Preparing to go home

**TAC information for**

**people with major injuries**

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About preparing to go home

This brochure provides basic information about the support services funded by the

TAC for people who have sustained major injuries as a result of a transport accident,

and their families.

Major injuries are defined as: spinal cord injuries such as quadriplegia or paraplegia;

moderate or severe acquired brain injuries; extensive burns; and/or amputations.

If you would like more detailed information about support services, please contact

your TAC Early Support Coordinator or the TAC on 1300 654 329.

For information about the TAC in your own language, call one of the numbers listed

on the back of this booklet.

1300 654 329

[www.tac.vic.gov.au](http://www.tac.vic.gov.au/)

myTAC

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Your family, friends and your TAC Early Support Coordinator will be there to support you. They will work together with you, and the health professionals at the hospital, to ensure your return to day-to-day life is as smooth as possible.

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Getting information and support

As you prepare to leave the rehabilitation

hospital and return to your day-to-day life,

you may feel uncertain about what the future

holds. How will I cope without hospital staff

regularly monitoring my treatment? What sort

of care and support can I expect? Who will

I be dealing with? What role am I expected

to play in my ongoing rehabilitation?

We can assure you that you will continue to receive appropriate personalised care and support from your Early Support Coordinator and the health professionals involved. By now they will have planned your safe discharge from hospital. If you have any questions about your discharge plan, don’t hesitate to ask.

and long term goals you want to achieve at home,

at work/study and in the community.

The plan will also capture all your goals, no matter how

big or small – whether it’s going to the movies with friends, managing housework or rejoining the workforce.

Most importantly, it will detail the steps that need to be

taken and the key people involved to achieve these goals.

The focus should be on creating a plan that maximises

your independence.

Issues you may need to consider are:

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Managing household and day-to-day tasks

Caring for your children Treatment

Your social life Activities you enjoy

New interests you may have Work or study

Travel arrangements

Modifications to your home or vehicle

Your Early Support Coordinator will visit you at home

when required. They aim to provide you with all the information you will need to help you face with confidence, the various challenges you will meet in this period of adjustment.

Your family, friends and Early Support Coordinator are

there to support you. They will work together with you, and the health professionals at the hospital, to ensure your journey to an independent life is as smooth as possible.

The things your Independence Plan

will include are:

**Planning your return**

**to day-to-day life**

Although you will be supported, the person with the most important role in ensuring a successful return home is you. We encourage you to actively discuss your needs and options with your Early Support Coordinator. Together you, your Early Support Coordinator and the health professionals involved in your care will develop an Independence Plan that will outline your goals moving from the rehabilitation hospital to your day-to-day life.

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Key contact people

Summary of your goals in the home, at work, within the community

How your goals will be achieved Dates for goals to be achieved

Approval for services like physiotherapy, home care etc. that support you to achieve your goals

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Family and friends can help make this move much easier.

We suggest that you involve your family or friends in your Independence Plan so that they understand their role in your ongoing support.

You, your Early Support Coordinator and the health

professionals involved in your care will all work together to achieve your goals. You will all have a copy of your Independence Plan soon after your discharge from hospital.

Remember, you are the most important person in your

journey to independence and a successful Independence Plan relies heavily on your involvement.

Put simply, your Independence Plan sets out what you

want to achieve and how you want to achieve it. It maps your journey to independence. It represents the short

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Getting information and support

**How the TAC can help**

Following your discharge from the rehabilitation hospital, the TAC will continue to fund support services to help you address the goals you have identified with your

Early Support Coordinator. These services may include payment for appropriate medical, rehabilitation and disability services provided by qualified health professionals and service providers. The aim of all these services is to help you increase your independence in line with your Independence Plan goals.

**Support and counselling**

**for families**

Your relatives and friends may also be anxious and need support as they adjust to your return to day-to-day life. This can be a tense time with a number of ‘ups and downs’. Your Early Support Coordinator, community health centres and social workers can advise on how to obtain support for the people close to you. You can ask a nurse or other hospital staff members for an appointment with a social worker or for a referral to an

outside agency. There are several organisations that can help and many of their services are free. (Ask your Early Support Coordinator for our information sheet on Community Services.) The Road Trauma Support Services, for example, provides counselling referral and information to families affected by road trauma. Their number is 1300 367 797.

The TAC’s ability to fund support services is dependent

on legislation (the Transport Accident Act 1986), your needs, your Independence Plan goals and the relationship between your needs, goals and injuries.

An important service the TAC may consider paying for is

an occupational therapist to visit you at home between

five and six weeks following your discharge from hospital. The occupational therapist will talk to you about how you are adjusting to life at home and in the community and review the services and supports in place to help you.

The parents, partner, siblings and children of an injured

person may be eligible to receive TAC-funded counselling from a registered doctor, psychologist or a provider approved by the TAC. Please note there is a limit on the amount of counselling that the TAC can pay for. If you wish to discuss or clarify your relative’s eligibility for counselling, please contact your Early Support Coordinator.

This is a great opportunity to discuss the things that are

and aren’t working. Your Early Support Coordinator will be on hand to update your Independence Plan as required. Your Early Support Coordinator will provide you with more information about this occupational therapist visit at the appropriate time.

Your Early Support Coordinator is your first point of

contact, but if you have a general enquiry the TAC has a team of client service officers ready to take your call.

