

Safer Together



FAMILY SUPPORT

Information for families of PSA/CPSU NSW members who have been physically or psychologically injured during the course of their work.



www.psa.asn.au
www.cpsunsw.org.au

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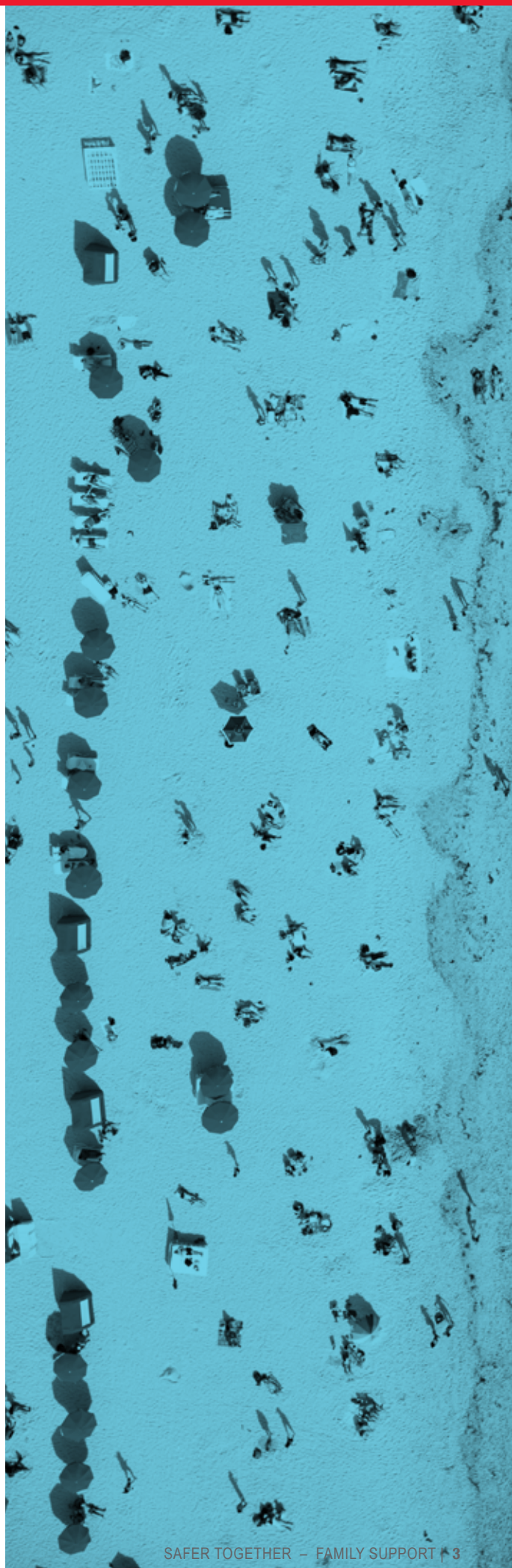
INTRODUCTION

The Public Service Association and CPSU NSW understands the vital role families play in assisting injured family members to heal and ultimately return to work.

We value your contribution in the day-to-day support you provide. However, we understand that it can also be a stressful time for you and your family.

If you are reading this then you may be seeking information to:

- » understand some of the symptoms your injured family member may be experiencing
- » understand the workers compensation and injury management process
- » clarify some of your own experiences as a family member of an injured worker
- » understand how to play an active part in an injured worker's recovery
- » get some ideas to assist in your own self management and care during this time
- » prepare for any changes in the future.



SIGNS AND SYMPTOMS

If your family member has been involved in a traumatic incident at work or home then it is normal for them to be affected emotionally and grapple with making sense of what happened to them.

During this time it is normal and expected that the person will process, compartmentalise and assimilate what they have just experienced or witnessed.

This is a survival based response that is adaptive and healthy in the healing process.

As a support person you play a key role in talking with and supporting them through this period.

POST-TRAUMA SYMPTOMS CAN INCLUDE:

- » **Anger**
- » **Increased irritability**
- » **Recurrent nightmares**
- » **Poor concentration**
- » **Being easily startled by noises or sudden changes**
- » **Feeling numb or detached/disconnected/withdrawn**
- » **Signs of being overly concerned about their safety/paranoid**
- » **Being overly emotional and tearful**
- » **Fearful**

If you notice a change in your injured family member or they are experiencing some or all of these acute distress symptoms, please encourage them to seek medical and psychological help.

Early intervention is key to any recovery process.

Your General Practitioner (GP) can put you in touch with specialist counselling assistance.

If the notion of suicide or any dark thoughts are shared with you, or you notice the person withdrawing from family and friends, you should seek urgent medical assistance for them.

PROMOTING WELLNESS

BE PREPARED

Families who are informed about the potential changes to a person's health following injury or illness, are more likely to cope with the pressures that present from having an injured family member off work.

You are less likely to feel helpless and isolated if you have information to understand what is going on with your family member, the changes to family dynamics, and the actual injury management process that you will go through with them.

