



# SUPPORTING YOUR RECOVERY JOURNEY

Personalised wellbeing  
and return to work services  
to help you feel healthier



## PERSONALISED CARE WHEN YOU NEED IT MOST

We understand every recovery journey is unique.

**We're here to partner with you to feel healthier, and, where possible, we'll help with your return to work.**

A study from the Royal Australasian College of Physicians shows that having a job can actually lead to better health<sup>1</sup>. So, when you're ready, we can connect you with a range of support services that can help you reach your wellness and work goals. And the best part? All these services are chosen by our team of experts and provided at no additional cost to our customers on claim.

Of course, we understand that sometimes going back to work isn't the right goal for everyone, and that's okay. We'll still work with you to come up with a personalised plan to help you get to your best health.

WE'RE HERE TO PARTNER  
WITH YOU ON YOUR  
JOURNEY TOWARDS  
BETTER HEALTH.

## YOU'RE IN SAFE HANDS WITH OUR EXPERT TEAM

---

Our team is all about helping you achieve your recovery and work goals. We've got a great group of experts, including in-house claims, occupational rehab, and health specialists, who will work with you and your medical team to figure out the best plan of action.

Plus, we've got connections to top-notch providers who are skilled in getting people back to work or feel healthier after an injury or illness.



WE TAKE A WHOLE, WELL-BALANCED VIEW WHEN IT COMES TO YOUR RETURN TO HEALTH.



## A SMOOTH TRANSITION BACK TO WORK

We know that getting back to work after a serious injury or illness can be challenging. We're here to partner with you and your healthcare professionals, to find the right support service for you. Plus, we're here for you every step of the way, providing practical care that makes a real difference.

**Depending on your specific needs, our support services may include:**

Needs assessment	A check-in to understand which support services will be most helpful for you during recovery.
Work assessment	Evaluate on-site which job duties you can safely perform now or in the future.
Return-to-work program	Working with you and your employer to make sure you're coming back to work at a manageable pace.
Career counselling	Helping you explore different employment or retraining options if you can't go back to your previous job.
Job seeking support	Helping with your resume and interview skills.
Special equipment	Ensuring your return to work is safe and sustainable.
Business coaching	Finding ways to keep your business running smoothly during your recovery.
Executive coaching	Support to assist you back into an executive or management role.

## A PRACTICAL EXAMPLE\*

Tim, a 45-year-old builder and father of two, noticed a lump in his right arm and was subsequently diagnosed with a cancerous tumor. He had previously taken out an income protection policy with OnePath and his claim was accepted. Following surgery and chemotherapy, Tim's recovery was going well, but he was no longer able to perform all the physical tasks required of a builder.

To support Tim in his recovery and career transition, OnePath worked closely with him, his treating team, and a vocational specialist. Together, they explored potential new career options that would be better suited to Tim's current abilities. With OnePath's support, Tim decided to pursue a career as a project manager.

The vocational specialist also helped Tim gain work experience through internships and training programs and provided him with job-seeking assistance to help him secure a permanent position as a project manager.

\* Any examples are purely for illustration, based on limited and selective information, and are not exhaustive. The case studies are hypothetical and are not meant to illustrate the circumstances of any particular individual. Before acting on this information, you should consider the appropriateness of the information, having regard to your needs, financial circumstances and objectives.

THANKS TO  
ONEPATH'S SUPPORT,  
TIM WAS ABLE  
TO SUCCESSFULLY  
TRANSITION  
TO A NEW CAREER  
AND CONTINUE  
TO PROVIDE  
FOR HIS FAMILY.



# STEPS FOR ACCESSING OUR SUPPORT SERVICES

- 1 We consult with you to understand your needs
- 2 We connect you with a suitable provider
- 3 Provider reaches out to you to discuss your return to health goals
- 4 Provider connects with your doctors to better understand your medical situation (with your consent)
- 5 Provider works with you and your healthcare team to help with recovery and safe return to work

## TO GET STARTED OR FIND OUT MORE

Simply chat to your claims consultant or email:  
[claims.rehabilitation@zurich.com.au](mailto:claims.rehabilitation@zurich.com.au)



### References

1. RACP, Raising the Health Benefits of Work, 2015 - [https://www.racp.edu.au/docs/default-source/advocacy-library/pa-health-benefits-of-work-evidence-update.pdf?sfvrsn=af75331a\\_6](https://www.racp.edu.au/docs/default-source/advocacy-library/pa-health-benefits-of-work-evidence-update.pdf?sfvrsn=af75331a_6)

### Important information

This document has been prepared by Zurich Australia Limited trading as OnePath Life (OnePath) ABN 92 000 010 195 AFSL 232510. The support services offered are not a substitute for professional medical advice, diagnosis or treatment, or financial planning services. You should consult a medical practitioner or other qualified healthcare professional if you have any questions or require medical advice, or consider seeking professional advice from a financial adviser if you require financial advice. The information included in this document is dated January 2023 and may be subject to change. It is derived from sources believed to be accurate as at this date. It should not be considered to be a comprehensive statement on any matter and should not be relied on as such. This information does not take into account your personal objectives, financial situation or needs. You should consider these factors and the appropriateness of the information to you.

SPIE-019712-2023