

Accessing early mental health support

Employer resource



Watch the video

For employers:

Recovery from injury or illness can start sooner when a worker can access treatment early.

With this in mind, WorkCover pays for workers to receive treatment for a mental injury before their claim is decided.

This might include sessions with a counsellor, psychologist, psychiatrist or GP.

We can also help with mediation services between a worker and employer, to support recovery and the return to work process.

Remember, your support of a worker is an important factor in their recovery after injury.

What happens if the claim is not accepted?

If the worker's mental injury claim is not accepted, WorkCover won't continue to pay for their mental health treatment.

The worker doesn't have to pay these costs back and it won't affect an employer's premium calculation.

Support for workers' mental health:

The Workers' Psychological Support Service is a free, confidential and independent callback support service for Queensland workers.

Call **1800 370 732** (during business hours) or visit **wpss.org.au**. This is not a crisis service.

Support for employers:

Workers' Compensation Information and Advisory Services is a helpline offering independent and free advice and support to all Queensland employers. Call **1300 365 855** or visit **businesschamberqld.com.au/Workplace**

Need urgent help?

If you or someone you know is experiencing a mental health crisis, call Lifeline on **13 11 14**. If life is in immediate danger call **000**.

For workers:

If you have a mental injury, it's important to start getting the help and treatment you need right away to support your recovery.

While your claim is being assessed, you can usually access mental health treatment funded by WorkCover. This treatment might include:

- GP appointments
- counselling or psychology sessions
- psychiatry appointments
- medication, such as antidepressants

What we don't cover:

- in-patient hospital costs
- costs related to a hospital stay, such as nursing, or medications in hospital

Getting mental health treatment early puts you on the path to recovery and may prevent your symptoms from becoming worse later.

If your claim is not accepted, we will let you know and WorkCover funding for your mental health treatment will stop.

You won't have to pay the costs back for treatment you've already received.

If you're not sure how to access treatment, or if you have any questions, contact us on **1300 927 928**.

Please note:

To access this early treatment, you'll need to have lodged a WorkCover claim and have a work capacity certificate from your doctor confirming a mental injury diagnosis.

If you've previously had a WorkCover claim for a mental injury caused by the same or similar circumstances, talk to us about whether we'll pay for treatment while your claim is assessed.

WorkCover is here to help

If you have any questions, you can find your claim contact on WorkCover Connect and reach them directly. Or you can call one of our team on **1300 927 928**.

workcoverqld.com.au

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