KEY FACTS: THE LINKS BETWEEN WORK, INJURY AND ILLNESS

The evidence in injury management tells us that good communication, cooperation between those involved in the healing process, and establishing common agreed goals between the injured worker, health providers and management, is critical in improving recovery and clinical outcomes.

The less time off work, the better the quality of life for the injured worker.

Understanding this, can play a key role in the injury management and recovery process.

HOW CAN YOU AS A FAMILY MEMBER PROMOTE WELLNESS?

Encourage your injured family member to:

STAY ACTIVE

One way you can help is to support and encourage your family member to stay active and participate in their injury management process and recovery.



CONTINUE USUAL ACTIVITIES AND ROUTINES

Certainly, changes may need to be made when someone is injured or sick and it is important to incorporate these changes into the family lifestyle.

However, evidence shows that keeping a sense of normality in your current situation helps promote wellness. Making every attempt to continue your usual activities and routines within the limits of the injury will promote better recovery than just resting.

STAY CONNECTED

Another important benefit to promote wellness is to stay connected as a family during this time. A supportive family not only helps build your own personal resilience but also that of the worker.

The same can be said of parents and siblings of injured workers. Maintaining personal relationships, outside interests and social connections in your own life during this time - and encouraging your injured family member to do the same - is a significant protective factor in stressful times.

Not only does staying connected as a family assist in the healing process, it also reduces the risk of damaging the family unit.

Given that work has been a major part of the person's life to date, staying connected with key work relationships can also promote recovery.

For example, this could be a work colleague, a supervisor or manager, a workplace PSA/CPSU NSW delegate, Health & Safety Representative (HSR) or their PSA/CPSU NSW Organiser or Industrial Officer.

There may also be some people that the individual does not wish to stay in contact with during this time. Find out who is important to them from work and what type of assistance and news they would like to receive.

It's also worth encouraging them to inform the rehabilitation providers and Injury Management Advisors of what will help during this time.

IN SHORT, DON'T GIVE UP!

The aim is to not only care for the individual but work toward returning them to work as quickly as possible.

WORK INJURY CLAIM FORM

to each question. Failure to

WORKERS COMPENSATION

HOW TO LODGE A CLAIM

If the worker has been injured at work they should:

- » Consult a doctor as soon as possible after an incident occurs to discuss the injury and to get immediate treatment. A Workers Compensation Certificate of Capacity is required, not the usual medical certificate
- » Report the injury as soon as possible to the employer and complete all relevant paperwork to commence the workers compensation claims process
- » The employer must then notify the insurer within 24 hours of an injury being reported.

If for some reason the worker can't report the injury themselves, their supervisor can make the report if they are advised of the circumstances.

Has your injured family member informed a supervisor?

Once a claim for workers compensation is lodged, the insurer will allocate a case manager to the claim.

The case manager will request certain information from the worker and their agency/organisation in order to determine liability for the claim.

This may include a statement from the injured worker and the workplace, information from the treating doctor and if required, an assessment from an independent medical specialist arranged by the insurer.

PROVISIONAL LIABILITY

Under the NSW workers compensation legislation, 'provisional liability' means that injured employees can access weekly compensation payments for up to 12 weeks from the date of incapacity and medical expenses of up to \$7,500 may be approved prior to a decision being made as to liability.

Insurance companies must begin paying provisional weekly payments within seven (7) days after receiving an initial notification of injury (unless there is a '*reasonable excuse*').

Whilst payments are made under this provision, it DOES NOT mean that the injury claim has been accepted.

If provisional liability is accepted, the insurer has up to 12 weeks to make a determination as to actual liability of the claim.

If the insurer pays provisional liability benefits and later declines the claim, they cannot seek reimbursement unless fraud is involved.

If the insurer determines that a '*reasonable excuse*' exists then provisional liability can be declined, while the insurer seeks further information.

If provisional liability is declined, the Insurer then has 21 days in which to make a decision as to actual liability.



RIGHTS AND RESPONSIBILITIES

The injured worker has the following rights and responsibilities during a workers compensation claim:

RIGHTS

- » choose a nominated treating doctor
- » choose a rehabilitation provider
- » choose their treatment providers
- » have input into their return to work plan
- » have a union representative present, if required.

RESPONSIBILITIES

- » cooperate and comply with injury management and return to work plans
- » keep in touch with the employer regularly and provide accurate information about the claim
- » notify the insurer if any of their employment circumstances change.

GETTING TREATMENT APPROVAL

Under NSW workers compensation legislation, an insurer will pay for medical or hospital treatment when liability is accepted for an injury, provided:

- » the employment concerned was a substantial contributing factor to the injury
- » the incapacity and/or the need for treatment has resulted from the injury
- » treatment is reasonably necessary.

The factors that define 'reasonably necessary' treatment are:

- » appropriateness of treatment
- » availability of alternative treatments
- » cost of treatment
- » effectiveness (actual or potential)
- » treatment in similar cases (or acceptance).

