



my social  
support  
NETWORK

# Rehabilitation Reimagined

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# Create Community

Injury can disrupt the fabric of our normal life. It can impact our relationships, our health and overtime our financial situation. My Social Support Network helps people reconnect with a community, re-establish networks, supports Return-to-Work and where needed links people to local community support.

We have designed our programs and services to reignite and support better social health to allow injured people to be able to more easily participate in community and work.

# OUR PROGRAMS

Being injured or unwell for any period of time can feel really lonely and isolating. Our programs and services were designed to help people who have become isolated and lonely through injury, illness or disability connect to community and work again but in a way that suits them best.

The MSSN programs support improved social, mental and physical health outcomes. Programs can be used in conjunction with other treatments or interventions to support client recovery goals.

## MEMBER CHOICE

### PERSONAL DEVELOPMENT PROGRAM

Are your clients struggling with getting their emotions under control? Do they need help to understand how to stop over thinking things? Would they like to feel like they are back in the drivers seat of their own day without feeling overwhelmed? Then this program is a practical group program to help give them the tools they need to regain choice and control of their future again. **COST: \$1950.00 12-week program**

### CAPACITY BUILDING PROGRAM

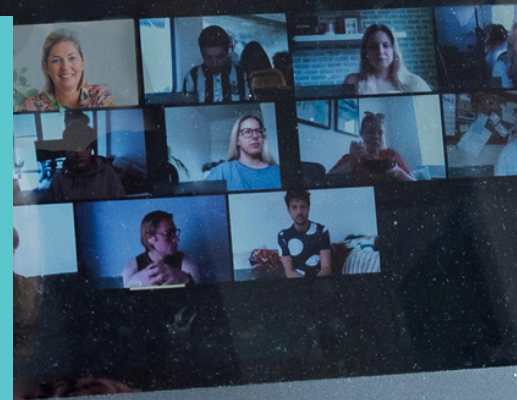
Each week builds on individual capacity through strengthening social safety and confidence critical for returning to work. This stepped care capacity building psychosocial support program focuses on supporting increased social participation for better mental and physical health so that the individual can begin to concentrate and focus on engaging in community and/or work related activities again. Our **12 week capacity building program** includes bi-weekly online interactive zoom sessions. Weekly challenges and goal setting. Individual check-in sessions Individual connection support to local other community organisations for clients organised as needed as well as access to the MSSN social program - **\$1950.00 12-week program**

### CAREER TRANSITION - LIFE AFTER WORKERS COMPENSATION PROGRAM

Help your injured worker exit the scheme without anxiety and fear. We help rebuild confidence, reduce isolation, support re-connection, create new networks and generally make sure the member has everything they need to get the job they want with ongoing support. **\$1950.00 6 -week bi-weekly masterclass program**

### BESPOKE & RECOVERY at WORK and COMMUNITY SUPPORT

When a program isn't right for the individual we offer individual person centred care rehabilitation programs. We will coordinate any services as required as well as offer full access to the network. Our services span from connecting people to local community support to return to work. **COST: \$220 per hour individual support**





# Other transition services

**MSSN is more than a rehab provider. MSSN is a community.**

Here are some of the other ways we support the ongoing recovery and re-integration of our members into community.

1. **Ongoing individual and group support after the claim ends** - links to local community support services, Centrelink or volunteering options
2. **Transition from work to retirement** - career planning and supported exit strategies
3. **Ongoing access to MSSN portal, groups and community face-to-face lunches**
4. **Check ins, thank you packs and access to support when the individual needs it**
5. **Access 24/7 to the MSSN community platform that hosts over 20 live sessions a week - COST \$1950.00 for 12 weeks.**

## Testimonial

*I was referred to join MSSN; I had been dealing with multiple workplace injuries for over 7 years and had been referred to other rehabilitation services and didn't particularly have high hopes for MSSN but went along with it all anyway.*

