



Community Support Services

What is Community Support Services?

icare's partnership with Uniting supports you in rebuilding your health and wellbeing, while helping you reconnect to the community.

Community Support Services is a free service which is only available to workers who have sustained a compensable injury within the NSW scheme.

This unique service provides you with a flexible and diverse range of wrap-around services which are available to you face-to-face or over the phone.

When you need it most, Community Support Services is available for up to six months. You can access services at a later time if you need it again.

About Uniting — Our Community Support Services service provider

Uniting is a not-for-profit community service provider with a long history of working with vulnerable people to effect positive change.

For the past 20 years, Uniting has provided high quality people-centred casework and support to individuals and families facing challenges related to workplace injuries and disability.

Uniting can assist you to:

- Plan through difficult times by identifying and prioritising personally meaningful goals and supporting you to make progress on those goals. Your goals may relate to health and wellbeing, accessing income support / housing or making social connections
- Reduce the impact of crisis by providing support to:
 - Address any mental health concerns and reduce the likelihood and impact of future events
 - Link you to family, social or local emergency support options
- Build greater connections with your community by supporting your initial community connections and encouraging your ongoing engagement with informal community supports
- Build skills to enhance your independence by:
 - Taking action alongside you – 'doing with, not for'
 - Helping you navigate government or community services available

How can Community Support Services help you?

Community Support Services provides a pathway for you to access a range of community support, which differs to the services traditionally covered by workers compensation insurance.

It bridges the gap between the NSW workers compensation scheme and the additional services you may need to get back on track, such as state and federal government services.

Community Support Services can be accessed at any time throughout the lifecycle of your workers compensation claim and is designed to:

- Connect you to government agencies, employment services or community support networks
- Empower you to identify meaningful goals
- Help you develop plans for their future



Is Community Support Services an independent service?

Community Support Services is an independent service that supplements the treatment and care provided as part of your workers compensation claim.

The power of choice is a very important part of Community Support Services.

When using the services, you have a say in:

- When to access the service
- Where in the community you meet your Community Support consultant
- Your plans for the future and the goals you want to focus on
- How you keep in contact with your consultant, and how often
- When you feel ready to exit from the service

You can decide what information your consultant shares with your case manager.

How has Community Support Services supported other workers?

Before accessing Community Support Services, Jody* was living off savings and apprehensive about navigating the Centrelink application process on her own. Jody accessed Community Support Services over the phone to help her apply for Centrelink. She has not only now reached financial certainty she has also used the service to help her secure housing and form social connections in her community.

An injury at work left Claire* unable to work for nearly 20 years. With help from her Community Support Services consultant, she uncovered a new passion for sewing. Through the Community Support Services program, she enrolled in a local sewing course and was provided with sewing supplies to help her set up a small business at home.

Carl* was rejected when he applied for the Disability Support Pension (DSP). When his Community Support Services consultant realised Carl had difficulty reading, she persevered with his application. He completed a numeracy and literacy test which identified he had Borderline Intellectual Functioning and was automatically eligible for the DSP.

*Names changed to protect anonymity

How do I access Community Support Services?

You can contact **Community Support Services** directly to be connected to a Community Support Services Consultant in your local area.

Call 13 47 15