Injured workers should ensure they keep copies of paperwork relating to their injury and claim. If the insurer determines that the claim for workers compensation benefits is to be declined then this information will be provided to them in writing.

The PSA/CPSU NSW provides a referral process to solicitors who are experienced in dealing with workers compensation matters.

This can include:

- » Appeals against declined claims
- » Claims for lump sum permanent impairment
- » Suitable duties and return to work disputes
- » Medical treatment disputes.

WHO IS LIKELY TO CONTACT THE INJURED WORKER?

It is important to be aware that there are a number of stakeholders and agencies who are involved in the workers compensation process.

The various parties who will contact your injured family member during this time are:

- » The insurer
- » Treating practitioners (doctors)
- » Employer
- » Rehabilitation provider
- » The PSA/CPSU NSW (the injured worker's union)

THE INSURER

The insurer will assign a case manager to the claim

The case manager will contact the injured worker to discuss the claims process relating to assessment requirements, treatment and return to work protocols.

REHABILITATION PROVIDER

A rehabilitation provider assists injured workers with their return to work. Workers have the right to choose their own external rehabilitation provider.

A request for services of a rehabilitation provider can be arranged through the insurer or the injured worker's union, the PSA/CPSU NSW.

The union encourages members to contact the Workers Health Centre for independent, worker-focused rehab services (www.workershealth.com.au).

TREATING PRACTITIONERS (DOCTORS)

Under the current arrangements, an injured worker has the right to elect their own treating doctor/s. This doctor will be contacted by the insurer during the claims process.

Doctors will also be consulted in relation to Work Capacity certificates, treatment recommendations, the development of return to work plans, and discussions concerning the provision of suitable duties. Medical practitioners can include your general practitioner or a treating specialist. During the workers compensation process, the treating doctor's role is to:

- » Act as central point of contact for your injured family member's treatment
- » Coordinate, recommend and organise treatment
- » Complete a certificate of capacity

OTHER BENEFITS

The majority of workers are covered for death and disability benefits provided by First State Super.

This insurance provides coverage for lump sum compensation for death, terminal illness and total and permanent disability.

The injured worker may also have elected to take up income protection insurance.

For further information relating to this scheme and its benefits, please refer to the First State Super Product Disclosure Statement which can be obtained by contacting First State Super or via their website (www.firststatesuper.com.au)

A small number of workers may still be covered under the State Authorities Superannuation Scheme (SASS).

These workers may have income protection insurance through SASS.

This can be ascertained by contacting your super provider. Further information is located at the State Super website (www.statesuper.nsw.gov.au)

You may qualify for some form of government income support. For more information on this, visit the Human Services website (www.humanservices.gov.au).

- » Inform your family member's employer, insurer and rehabilitation provider about their health condition, progress and needs
- » Assist the insurer and employer with developing an injury management plan
- » Review the injured worker's condition and fitness for work (work capacity)
- » Consult with your family member's employer, rehabilitation provider, and other treating health professionals (physiotherapist, psychologists, etc) to determine what work is suitable for them.

A treating medical practitioner's role is very different to that of an independent medical assessment arranged by the insurer. Treatment with a medical practitioner is an ongoing relationship regarding the injury/illness, which is paid for by the insurer.

The insurer can request an injured worker be independently assessed for a number of reasons relating to the management of a worker's compensation claim. This can be to determine liability, diagnosis, treatment recommendations, fitness for pre injury duties and suitable duties.

It can occur at any time during a claim. It is a one off assessment where there is not an ongoing relationship with the injured worker. Be aware that an independent assessment of the injury/illness arranged by the insurer is not treatment. Further information on independent assessments can be found on the SafeWork NSW website (www.safework.nsw.gov.au).

EMPLOYER

As an employer, the relevant agency has an obligation to maintain contact with an injured worker and to facilitate their return to the workplace in accordance with a suitable return to work plan that meets the needs of the worker.

The employer will be involved with the medical practitioners in the development of return to work plans and they must offer suitable duties to an injured worker.

The employer also has an obligation to ensure the welfare of their workers.

The employer will assign their internal Injury Management Advisor (IMA) to assist the injured worker to return to work on suitable duties.

The IMA should assist the injured worker to gradually return to full duties, where possible.

IMAs will contact your injured family member to discuss treatment, return to work and certificates of capacity. This may be via telephone or face-to-face.

An IMA is different to a rehabilitation provider.

THE PSA/CPSU NSW

An injured worker has the right to elect to involve their union in workers compensation matters, whether it is part of the claims process or for assistance with return to work and the provision of suitable duties.

If a worker seeks the assistance of the union in dealing with the insurer on their behalf, a third party consent form is usually required.

The union office or insurer can provide you with a copy of this form. The union can provide advice on matters regarding:

- » Workers compensation processes and entitlements
- » Return to work and the provision of suitable or permanently modified duties
- » Workers compensation appeals
- » Delays regarding payment of medical expenses
- » Liaison with HR and management
- » Medical retirement, and
- » Advice on any other employment related matters that may be affecting the injured worker and their family.

