

Mental health treatment options

Seeking help for your mental health is **normal and healthy**, but sometimes it can be hard to know where to start.

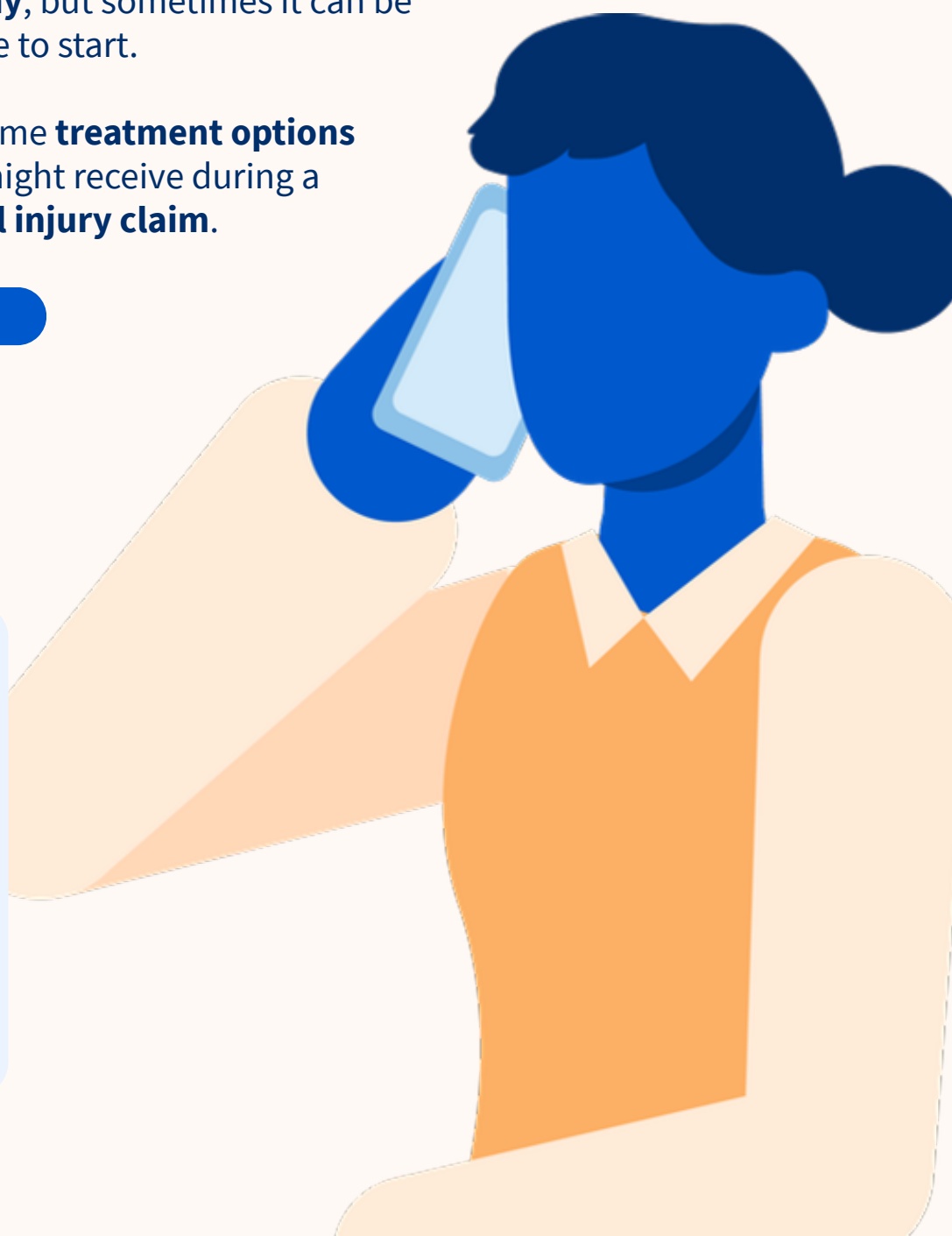
Here, we outline some **treatment options and support** you might receive during a **WorkCover mental injury claim**.

Worker resource

Did you receive a
printed guide?



To access the links, go to
[workcoverqld.co/mental-
health-treatment-guide](https://workcoverqld.co/mental-health-treatment-guide)
or scan the QR code.



Mental health treatment options



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First steps – see your GP

If you have a work-related mental injury or you are struggling to cope after a physical injury at work, a good place to start is with your GP. They can:

- Do a mental health assessment and discuss treatment options with you.
- Provide a work capacity certificate. You'll need one if you plan to make a claim with WorkCover.
- Refer you to see a mental health professional for further treatment if you need it.
- [Recommend a professional](#) who is a good fit for you to talk to, either in person or via telehealth.

Finding things hard at work?

Getting support early is important. [Watch the video](#) on how to access treatment early.



Accessing treatment

While you're waiting for a claim decision: [Watch the video](#)

WorkCover will usually pay for early mental health treatment to support your recovery while we're deciding your claim. If your claim is not accepted, funding will stop but you won't have to pay back the costs for the treatment you received. [Find out more](#)

If your claim is accepted: [Watch the video](#)

If WorkCover accepts your claim, we can usually cover treatment to help you get better, so long as it's reasonable and necessary. Treatment options for your mental injury might include:

- GP mental health appointments
- counselling or psychology sessions
- psychiatry appointments
- travel expenses
- medication, such as antidepressants

Your GP can look at what we cover and recommend a mental health professional in your local area or online.