**Don’t hesitate to call our Customer Service**

**Centre on 1300 654 329 or toll-free on**

**1800 332 556. You can also refer to the brochure**

**Supporting you after a transport accident**

**or visit our website at** [**www.tac.vic.gov.au.**](http://www.tac.vic.gov.au/)

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“Returning home is all about attitude. I chose to be positive, and with the support of my family, got on with

my life and had fun again.”

TAC client.

[www.tac.vic.gov.au](http://www.tac.vic.gov.au/)

myTAC

1300 654 329

What happens next

**Returning to day-to-day life**

The following outlines what you can expect to happen throughout your rehabilitation and move back to day-to-day life.

**What happens at the hospital**

**What happens at the TAC**

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**Stage 1:**

**The emergency hospital**

Immediately after the accident emergency treatment is given.

Ambulance and hospital bills are paid. You are assigned an Early Support Coordinator who will look after you and manage your claim.

**Stage 2:**

**The rehabilitation hospital**

You receive the treatment you need and work through your rehabilitation program.

Appropriate support services are paid.

A hospital discharge plan is developed with the treating team and discussions begin about an Independence Plan to help you on your journey to independence.

**Stage 3: Returning to day-to-day life**

You leave the rehabilitation hospital and move back to day-to-day life with the right services in place to support you. You receive treatment appropriate to your needs and Independence Plan goals.

Gradually you build activities into your day-to-day life. Within five to six weeks of your return home, an occupational therapist visits to review the services in place to support you.

Together you, your Early Support Coordinator and the health professionals involved in your care will develop an Independence Plan (if you haven’t already). Your Independence Plan is monitored and updated as your needs and goals change over time. You, your Early Support Coordinator and treating team continue to work together to achieve your goals and help you work towards independence.

We continue to pay for services and

offer options that are appropriate to your needs and Independence Plan goals.

What happens next

**An Early Support Coordinator:**

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Is your key point of contact at the TAC

Meets face to face with you, your family and the health professionals involved throughout the journey from hospital to home and beyond

Manages your claim by making decisions on requests for treatment and services

Ensures the right supports and services are in place when you leave hospital and go home

After leaving the hospital, a new stage of rehabilitation

and life begins. You may meet new doctors and therapists from your local area. You may travel to a rehabilitation hospital from home as part of an outpatient program. You may be preparing to return to work or school. You may be thinking about picking up former interests or taking up new ones. Although an Independence Plan will be in place to support you, it can be an emotional time as you, your family and friends adjust to changes.

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Works closely with you to develop an Independence

Plan, that captures your goals at home, at work and in the community

Works through the necessary steps to help you achieve your goals

Shares the Independence Plan with the relevant health professionals to ensure that everyone involved in your care is working towards achieving these goals

Regularly monitors your Independence Plan to ensure it matches your changing goals and needs

Supports you on your journey to independence

Is there to help address any questions, concerns or fears you may have

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When you return to your day-to-day life, the TAC plays

a role beyond just simply paying support services.

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Your Early Support Coordinator will continue to

encourage you to think about your abilities and your interests, to focus on what you can do, not on what you can’t do. How have your goals changed since the accident? Would you consider working from home? What activities or clubs would you like to be involved in? Rest assured, your Early Support Coordinator will continue to listen to what’s important to you. They will also continue to look after your Independence Plan and update it when your needs and goals change. With both you and your Early Support Coordinator monitoring how and if your goals are being achieved, the right services and support will be provided to you at the right time.

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If you are feeling uncertain, scared or worried, let your

Early Support Coordinator know. They are here for you.

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You play the most important role in successfully returning to your day-to-day life.

Think about your abilities and interests and focus on what you can do, not on what you can’t do.

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Read the brochure Supporting you after a

transport accident and talk to your Early Support Coordinator to find out which support services are appropriate to your situation

Think about your interests and talk to your Early Support Coordinator about avenues you can pursue in the community

**What you need to do**

You need to ensure that you:

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Discuss your injuries, treatment, hopes, plans

and fears with your Early Support Coordinator and the health professionals at the hospital

Are actively involved with your Early Support Coordinator and treating team in developing

an Independence Plan that will suit your abilities, needs, goals and lifestyle in the community

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Contact your Early Support Coordinator or the

TAC’s Customer Service Centre if you have any questions or concerns

**Please contact your Early Support**

**Coordinator if you have questions or concerns. Your Early Support Coordinator will be happy to visit you to discuss things in more detail and to provide you with relevant booklets or information sheets.**

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Actively participate in your rehabilitation program

and ask about your hospital discharge plan if you have any questions

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**Contact us**

8.30am to 5.30pm, Monday to Friday

1300 654 329 (local call)

1800 332 556 (toll-free outside the Melbourne metropolitan area)

Address

60 Brougham Street, Geelong VIC 3220

Mailing address

TAC, Reply Paid 2751, Melbourne VIC 3001

[www.tac.vic.gov.au](http://www.tac.vic.gov.au/) myTAC

Manage your TAC claim with ease using myTAC, our new mobile app and web portal. Use myTAC to submit reimbursement forms, send us an enquiry and find out what

services you can use without having to call us for approval.

Download myTAC from the Apple iTunes Store, Google Play Store or visit our website.

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For information about the TAC in your own language, call one of the numbers listed here:

Tieng Viet