As a family member, it is important to note that we can only provide you with general advice should you contact the PSA/CPSU NSW. Due to privacy, specific information and advice concerning an injured worker will only be provided with their express consent.

TROUBLE AT HOME

HELPING YOUR INJURED FAMILY MEMBER

There is little in our workforce to provide support to families. Yet more often than not, work spills over into family lives.

Even if an injured family member is well and at work there are times when you are excluded from what goes on at work.

There will also be times when you are a listener, hearing what didn't go right at work.

We encourage your family to act as a team to manage the 'spill over' from work into your home life.

Going off work injured will change the usual dynamics of your family. It is not uncommon for some workers to become angry, distressed or even complacent about their new physical or psychological limitations.

An injured worker may feel they have let down their fellow workers by becoming unfit for work.

They may feel they are missing out on job opportunities or become frustrated by having to consult with a number of health professionals.

This frustration may at times be directed at you.

Try to talk these things out and get them to acknowledge where the source of their frustration and anger lies. Don't take on their frustrations - it's more likely that you have done nothing wrong.

However, more disruptive attitudes and behaviours, or negative coping strategies may develop, that weren't necessarily present in your family, such as alcohol misuse, gambling, or becoming too controlling.

If you are feeling that you can't solve some of these issues and they are present for longer than you'd like, seek help.

You may also experience an emotional response to the injury and its impact as might your children or other family members.

Seek help from external sources for any unwanted behaviours that seem to be more long-standing and harmful to you or your family. Your local GP can refer you to services that can assist.

This is not to say that only negative things impact on you and your family during this time. Some families may only need to make minor adjustments as a consequence of a workplace injury.

Whatever your experience, family members are critical support to an injured worker during this period. You are also the person most likely to notice the changes in them outside the professional setting.

You will observe whether some of the treatment options and strategies are effective in helping your injured family member manage their injury, behaviour and distress.

What you notice in the recovery process is helpful feedback to the professionals to understand what works and what doesn't.

SHARING INFORMATION ABOUT YOUR INJURED FAMILY MEMBER

Sometimes injured workers may not want you to share information about their circumstances. Having sensitive conversations with them may help encourage them to see the benefit of doing so.

It can also allow you to share your experiences with them as part of encouraging a better recovery. Steps you can take before you approach your family member's practitioner/s:

- » If you seek to share information with these treating practitioner/s about the person, you should gain their informed consent either through a letter or email.

- » Notify the treating practitioner at the beginning of your discussion that you have informed consent from your injured family member to speak with them.
- » You could also attend a session with them, getting them to indicate their support for you to discuss family observations about the injury, the level of adaptation and the impact and changes on your household overall.
- » If you have concerns for yourself or your family during this time, seek your own counselling with a different practitioner for confidential reasons and to avoid any conflict of interest a practitioner may have in treating you both. Your GP may also be able to support you during this time while you adapt to caring for the injured worker.

WATCH OUT FOR THE “SICK ROLE”

Research shows that individuals who have the strongest coping skills and the least resentment toward their illness seem best able to gain strength and reject the sick role as a permanent identity.

WHAT IS THE SICK ROLE?

It is an over-identification with being injured and sick that has a negative impact on the long term recovery process. It is generally attitude-based rather than having a physical basis.

It usually involves an overuse of negative self-talk and dependent behaviour that inhibits the person from trying regular tasks or new ones, or avoiding things that are known to improve their condition.

You may notice an overuse of language such as: “I will always be like this”, “I am broken”, “I can’t do anything anymore because I’m sick”, “I’m no good to anyone anymore”, despite the evidence presented from practitioners or what the individuals capabilities may suggest.

People who get caught in the trap of becoming ill and unmotivated may become overly dependent on you or another family member and withdraw from usual routines and other social supports.

You may soon see the person become comfortable in this position and difficult to shift moving forward.

It may even be filling a psychological need to be seen as sick.

Often the person is unaware of how they are presenting.

The cluster of negative thoughts and actions are a symptom that something is wrong.

This can be addressed through assessment by a health professional to help remove some of the emotional, behavioural and/or physical blocks your family member may be experiencing in their recovery.

If you notice these signs, seek professional assistance in order to put the injured worker back in control of the recovery process.

Professionals can also help remove external barriers that do not assist in staying motivated to recover, such as providing greater accessibility and satisfaction with health care services and managing you and your family member’s treatment expectations.

HELPING YOURSELF

This section is specifically aimed at providing information and strategies for the family members of injured workers to cope in a positive manner.

We know that individuals with positive coping strategies seem most likely to transition to wellness and enjoy maximum functional abilities. Here are some suggestions on what you can do to equip yourself for the journey.

