Network Pain Management Programs

Information for Medical Practitioners, Physiotherapists & Psychologists

The Transport Accident Commission (TAC) and Victorian WorkCover Authority (VWA) are committed to achieving better health and return to work outcomes for injured Victorians. Network pain management programs are part of that commitment.

Network pain management programs aim to help TAC clients and injured workers manage their musculoskeletal injuries and persistent pain, and increase their independence at home, work, and in the community.

Network pain management programs help TAC clients and injured workers develop strategies to:

- stay at or return to work
- manage their injuries
- adjust and cope with their pain and injuries
- reduce and rationalise medications, where possible

Network pain management program providers deliver outpatient, multidisciplinary assessments and programs for TAC clients and injured workers with persistent pain. Providers are located across Melbourne and have skills and experience in pain management and compensable medicine.

Who can be treated?

Network pain management programs may be appropriate for patients who have:

- an accepted TAC or VWA claim
- persistent pain and musculoskeletal injuries
- tried a range of other medical and allied health services, and
- difficulties functioning at home, work or in the community due to their pain.

If your patient meets these criteria, referring them to a network pain management program may benefit both you and your patient.

Benefits for your patient

Network pain management programs provide your patient with the following benefits:

- access to a coordinated team of healthcare professionals with skills and experience in managing TAC clients and injured workers, managing pain, and focusing on staying at or getting back to work
- fast tracked access to pain management (usually within 4 weeks of approval)
- a comprehensive multidisciplinary assessment, tailored program and follow-up reviews
- a bio-psycho-social approach incorporating
  - CBT addressing beliefs, thoughts and expectations as well as managing distress
  - Graduated activity including reducing rest, increasing activity despite pain
  - Education about pain, medication, physical activity and return to work
  - Lifestyle modifications related to goal setting, pacing and communication
- guidance and clear explanation about TAC and VWA policies and procedures
- no out-of-pocket costs as the TAC or VWA Agent will be billed directly for the assessment and program, if your patient has an approved claim.
Benefits for you

Network pain management programs provide you with the following benefits:

- One stop approval: with the assessment and program requiring a single approval allowing faster access into the program
- Your patient will undergo a comprehensive medical and multidisciplinary assessment and program by the network pain management program provider
- Continued involvement in your patient’s management. The network pain management program provider will consult with you at key stages of your patient’s assessment and program
- Regular updates on your patient’s progress. You will receive copies of comprehensive written reports prepared by the provider for the TAC or WorkSafe Agent including medication and other treatment planning and intervention

Making a referral

If you would like to refer your patient to a network pain management program, please refer to the list of providers on our websites at tac.vic.gov.au or vwa.vic.gov.au. You will need to write a referral letter to the relevant provider specifying your patient’s injuries and the anticipated goals and outcomes of the program for your patient.

Please note that network pain management program providers will only accept referrals from a TAC client or injured worker’s medical practitioner, physiotherapist or psychologist.

For more information

If you’d like more information about a network pain management program please:

- phone the TAC on 1300 654 329 or visit tac.vic.gov.au
- phone the VWA Advisory Service on freecall 1800 136 089 or (03) 9641 1444
- email info@vwa.vic.gov.au or visit vwa.vic.gov.au

WorkSafe Victoria is a trading name of the Victorian WorkCover Authority
# Network Pain Management Providers

<table>
<thead>
<tr>
<th>Network Pain Management Provider</th>
<th>Location</th>
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| **Epworth Rehabilitation**       | Camberwell  
888 Toorak Rd, Camberwell  
**Ph:** 03 9809 2444  
**Fax:** 03 9889 6756  
**Richmond**  
89 Bridge Rd, Richmond  
**Ph:** 03 9426 8702  
**Fax:** 03 9426 8742  
**Brighton**  
85 Wilson Street, Brighton  
**Ph:** 03 9591 9200  
**Fax:** 03 9593 1276 |
| **Advance Healthcare**           | St Albans  
1/30-32 East Esplanade, St Albans  
**Ph:** 03 9367 5436  
**Fax:** 03 8414 2817  
**Boronia**  
Level 1, 157 Scoresby Rd, Boronia  
**Ph:** 03 9839 3300  
**Fax:** 03 8414 2816  
**Bundoora**  
La Trobe University Medical Centre, Corner Plenty Road and Kingsbury Drive, Bundoora  
**Ph:** 03 9473 8780  
**Fax:** 03 8414 2841  
**Hoppers Crossing**  
Symmetry Physiotherapy, 333 Old Geelong Road, Hoppers Crossing  
**Ph:** 03 9369 4999  
**Fax:** 03 8779 8905 |
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<tr>
<th>Name</th>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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<tr>
<td>Empower Rehabilitation Pty Ltd</td>
<td>Heidelberg Heights</td>
<td>Suite 1 and 6, 18 Bell St, Heidelberg Heights</td>
<td>03 9459 3344</td>
<td>03 9459 8375</td>
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<tr>
<td></td>
<td>East Melbourne</td>
<td>62 Wellington Parade, East Melbourne</td>
<td>03 9459 3344</td>
<td>03 9459 8375</td>
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<tr>
<td></td>
<td>Richmond</td>
<td>27 Erin Street, Richmond</td>
<td>03 9459 3344</td>
<td>03 9459 8375</td>
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<td></td>
<td>Kew</td>
<td>Lower Ground, 115 Cotham Rd, Kew</td>
<td>03 8862 0062</td>
<td>03 9816 8564</td>
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<tr>
<td></td>
<td>Ringwood</td>
<td>25 Wantirna Road, Ringwood</td>
<td>03 8862 0062</td>
<td>03 9816 8564</td>
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<td>Essendon</td>
<td>493 Keilor Road, Niddrie</td>
<td>03 8862 0062</td>
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<tr>
<td></td>
<td>Frankston</td>
<td>Suite 1, 24-28 Frankston-Flinders Rd, Frankston</td>
<td>03 8862 0062</td>
<td>03 9816 8564</td>
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<td>Precision Ascend Pain Management</td>
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<td>The Victorian Rehabilitation Centre</td>
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