

Returning to everyday life

Getting back to your
community, work, studies
and leisure



Planning your return to day-to-day life

You play an important role in ensuring a successful return home. The TAC will continue to support you throughout your transition home. You should share your goals, needs and priorities with your healthcare team and claims manager, so they can best support you.

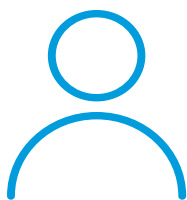
As you prepare to leave hospital, it is okay to feel uncertain about the future. Take some time to think about what matters most to you, and the support you may need at home.

This might include:

- accommodation options
- managing household and day-to-day tasks
- caring for children
- treatment and rehabilitation
- your social life and relationships
- activities and hobbies you enjoy
- new interests you would like to explore
- returning to work or study
- travel arrangements.

How the TAC can help

The TAC will continue to pay for the treatment and support services you need as a result of your injuries. This may include medical, rehabilitation and disability services provided by qualified health professionals and service providers.



Your TAC claims manager

Your claims manager will help your transition from hospital to home. They will work with you, your support people and healthcare team to ensure a smooth return to day-to-day life.

Your claims manager will:

- ✓ meet with you, your support people and healthcare team
- ✓ work with you and your healthcare team to develop a hospital discharge plan
- ✓ provide information about your eligibility for TAC benefits
- ✓ make decisions about what treatment and services we can help pay for
- ✓ develop an understanding of your individual circumstances and needs
- ✓ find out what is important to you and your family
- ✓ work with you, your support people and your healthcare team to make sure you have the services and supports you need to return home
- ✓ help you develop a MyPlan, that highlights your goals at home, at work and in the community.

MyPlan

You will work with your TAC claims manager to develop a MyPlan. This is a record of the goals you'd like to achieve and what support you'd like to help get you there. This might be support from people in your life, the TAC, or from funded supports.

You will start developing your MyPlan while you are in hospital, and it will be finalised in the first three months after you return home.

This gives you time to adjust back into day-to-day life and get a better idea of what's next. When you finalise your MyPlan, you will meet your new claims manager. They will continue to work with you, your support people and your healthcare team to review your progress and ensure you have the right support.

The goals in your MyPlan could be big or small.

They could include:

- managing day-to-day activities
- returning to work
- participating in community activities
- spending time with family and friends.

Your MyPlan will include:

- relevant information about you
- key contact people
- your goals at home, work, study and in the community
- the actions you and your key support people can take
- timeframes for achieving your goals, and
- your approved services and supports aligned to your goals.

Your claims manager will work with you to discuss your progress and review your MyPlan, as your needs, circumstances and goals change over time. Taking an active role in this process will ensure you have the right supports and services you need to achieve what matters most to you. You decide who you would like to share your MyPlan with.



More information about MyPlan is available at
tac.vic.gov.au/myplan



TAC client Emily is living with an acquired brain injury and spinal cord injury after a transport accident. Throughout her recovery Emily has set goals to help her return to the things she loved doing before her accident. With the support of family, health professionals and the TAC she has reached important life and career goals.

“TAC working this way helps me progress forward with my life and with my recovery and with living with my injury,”

Emily, TAC client.

Accommodation options

When leaving hospital your accommodation options will depend on your physical, social and support needs. If you cannot return home, your claims manager and healthcare team will work with you to find suitable, registered accommodation. They will consider your needs, goals, and the level of support you need.

If your accommodation needs change over time, your claims manager can work with you to review available options



Leaving hospital



After leaving hospital, a new stage of rehabilitation and life begins. Things you may start doing include:

- working with new health providers in your local community
- attending outpatient rehabilitation appointments
- planning a return to work
- studying
- other meaningful activities.



Your claims manager will get in contact soon after your discharge from hospital. During this check in they will:

- discuss your progress
- ensure your support services are working well
- discuss any unexpected challenges.

If you're working with an occupational therapist (OT), they will visit you soon after you leave hospital. During the visit, the OT will discuss how you are adjusting to life at home and in the community. They will review if your current supports and services are meeting your needs and may provide recommendations to the TAC.

This is an opportunity to discuss:

- what is working well
- any challenges you are experiencing
- if you need changes to your supports to help you achieve your goals.



Your TAC claims manager will provide you with more information about this visit.

Work, study or volunteering

Returning to work, kinder, school, study or volunteering can help you reconnect with your community. This can give you a sense of purpose and help reintroduce your daily routines. It can help build confidence and achieve your goals.

As you adjust to life after hospital, it can be helpful to think about how your work or study arrangements may have changed.

You may need:

- extra training
- workplace modifications
- different duties
- flexible work arrangements
- support to explore new opportunities
- special needs considerations
- supported employment services
- reasonable adjustments for study
- education support services or
- inclusion programs in preschool and childcare.

If you aim to return to your previous job, your claims manager can start discussions with your employer. They can work with you and your employer to find appropriate support options.

If you don't return to your previous job, we can support you to find new employment opportunities, develop new skills, pursue further education, or self-employment. Your claims manager can document your goals in your MyPlan and help find the support and services you need.

Leisure and community activities

Taking part in activities you enjoy within your community can help improve your wellbeing, independence, connection and quality of life. You can include this information in your MyPlan. Your claims manager and healthcare team can help you find activities based on your abilities, interests and goals. You may choose to return to activities you enjoyed before your accident or try something new.

This might include:

- sport and recreation
- creative activities
- volunteering
- community groups
- education
- social activities with family and friends

Many organisations and services can help you make connections in your community. This can include local libraries, community centres, health services, sporting clubs and educational providers.

Many public venues and transport services offer accessibility features. If you need support from a family member, friend or carer to attend activities, you may be eligible for programs such as the Companion Card. You may also be eligible for half price taxis through the Victorian government.

Useful contacts



Companion Card

call **1800 650 611**



Public Transport Victoria

ptv.vic.gov.au or call **1800 800 007** for information on a free Access Travel Pass



Multi Purpose Taxi Program (MPTP)

safetransport.vic.gov.au

Support organisations

There are many organisations that provide information, advice and support. They can help you understand your options, access services, connect with others and take part in your community.

Support groups and peer networks can help you share experiences and learn from people who have faced similar challenges.

If you would like to build new social connections or try new activities, community group programs can help you meet people, develop friendships, build confidence and take part in social activities.

You can speak to your healthcare team or claims manager about what you are interested in and any challenges you're facing. They can help provide some support options to meet your goals.



Getting more information



The TAC website has a lot of information to help support your rehabilitation and return to day-to-day life.



Visit tac.vic.gov.au/clients. If you can't find what you need, you can always contact your claims manager.

Your right to be safe

We have zero tolerance for abuse, neglect or violence. This includes towards our clients, their support people, providers and our employees.

At the TAC, we have a strong commitment to quality and safeguarding. We work closely with providers and TAC employees to make sure you receive the best possible care while recovering from a transport accident.

It's important that as a client, you:

- feel empowered to express your preferences and make choices about your treatment
- feel supported to speak up if you feel unsafe
- know how to raise a concern or make a complaint.

More information about your rights, and what to do if you have concerns is on our website:



tac.vic.gov.au/yourcare.



Contact

 1300 654 329  tac.vic.gov.au

For information in a different language
call 1300 139 075 or visit tac.vic.gov.au/languages.