USEFUL STRATEGIES FOR COPING

Learn as much as you can about the illness and/or injury. Knowledge is power and it can assist you to make sense of the changes in your family situation, create realistic expectations on progress and recovery outcomes, recognise presenting signs and symptoms and identify unwanted or unhelpful behaviours in your family member.

This will help you develop effective coping strategies during the injury and recovery period. Keep good records of appointment dates with professionals and who the family member has been referred to or consulted with. This is a history you may need later.

Use your treating GP as a key access point for coordination of all reports and assessments.

With the injured worker's consent, your GP can then share this information with any further professionals they may be referred to.

Acknowledge that this time can be frustrating and that you and your family member may have to tell the injury story numerous times to different health professionals. Remember they are trying to get the best outcome in the recovery process.

If there are other professional reports written, refer all the details to your GP for coordination and request that these reports are provided to any allied health professionals involved.

It is important that you stay healthy in this situation. Never underestimate the impact that managing a person, (particularly when dealing with a psychological illness, such as anxiety and depression), can have on you and your family.

Stay open to seeking professional assistance for yourself during this time. A qualified professional can offer effective coping strategies you can use to

address the behaviours that you may be experiencing in your family unit and/or with the injured worker.

Addressing these things early will improve the outcome of the recovery process and can ease what happens at home.

If the worker's reactions are hard for you to deal with directly, ask for some professional help to manage their behaviour during the rehabilitation process. Their reactions or behaviour could be a symptom that they need further professional help to cope.

If they are willing to include you, then attend a session with them. Alternatively, leave a phone or email message with their treating practitioner to discuss how you can best deal with their reaction or behaviour.

This information is important for professionals as it could be a sign of ongoing distress or development of another illness. Alternatively, it may require an intervention to look at the impact the unwanted behaviour is having on the family.

If you feel unsafe at any time, trust your feelings and take steps to make yourself safe, rather than try to change the person you are dealing with.

You may need to move yourself to another location, e.g. stay with other family or supportive friends. Call for professional assistance.

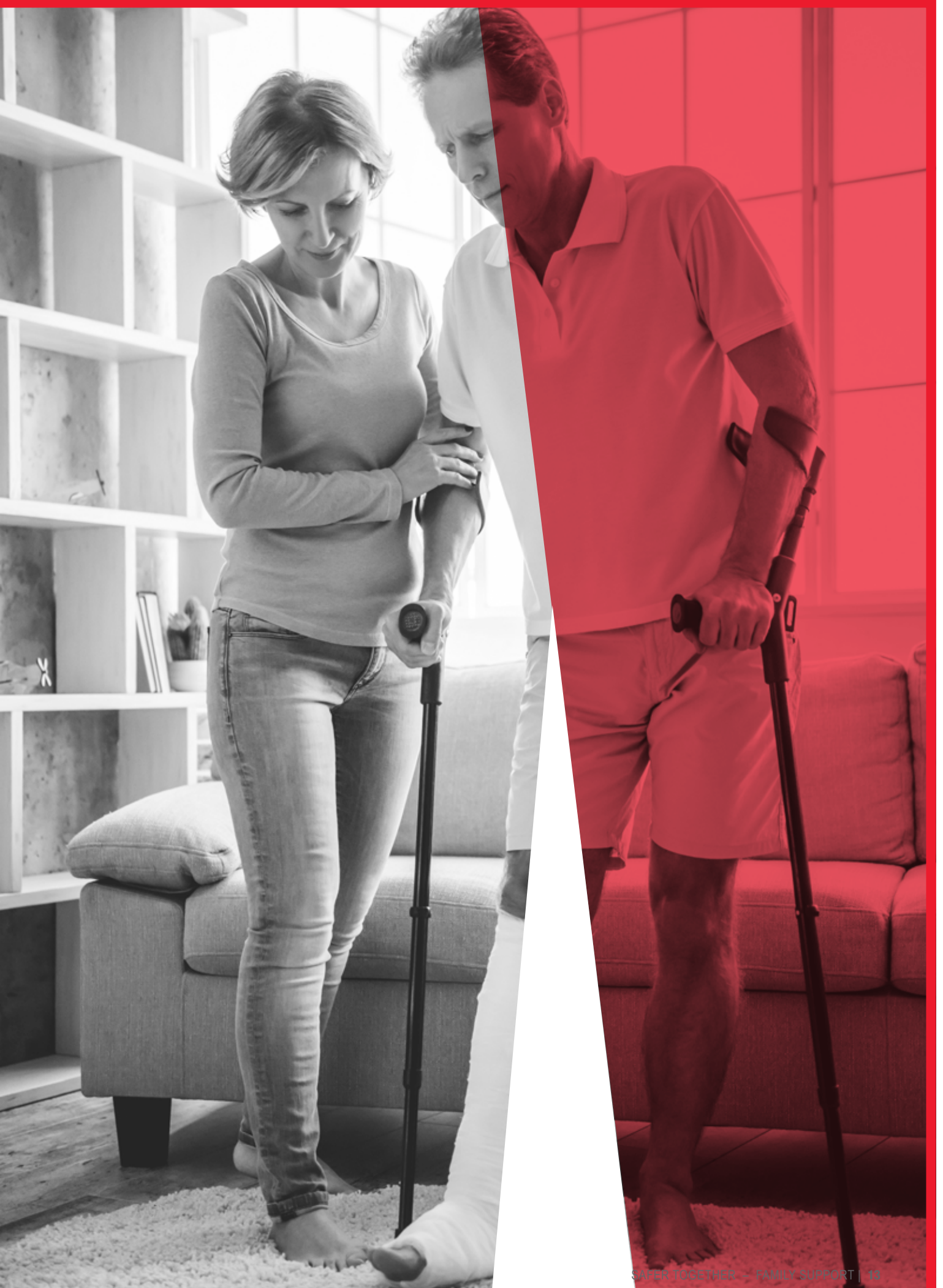
It is a good idea to keep the contact numbers for the health professionals who are treating your family member handy, including after hours details.

