

The Injury Support Program is being delivered by our external partner, Honeysuckle Health. An Injury Nurse Coordinator will help you in your recovery journey and provide proactive, evidence-based injury management care coordination.

The TAC pays for the program from Honeysuckle Health. It does not cost you anything.

The program lasts up to 4 months. Participation is voluntary – you can decide if the program is right for you.

## HOW THE INJURY SUPPORT PROGRAM WORKS

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1. Your TAC claims manager may contact you via SMS, email or phone if they think the Injury Support Program is suitable for you. Or you may hear from Honeysuckle Health initially via SMS.



2. An Injury Nurse Coordinator from Honeysuckle Health will call you to talk about the program and obtain your consent to participate in the program.



3. Your Injury Nurse Coordinator will schedule a follow-up call to discuss a personalised plan.

Working with you, your Injury Nurse Coordinator will develop a plan to help you:

- Coordinate medical care and appointments
- Connect with additional resources
- Obtain clinical advice and support
- Build capability to self-navigate the health system

Your Injury Nurse Coordinator may ask your GP or other health professionals for their advice on the plan.



4. Your Injury Nurse Coordinator will stay in touch by phone or email to help you:

- Organise and attend healthcare appointments
- Work with your GP to get referrals to appropriate services
- Understand and manage your recovery, symptoms and medications
- Access resources that are right for you