*From the get-go MSSN was different, I received welcome emails and texts with everyone introducing themselves with all contact details and information on what MSSN had planned for me and my recovery and my return to work plans (they were present but not overwhelmingly overbearing). One day I checked the mailbox and had an information pack sent out with a chocolate bar hidden inside! That just showed me someone thought enough about me to do something so kind.*

*Caroline and the team have a genuine want to help people, they take time to get to know you and see where you are in your recovery to find what support you need as an individual to get you in the right frame of mind to start the process of returning to the workforce.*

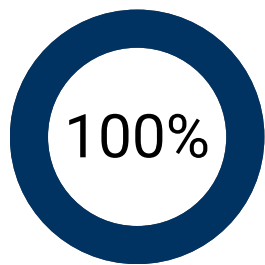
*You don't feel like just a number to MSSN, you feel like a community. When I was injured, I had a lot of psychological injuries following suit and having a community that understand what you're going through and have such an empathetic and understanding approach makes the returning to work transition so much less overwhelming.*

*With the help of MSSN in an unbelievably short period of time I received not 1 but 4 job offers!! I will be forever grateful for the MSSN team for showing me my potential and helping me grow as an individual but most importantly showing me that I am so much more than my injury.*

Female, 31, Injured 7 years,



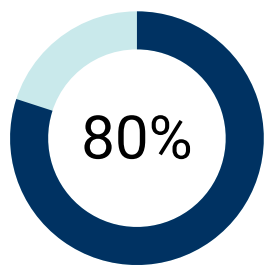
# My Social Support Network Outcomes



100%

## RESULTS

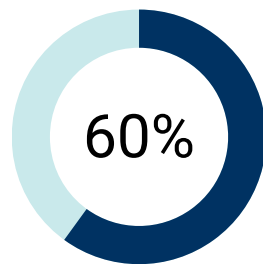
Every single person who completed the personal development program gained significant health, social, recovery or return to work outcomes.



80%

## MEDICAL UPGRADES

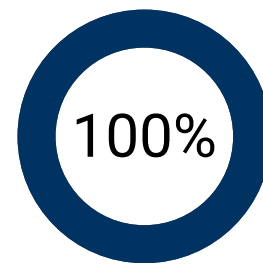
Eighty percent of all participants in the combined Personal Development and Social program received medical upgrades.



60%

## RETURN TO COMMUNITY OR JOB

Sixty percent of people who completed MSSN Programs were able to successfully gain volunteer / work trial and employment positions



100%

## SATISFACTION

All participants who completed the Personal Development Program went on to join a biweekly social check in because they wanted to. Some asked to present their own workshops. Everyone reported feeling like they belonged.

**01** We change the social conditions to create environments that are safe and thriving

**02** We teach members the ability to regulate functions of the body and brain

**03** We help members find their voice to regain their power

**04** We restore or rebuild relationships in the community to support wellbeing

**4 STEP REHABILITATION REIMAGINED**



# Frequently Asked Questions

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## What is My Social Support Network?

1. MSSN is a socially focused rehabilitation provider that has based its programs and services on the biopsychosocial model of care and specialises in working with psychological injury
2. MSSN is focused on rebuilding social function.
3. Members are given tools to self-regulate their own physiology and be part of a network where they can feel connected to and safe.
4. Members can join from their phone, tablet or computer. They don't have to put a screen on, they don't have to speak if they don't want to.
5. Members can participate in their rehabilitation and network and attend as many sessions a week as they want beyond their program.
6. We work with members to address their needs and give them control of their recovery and to help rebuild their pro-social behaviours or minimise the impact of isolation while injured.