If you are unsure of the processes affecting your family member, seek support and assistance from the union (PSA/CPSU NSW).

The PSA/CPSU NSW can also refer you to external services to assist.

If you are limited geographically or prefer to use online services, there are some very good websites with supporting information.

See "Useful Contacts" at the end of this document.



USEFUL COPING STRATEGIES FOR THE FAMILY

It is a time of change for you and your family. Although it can be difficult, try to reconnect as a family unit.

Have conversations about non-work topics, there is more to life than work. Over-investing in the job can lead to disappointment when injured. Stay open in communication.

Include your injured family member in decision-making while they are off work to avoid them slipping into the sick role. Alternatively, if the family member becomes too controlling, address this directly (if you are comfortable doing so). Try allocating responsibility to them and be clear in what remain your responsibilities.

During their injury, there may be some frustration and grief about the limitations they experience. Try to keep as much normality in your life as you can.

Avoid being drawn into a cycle of hopelessness or the sick person role. Mental illness can draw you in. Focus on other members of the family and other important relationships.

Maintaining good family ties and outside support is important for protecting yourself. You will avoid becoming too involved in your injured family member's work identity at the expense of losing your own.

Avoid expecting too little (not asking for anything and doing it all yourself) or too much (pushing too hard) from the injured person. Let them adapt to the injury while encouraging them to continue to overcome their challenges. It will help if you understand the treatment and Return to Work plans. Familiarise yourself with what the professionals believe is expected of your family member.

If you notice they are comfortable taking on more, inform the relevant professionals so the recovery process is properly designed and the injured worker can return to work. Equally, report on what isn't working.

Talk to the injured family member about changes the whole family can accommodate. For example, with psychological injuries, certain television programs or news programs may cause anxiety. Agree to have the TV off at that time or to go into another room to watch.

Avoid taking over or speaking on their behalf because you want to protect them from harm. It is beneficial for them to take an active role in their recovery process by scheduling their own appointments and taking part in family activities. This includes cleaning up, watching a movie, or completing some of the routine tasks within the limits of the physical or psychological condition.

If the injured worker is having contact with colleagues from work, you might like to talk to them about setting some boundaries. Work out who the key contact is and let him or her know which matters might be off limits at this point.

