

Hurt at Work?

 **1300 404 924**



What is InjuryAssist?

- ❖ A service which provides injured employees **direct access** to quality medical advice and support at the time of injury.
- ❖ Supports early intervention and prevention of workplace injuries.
- ❖ Fast tracks medical appointments if needed as soon as possible following injury.

Calling the InjuryAssist Hotline:

How do you use InjuryAssist?

- ❖ Phone **1300 404 924** to talk to a telehealth nurse at InjuryAssist if you are ill or injured in a workplace incident.
- ❖ A workplace injury refers to a minor injury such as a cut or sprain through to a more serious injury requiring immediate medical attention.
- ❖ Any employee who has a workplace injury should call the hotline. You may want your manager call on your behalf.

What happens when you call the InjuryAssist hotline?

- ❖ A Registered Nurse trained in injury and illness triage will answer your call.
- ❖ The nurse will ask you a few questions i.e., name, work location, injury details, symptoms.
- ❖ The nurse may advise you to see a doctor. If so, the nurse can schedule an appointment for you at either the InjuryAssist preferred doctor network, or a GP of your choice.
- ❖ You may be provided with self-management advice.
- ❖ A BCE Rehabilitation Advisor will be notified of your injury and contact you if you require further assistance.
- ❖ InjuryAssist will also offer to follow up the next day to ensure you are okay and offer further advice if needed.

 **1300 404 924**

Further information

Health and Safety Services

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