## How does it work?

1. A membership portal available 24/7 for an injured person to be able to reach out and talk to someone whenever they need support.
2. "Right in time learning" options to support recovery
3. A safe way to reduce social isolation, recover and restore health
4. Tele health social, personal development and career masterclasses
5. Face to face groups sessions or individual sessions on an as needs basis
6. Transition from workers compensation to community support as required

## Why focus on "social" in rehabilitation to support better outcomes?

Designed with injured workers for injured workers - "My Social Support Network" has been specifically designed to address biopsychosocial function for better outcomes. The biopsychosocial model is made up of three parts: Physical health, psychological health, and social health. Research has shown that social support and social integration for injured workers can influence overall physical and psychological outcomes. All programs target the domains of biopsychosocial influence to re-establish social connections for injured workers who are negatively impacted by the exclusionary effect that work injury has on individuals.



# Frequently Asked Questions

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## The aims of My Social Support Network Programs

The aims of My Social Support Network are to rebuild:

1. **A sense of self-efficacy to improve motivation and to improve cognitive flexibility.** Self-efficacy has also been shown to be a critical factor for RTW for individuals with psychological issues.
2. **Hope and optimism to improve resilience,** improve confidence, improve a readiness for future challenges, better social adjustment, improve career related goals
3. **Coping – to improve physical and mental health,** better social adjustment, greater confidence in career decisions, successful job search behaviours
4. **Perceived employability** – to improve the perception of gaining successful employment
5. **Designed to support overall return to community and work-related activities.** Research has shown that social support provides individuals with physical and emotional benefits and has been identified as a significant factor in the recovery process.
6. **Improve individual opportunity and lead to greater insight,** motivation, sustained job seeking behaviours and improved future job-fit.
7. The programs are specifically designed for injured workers to allow them to engage in a socially safe program that allows them to **be part of a community in a safe way.**

## Other ways My Social Support Network helps your client

1. **Connect people to community services** outside of the insurance scheme they are part of eg: housing, finance support, hobby groups
2. **Stay connected with the client even after the claim ends** to support community connection and ongoing employment sustainability
3. **Work with people to transition into retirement**



# Frequently Asked Questions

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## Are there alternative treatments available?

When developed there were no known treatment alternative specifically designed to improve social function and reduce social isolation and related barriers caused by injury.

Prior research showed that in all Workers Compensation systems around the world, no one was correctly applying the biopsychosocial model (references available upon request). That is - no one had a social program designed for injured workers.

My Social Support Network was developed to improve social function as well as reduce social isolation and loneliness which can detrimentally impact psychological distress for injured workers.

MSSN rehabilitation programs aim to reduce secondary psychological symptomology (anxiety, stress, depression) as well as improve physical and primary psychological symptoms that can lead to better community and /or work-related activities / sustainable integration.

## Is this program accepted by other medical experts?

1. A number of research studies are now available to indicate the appropriateness and effectiveness of targeted social recovery programs to support mental and physical health outcomes or even prevent the severity of the injury occurring.
2. Factors associated with job loss effect how our adaptive behaviours identify opportunities. Research shows that our ability to be motivated, feel satisfied, self-manage, the choices we make, and our behaviour all become impacted as a result of injury.
3. A social rehabilitation program allows the opportunity for an injured worker to rebuild the sense of loss due to broken social connections after leaving a workplace.
4. Research available on request





# Frequently Asked Questions

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## My Social Support Network qualifications

All staff in the Network who work directly with clients are a combination of qualified health professionals and experienced employment consultants.

1. Psychologists
2. Rehabilitation Counsellors
3. Social Workers
4. Exercise Physiologists
5. Occupational Therapists
6. Employment Consultants

## Testimonials

*"Life-changing! I used to be in a really dark place. The group has given me hope. People listen. I don't feel alone anymore. I realised that there are other people on a similar journey. I used to feel isolated. I used to be really active and suddenly I wasn't able to be. Injuries aren't always visible. When we get together, we don't feel worthless. You feel listened to. You feel important."*

*47, Male, Rural, Physical, and secondary psychological injury, 24 months unemployed currently employed full time, Rural, Physical, and secondary psychological injury, currently employed full time*





# THEIR BEST TOMORROW BEGINS *TODAY*

Contact Us Today!



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www.mysocialsupportnetwork.com