

MyJourney

Supporting workers with their recovery and return-to-health journey

The road to recovery after experiencing a work-related illness or injury can be impacted by a number of factors – biological, psychological, social, and environmental. How we address these factors plays a vital role in determining the success of someone's recovery.

At Allianz, we know that early identification, intervention, and support to address risk factors leads to better health and recovery outcomes.

Allianz has partnered with Rehab Management who have developed the MyJourney screening tool in collaboration with Griffith University, which identifies biopsychosocial risk factors following an injury, incident, or illness.



About MyJourney

MyJourney is an early intervention risk screening tool, offered by Allianz, to workers with a significant injury following a workers compensation claim.

The MyJourney screening consists of a digital survey, designed to identify biopsychosocial (BPS) risk factors associated with prolonged work loss or disability following a psychological or physical injury.

A BPS approach takes a holistic view of wellbeing, acknowledging that psychological, social and environmental factors can influence recovery alongside biological factors.

MyJourney seeks to help workers who have a significant injury by identifying potential barriers to their recovery or return-to-health journey during the early stages of the claims process.

Once a worker completes the MyJourney survey, their results will be used by Allianz as a guide to triage their claim. This allows Allianz to proactively identify those workers who may benefit from additional support in relation to their recovery and health, such as medical or rehabilitation services.

Through early intervention, Allianz can provide tailored injury management and personalised claims support, which helps to achieve the best possible outcomes for our customers.

Benefits of MyJourney

The purpose of MyJourney is to better support workers with their recovery and return-to-health journey by providing a best-practice holistic approach to injury management. MyJourney aims to:

- Better support worker recovery by identifying BPS factors early and reducing the potential impact.
- Improve health and recovery outcomes by providing targeted and tailored intervention focusing on individual needs.
- Reduce the impact of long-term work loss and the likelihood of further absence due to injury or illness.
- Prepare workers to achieve their recovery, health, and work goals through maximising and tailoring opportunities.

How to participate in MyJourney

Once a workers compensation claim is submitted, workers with a significant injury will be invited to participate in the MyJourney digital survey by an Allianz Case Manager.

Participation involves two easy steps:

1. Workers will receive a link via email or SMS to the MyJourney survey consisting of 12 questions, which takes less than 10 minutes to complete.
2. Once the worker completes the survey, the Allianz Case Manager will be notified of their rating. The Allianz Case Manager and Injury Management Coordinator will then consider intervention post-screening*.

Find out more

If you or your workers have any questions regarding MyJourney, please contact your Allianz Case Manager.

Did you know?

Evidence shows that an employee is more likely to stay at or return to work when potential risks are identified, their individual needs are assessed, and treatment and/or rehabilitation services begin as soon as possible.



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