If your claim is not accepted: [Watch the video](#)

Even if your claim isn't accepted, or you decide not to make a claim, it's still important to seek support. There are fees for most mental health treatments. Ask your GP about [accessing rebates to help with the costs](#).

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When does treatment stop?

WorkCover is here to support Queenslanders who are injured at work, but every claim closes eventually. Usually, we'll cover mental health treatment until you get better, or your mental injury is unlikely to improve with more treatment. Find out more about the claim process in our [Guide to your WorkCover claim](#).

What does mental health treatment involve?

Most mental health professionals will spend time talking with you to understand what's going on and your thoughts and feelings. They will then use therapies to help you understand and cope with your symptoms and lower distress.

Finding someone who is a good fit for you is important. If you're unsure, ask your GP for recommendations.

Different mental health professionals are approved by WorkCover to provide treatment. Find out more about what they offer on the next page or via [Medicare mental health](#).

Need to make a claim for a mental injury?

If you decide to make a claim for a workplace mental injury, it's good to know what's involved in the process.

Before you start:

Watch the video [How do I make a WorkCover claim for a mental injury?](#)

Read our guides [Before you make a WorkCover claim](#) and [Mental injury claim process guide](#)



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Psychologists

Psychologists are qualified professionals who treat mental health conditions.

They will usually work with you to understand your injury and circumstances, then use evidence-based therapies and interventions to support your recovery.

Psychologists working with WorkCover usually have specific expertise and experience treating people with work-related injuries.

Find a psychologist:

[Australian Psychological Society](#)



Psychotherapists and counsellors

Psychotherapists and counsellors support people with mental health conditions. They can specialise in areas like relationships, grief or addiction.

They will use therapies to help you make positive changes in your thoughts, feelings and behaviour.

Find a psychotherapist or counsellor:

[Psychotherapy and Counselling Federation](#)



Medication

Your GP or psychiatrist may prescribe medication such as [antidepressants](#) to help you manage a mental health condition and treat symptoms.

Certain medications can only be prescribed by a psychiatrist. Speak to your doctor if you're unsure.



Telehealth appointments

Many professionals offer sessions via telehealth, which can be just as effective as seeing them in person. This may be useful if you live in a remote or regional area. [Find out more on telehealth](#)



Psychiatrists

A psychiatrist is a medical doctor specialising in mental health conditions.

Psychiatrists can diagnose conditions, conduct clinical assessments, prescribe medications and provide psychotherapy. They can also issue a work capacity certificate for a mental injury.

You're most likely to see a psychiatrist if you have a complex mental health condition, or if you're not responding to other treatment.

Find a psychiatrist:

[RANZCP Your health in mind](#)



Mental health social workers

Social workers understand how factors like finances, housing, employment or relationships affect your life and work this into treatment.

Mental health social workers have training, skills and experience in mental health and work with people in a holistic way to help them get better.

Find a mental health social worker:

[Australian Association of Social Workers](#)



Rehabilitation counsellor Mental health occupational therapist

[Mental health occupational therapy](#) can help if your mental injury is affecting your ability to function as you would like in everyday life.

[Rehabilitation counsellors](#) can support people with workplace injuries, trauma, disability or chronic pain.

Tip: You can usually find a mental health professional's training and qualifications online.

Look up the registration of any GP, psychologist or psychiatrist on the [AHPRA website](#)

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Accessing other support if you need it

[Watch the video](#)

Counselling support if you have a physical injury

If a workplace injury is starting to affect your mental health, it's okay to ask for help. Speak to your GP, or if you have an accepted claim for a physical injury, WorkCover can pay for counselling sessions to support your recovery and prevent things getting harder. See [Adjustment to Injury Counselling](#) for more information.

Workers' Psychological Support Service

A free, confidential and independent callback service where workers can access support from a social worker and connect with community services (this is not a crisis service). Call 1800 370 732 or visit wpss.org.au

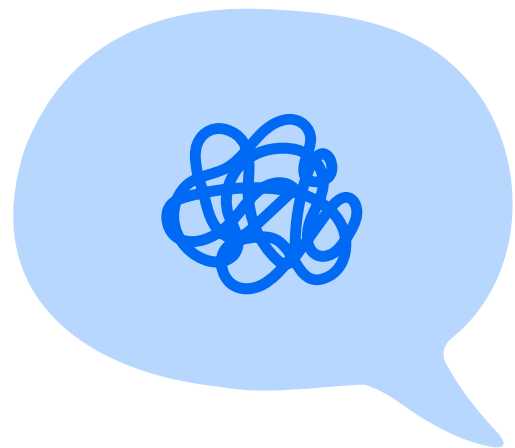
Workers' Compensation Information and Advisory Service for workers

This service provides free and independent advice to help workers navigate claims and the Queensland workers' compensation system. Call 1800 102 166 or visit wcias.org.au

Translation services

If you need help in your language, call 1800 512 451 and ask for an interpreter.

If you need support right now, call Lifeline on 13 11 14. If life is in immediate danger, call 000.



You may need to try different types of treatment to find one that works for you – but just like with a physical injury, many people can and do recover from a mental health condition, with the right support and treatment.

If you have questions or need help, you can call us or visit our website – we're here to help.

[in](#)
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