



MEMBER CENTRIC CARE IS CRUCIAL



MEMBER ENGAGEMENT



HEALTH MATTERS



VALUE BACK TO MEMBERS



MEMBER CENTRIC CLAIMS



SUPPORTED BY
TAILORED REHAB

We want the member to experience a seamless and continual journey – from the first day they are unwell and tell their employer, through to recovery. By doing this well we are reducing the burden on the member and reducing the emotional burden of being on claim. Rehabilitation is key here.

Alicia Gibbs, Rehabilitation and Wellness Manager, OnePath



BROAD MEMBER SUPPORT MODEL



Shift in employers now being willing to support absence management regardless of diagnosis. Context - previously a “return to work co-ordinator” mostly managing workers comp claims. We are now seeing employers manage all their employees and supporting gradual RTW regardless of illness.

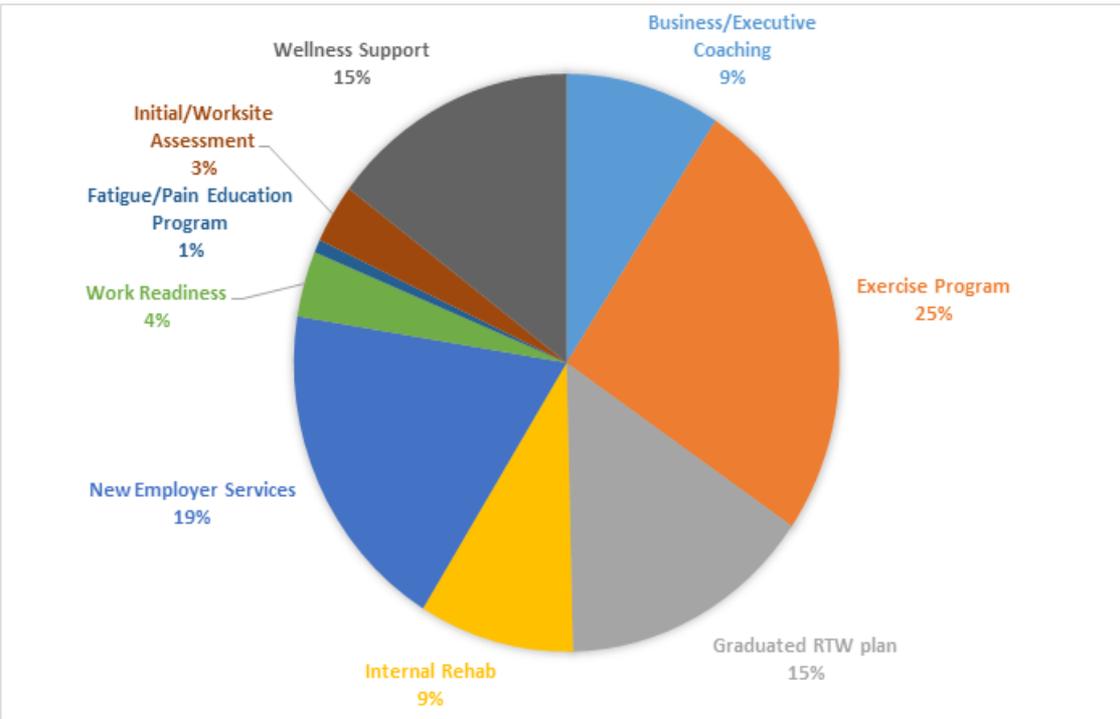
Engagement, best practice, collaboration, partnership e.g. SuperFriend

Member centric claims experience

Holistic care - Rehabilitation counsellors, Occupational therapists Psychologists, Exercise physiologist



Shift in the industry, focus now on return to health, wellness, work, and life.



- Diversity of services utilised with 15% of customers in “wellness support” and the 25% of customers in “exercise program”.
- Numerous programs where the primary purpose is supporting members
- An example is supporting members to engagement in volunteer work – combats social isolation and also builds capacity and skills.
- Broader focus can then contribute positively towards building confidence and RTW.
- Our rehab team are becoming increasingly responsible for filling the gaps

CASE STUDY - MEMBER REHAB JOURNEY

Phase 1

John was diagnosed with PTSD, after witnessing a trauma. Ceased work due to psychological symptoms presenting in his role as a Call Centre Operator. John was then made redundant.

Phase 2

He underwent a total knee reconstruction, unable to play soccer, restricted family activities and home duties. His symptoms were impacting his relationship with his wife and family – ending in marriage separation.

Phase 3

Socially isolated. OnePath referred John to an Exercise Physiologist. At the completion of the Exercise Program, John was attending the gym twice a week, playing soccer with his son, had lost weight and improved his cardiovascular fitness.

Phase 4

OnePath then engaged further rehabilitation support to help John engage in volunteer work as a first step. John eventually secured work as a Delivery Driver.