 DAYS

the chance of getting
back to work is

70%

45 DAYS

the chance of getting
back to work is

50%

70 DAYS

the chance of getting
back to work is

35%

Source: The Royal Australasian College of Physicians, Australasian Faculty of Occupational and Environmental Medicine Position Statement on Realising the Health Benefits of Work, Sydney 2010

Our approach to rehabilitation

At AIA Australia our service focuses on occupational rehabilitation – assisting people returning to work and wellness after illness or injury.

We understand that every situation is different so the services required will vary dependent upon your client's medical situation, work place responsibilities and personal circumstances. Each client receives a program tailored to their needs, but ultimately the aim is the same – assisting your clients return to wellness, work and life.

Rehabilitation can assist your client

- Return to their life roles
- Improve their health
- Return to work
- Re-engage with the community
- Achieve their longer term financial goals

Our team

We work collaboratively with your client and medical professionals throughout the return to work journey to ensure all concerns are addressed and specific needs are recognised.

Our team understands the realities your clients face when returning to work. They have clinical experience and many of them have also worked for rehabilitation providers so they understand workplaces across a broad range of industries and can support your client through the return to work process.

We take a holistic approach to rehabilitation that considers each individual's situation. We believe this helps your client return to work in a timeframe that best suits their recovery. If your client is unable to return to their usual job, the team can also help identify alternate occupations.

Our services

We offer a number of services to make the return to work journey as simple as possible 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.

For more information about our services and how our rehabilitation team can assist your clients please contact AIA Australia's Claims team on 03 9009 4850.



Rehabilitation is a win for everyone involved

Jill*, a Project Manager of 10 years, ceased work after months of struggling with anxiety and depression. Jill believed she was ready to do something to improve her well-being and health to return to work, however she was unsure how to go about this and was concerned that she may make her condition worse.

The Rehabilitation Team at AIA Australia was called in to help and, as a first step in the recovery path, they appointed a Rehabilitation Provider.

The Rehabilitation Provider met with Jill to gain an understanding of her condition, treatment and aspirations for the future. A meeting was also arranged with Jill's Psychologist and GP who as an advocate for the health benefits of work, incorporated a wellness program and return to work into the recovery plan.

A customised rehabilitation program was then established which supported Jill mentally and physically through exercise, and emotionally through resilience training which provided strategies to better manage her condition in the future.

Once work readiness was achieved, Jill was also provided job seeking assistance to aid her search for suitable employment within her current skills set. She was able to secure new work as an Administration Assistant which was in line with her medical requirements of less stressful work.

*Name changed for privacy reasons