



Australian Government
Comcare

After a workplace serious injury or illness

Who can you reach out to for support?



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Contents

Introduction	2
<hr/>	
What support is available to you?	2
<hr/>	
Emotional and Psychological	2
Financial	2
Legal	3
Victim Support	3
National Support Services	4
<hr/>	
Emotional and Psychological support	4
Financial	5
Legal	5
Checklist – Who to Contact	6
<hr/>	

Introduction

You may be reading this guide because you have experienced a serious injury or suffered an illness at work. We understand that these events can have a significant impact on your life. Experiencing a serious injury or illness can be particularly difficult when it is connected with work activities. It can lead to grief, loss, and unexpected change.

This guide provides you with information about the support available to you and your loved ones during this time and how to access those supports. You do not need to read this guide all at once – use it as a resource when you need it. Some of the information will be useful soon after the incident, while other information will not be applicable until a later date. The Comcare Family Liaison Officer is available to help go through this guide and answer any questions you have.

What support is available to you?

Emotional and Psychological

After a workplace incident, you may find that you struggle to meet your basic emotional and psychological needs. Change can lead to a mix of emotions, such as grief or loss, or it may lead to feelings of numbness. There are many emotional and psychological support services available to you. Some support services may require a written referral from your General Practitioner (GP) and others accept self-referral.

Support services include psychologists, psychotherapists, counsellors, social workers, wellness coaches, religious mentors, support groups, telephone helplines, Employment Assistance Program and many more. We have included a list of national emotional and psychological support services in this guide. See our website for [state-based crisis support services](#).

Financial

Your injury or illness may mean that you are unable to attend work, which could lead to unexpected financial responsibilities. There are services that may be able to provide financial support or assistance.

Financial support may include:

- > Financial payments from government (for example Services Australia);
- > Assistance from community-based support services; and
- > Support and advice from financial advisors and planners.

You may be entitled to claim compensation from your insurer or workers' compensation authority. If you are a Commonwealth employee, Comcare may be the responsible compensation authority. Your Family Liaison Officer can help you to contact the appropriate compensation authority. See our website for more information on [supports for your recovery and benefits](#).

This guide includes a list of national financial support services. See our website for [state-based financial support services](#).

Legal

Legal support and advice may be needed after a workplace incident resulting in serious injury or illness. While Comcare is not able to provide you with legal advice, there are services that may be able to provide you with legal advice and support should you need it.

National legal support services are listed in this guide. See our website for [state-based legal support services](#).

Victim Support

Victim support services in each state provide a range of practical, therapeutic, and financial support to people impacted by crime. While they may not be able to assist directly, they have links to a broad range of state-based services that might be helpful.

- > Victim Support ACT: www.victimsupport.act.gov.au
- > Victims Services NSW: www.victimsservices.justice.nsw.gov.au
- > Victims of Crime NT: www.victimsofcrime.org.au
- > Victim Assist Qld: www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime
- > Victim Support Service SA: www.victimsa.org
- > Victims Support Services Tas: www.justice.tas.gov.au/victims
- > Victims of Crime Victoria: www.victimsofcrime.vic.gov.au
- > Victim Support and Child Witness Service WA: www.victimsofcrime.wa.gov.au

National Support Services

Emotional and Psychological support

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone: 1300 224 636
www.beyondblue.org.au

Lifeline

Lifeline provides all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

Phone: 13 11 14:
www.lifeline.org.au

Open Arms

Open Arms offers mental health support to Navy, Army and Air Force Personnel, veterans and their families. They have face-to-face counselling and a 24 hour support line.

Phone: 1800 011 046
www.openarms.gov.au

Kids Help Line

The Kids Helpline provides a free 24-hour telephone counselling service for children and young people.

Phone: 1800 551 800
www.kidshelpline.com.au

Head to Health

Head to Health helps all Australians access the mental health and wellbeing services that are right for them. It makes it easier to navigate and choose the most suitable care options, whether that's face-to-face, via phone, or online.

Phone: 1800 595 212
www.headtohealth.gov.au

Financial

Services Australia

Information on eligibility and how to apply for Australian Government Support.

Phone 13 27 17

www.servicesaustralia.gov.au

Financial Counselling Australia

Provides resources, support and free financial counselling.

Phone 1800 007 007

www.financialcounsellingaustralia.org.au

Legal

Legal Aid

Legal Aid offices in each state provide independent information, legal advice and support to the public.

Please contact your state or territory legal aid office, which you can find at the link below.

www.nationallegalaid.org

The Family Liaison Officer can guide you through this process, and can be contacted on

familyliaison@comcare.gov.au.

Checklist – Who to Contact

This is not an exhaustive list of people or organisations that you may need to contact. Every person's needs and requirements are different, you may need to contact other organisations that aren't listed here.

	Person / Organisation to be contacted	Tasks (if relevant)	Contact Details
Personal support network	Family and friends	Notify	
	Support services (e.g., cultural/religious/spiritual advisors/counsellors)	Contact if required	
Government agencies	Australian Taxation Office	Finalise income tax returns	132 861 www.ato.gov.au
	Centrelink, Child support, Medicare	Notify if required	132 300 www.servicesaustralia.gov.au
	Department of Veterans Affairs	Notify if required	1800 555 254 www.dva.gov.au
	Foreign pension authority / or embassy / consulate	Notify if required	
	Insurance providers (e.g., income protection)	Claim	
	Professional services (e.g., solicitor, accountant, financial advisor)	Notify if required	
	Superannuation fund	Seek financial advice	
Employment and education	Australian Business Registration (ABN)	Notify if required	139 226 www.abr.gov.au
	Your education institution	Seek compassionate leave / or equity support	
	Professional affiliations	Notify	
Health services	GP and health services (e.g., psychologist, physiotherapist)	Notify if required	