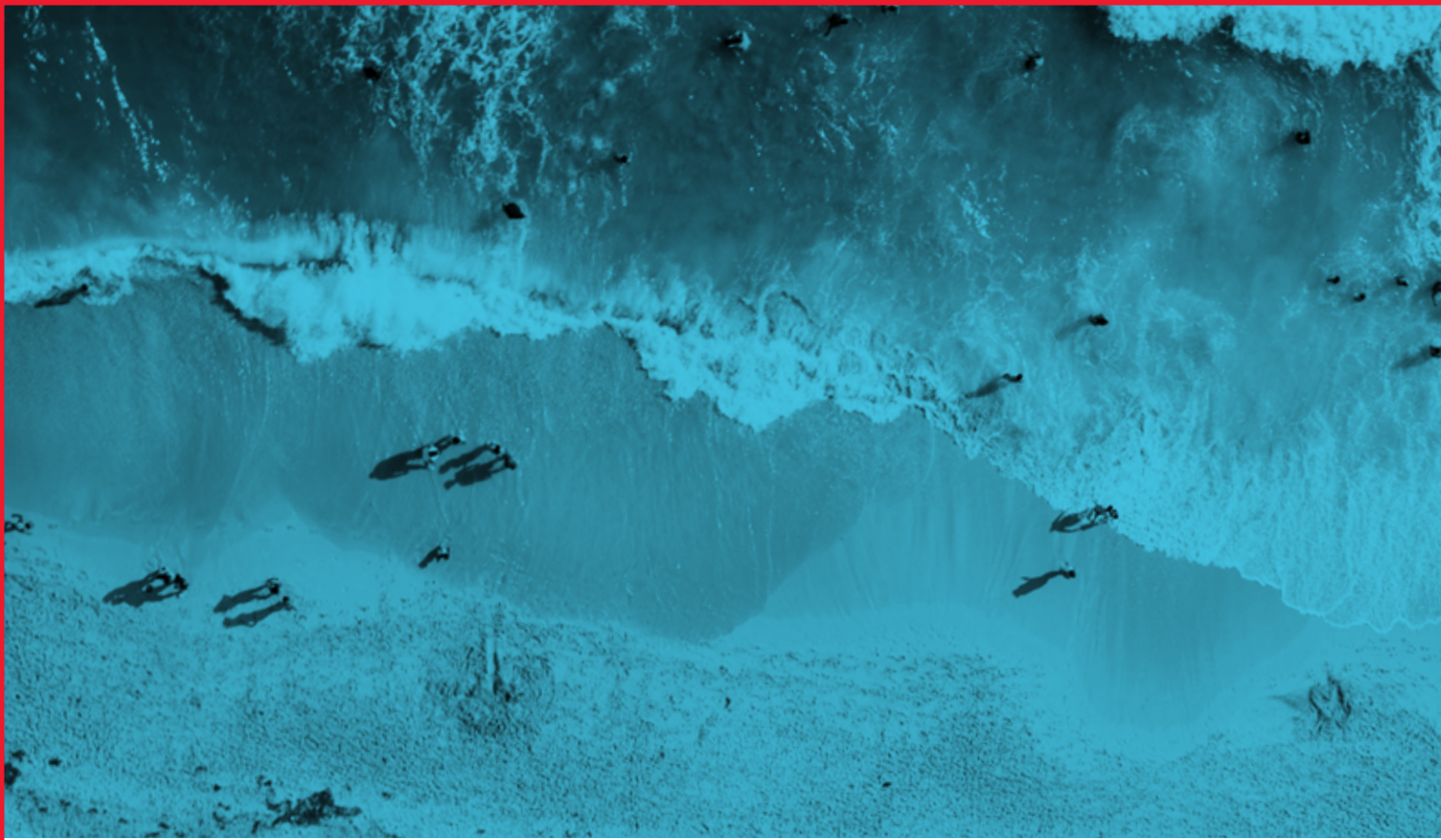
Find out from your family member who they have a good rapport with at their workplace. You may be able to arrange with the manager that this person be the workplace contact. Conversely find out who they have conflict with to ensure that this is not the person contacting them for progress reports.

Avoid having large amounts of alcohol readily available in the house. It is a depressant and can easily change attitudes.

If the individual talks of suicide, don't be afraid to discuss it with them, it will keep the communication and connection open.

If there is any threat of self-harm or suicide, act swiftly and report this immediately to your GP or other health professional. Use emergency numbers or 000 if need be outside of work hours. They will be able to get your family member and family the best possible support to manage this situation.





YOUR RELATIONSHIP AND WELLBEING

YOUR RELATIONSHIP

Make time for your relationship with your injured family member outside of the focus of the injury.

Take time out for yourself and don't feel guilty for it. Managing your own stress levels is important.

Take some time to find a recreational activity you can regularly schedule into your week, such as coffee with a friend, yoga, a game of golf or gym activities, or picking up a hobby or interest group that helps you have some time out from being that person's support.

If necessary, explain the importance of this time out to the family member and gain their support.

Encourage them to do the same. It might be the regular weekly attendance at a local sports game, a hobby, a short course or even a coffee club with other injured workers.

If your injured family member is your partner (as opposed to being the parent or sibling of an injured worker) then make a point of having regular dates.

Share a dinner or meal together that has conversation

that doesn't focus on the injury or the changes to your situation.

There may be more time now to spend with the injured family member than when they were at work.

It is important that you both take responsibility, introduce actions and remain aware to take steps that encourage positive growth in your relationship.

Sexual intimacy may change during this time, so using touch and words may be more important to display intimacy as part of maintaining partner bonds.

Look at what you have achieved together through this process, even if there have been times where there has been tension between you.

If you are an injured worker, don't forget to show your appreciation to your family for what they are doing for you in a time of healing and recovery.

Don't assume they already know.

Hearing this from you is important in making your family feel secure and loved by you and increases the intimacy bonds in your time of healing.



YOUR WELLBEING

How we perceive our current situation and the thoughts we have, impact on how we cope and deal with adverse events. Practical strategies are a must. It is helpful to commit to some key thought patterns and perspectives during this time, such as:

- » Acknowledge that you may have difficult days. But leave them as days rather than think of your situation as never ending, hopeless and overwhelming
- » Rather than focusing on what isn't working or what has changed, try to be mindful of some of the things you have achieved during this period
- » Keep a diary or log of personal achievements, things related to your family member's health and the injury, or things that you have grown through as a family. Each day is a step closer to recovery and coping with injury
- » Set realistic goals in the recovery process with your family member. Also set realistic goals at the personal level for your family. Things may have changed but that doesn't mean you need to give up on planning the future and what you may want to achieve along the way.
- » Be prepared to make changes depending on the progress of the injury. Review and make changes to your family's personal goals. Accept that this may happen
- » Avoid getting drawn into the negative talk cycle. It is realistic to feel disillusioned toward the situation, the workplace or others during these times
- » Be aware that continued discussion over nothing going right, will draw your injured family member down into a negative spiral and ultimately undermine some of those good coping strategies and enjoyment they can obtain from outside influences
- » Acknowledge their personal achievements. Get into the habit of naming at least two things (big or small) that they have achieved in a week
- » Give yourself some personal acknowledgment for the support you offer. You may even want to reward yourself. Look after yourself and give credit where credit is due

USEFUL CONTACTS

If your injured family member is experiencing any symptoms outlined in this material, they should be strongly encouraged to contact their GP for a referral to a mental health practitioner.

CRISIS SUPPORT

If you or someone you know needs immediate help call:

EMERGENCY 000

LIFELINE 13 11 14

KIDS HELPLINE 1800 55 1800

MENSLINE 1300 78 99 78

SUICIDE CALL BACK SERVICE 1300 659 467

PSYCHOLOGICAL AND COUNSELLING ASSISTANCE

You and your family member can access professional counselling through your treating GP.

Your GP can do a mental health plan and refer you for counselling. Some psychologists are registered with Medicare under the Australian Government's Better Access to Mental Health Care Initiative.

To be eligible for a rebate certain conditions need to be met. If eligible, you may qualify for up to 10 individual sessions in a calendar year with a review taken after six (6) sessions.

Fees vary – some psychologists may bulk bill or you may have to pay a small difference between the rebate and the psychologists' fees.

Your GP will be able to assist you with this information. Information is also available on the Australian Psychological Society (APS) website.

You can contact the APS referral line on 1800 333 497 or via their website to find a psychologist in your area.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The NSW Government sector offers free counselling sessions through their Employee Assistance Program. Employees are generally entitled to six (6) sessions over a two (2) year period.

Your injured family member's department or agency will have the contact number for EAP.

BEYOND BLUE INFORMATION LINE 1300 224 636
www.beyondblue.org.au

A national government initiative established to increase the capacity to deal with anxiety and depression and how these conditions can be treated.

Their website has a number of online e-learning programs to look at symptoms for diagnosis and a register of clinical psychologists. Email: infoline@beyondblue.org.au

BLACK DOG INSTITUTE (02) 9382 2991
www.blackdoginstitute.org.au

Offers educational and research information as well as online computer based assessment and treatment tools.

This institute also has a Medicare rebated treatment clinic for depression. Contact the Clinic Secretary on (02) 9382 2991.

SANE AUSTRALIA 1800 187 263
www.sane.org

Their website offers fact sheets and podcasts on mental health conditions. For crisis assistance, contact 1800 18 SANE (1800 187 263).

RELATIONSHIPS AUSTRALIA 1300 364 277
www.relationships.org.au

A not for profit organisation that offers counselling and education services for couples and individuals. Telephone and online counselling is available. This is a fee paying service.

For further details contact 1300 364 277 or find further information on their website.

DOMESTIC VIOLENCE LINE 1800 656 463
www.domesticviolence.nsw.gov.au

A state wide free counselling, information and referral service that is available 24 hours a day, 7 days a week on matters concerning domestic violence.

It is staffed with female counsellors and also provides interpreter services where required.

Their toll free contact number is 1800 65 64 63.

Their website also contains a number of other helpful contacts and links to 'parents, carers & families'.

WORKERS HEALTH CENTRE 9749 7666
www.workershealth.com.au

The PSA/CPSU NSW is affiliated with the Workers Health Centre, a union-backed organisation that assists members with workers compensation matters, including the rehabilitation and Return to Work.

The centre's focus is on the worker (not the employer) and they have had great success. Visit their website for further information.

PSA/CPSU NSW MEMBER SUPPORT CENTRE 1300 772 679

Information can also be found on the PSA website (www.psa.asn.au), or email membersupport@psa.asn.au.

You can also contact your PSA delegate; Organiser or Industrial Officer.

PERSONAL ACCIDENT INSURANCE

PSA/CPSU NSW members have automatic cover for personal accident insurance included in their PSA/CPSU NSW membership fee.

Family accident cover can be arranged for a yearly fee.

JOURNEY INSURANCE

Fully financial PSA/CPSU NSW members can access journey insurance for injuries suffered while travelling to or from work. See PSA and CPSU NSW websites for details.

PROVIDENT FUND

PSA/CPSU NSW members are automatically entitled to the benefits of the Provident Fund.

The fund provides a benefit of \$3,500 to the nominated beneficiaries upon the death of a member.

WILL PREPARATION

Financial PSA/CPSU NSW members can seek assistance from McNally Jones Staff in preparing their will. Members are entitled to one free consultation for a standard will.



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