



# Plus Social®

a social prescribing program  
for people with a workplace injury



## Fact Sheet for GPs & Rehabilitation Providers

### Do you have a patient/client with a workplace injury who hasn't returned to work or returned at reduced hours?

Perhaps they're feeling isolated, disengaged and disconnected from their local community or personal interests. Or not coping well with life.

**Plus Social** may be the answer. Plus Social is a specialised program designed to complement your clinical care by addressing the social and emotional needs of people recovering from workplace injuries. The program is free for people who have an open EML claim.

Plus Social provides structured, consistent support for up to 12 weeks. Link Workers collaborate with you to ensure their recommendations align with your patients'/clients' care plans.

### Evidence-Based Outcomes

Research shows that participants' quality of life is significantly improved through Plus Social, with reduced pain, psychological distress, and loneliness. By referring your patients/clients, you can be confident they will receive support and services to complement their recovery.

### Eligibility Criteria

Individuals may be suitable for Plus Social if they:

- have a workplace injury under the NSW Workers Compensation Scheme
- are unable to fully return to work for the last 3 to 9 months
- have an open EML claim (referral approval required by EML)

### Benefits for Your Patients/Clients

Participants are paired with a highly qualified Link Worker who conducts an in-depth assessment of their social and emotional needs. Link Workers tailor support for each participant. They connect participants with appropriate local services and groups that align with their needs and goals. These groups or individual activities, foster participants' confidence and skills for a successful return to work.

Plus Social aims to:

- improve emotional and psychological wellbeing
- reduce loneliness and increased social connection
- enhance coping skills and empowerment
- improve confidence and ability to return to work
- access community-based services such as financial counselling, housing assistance, and interest groups (eg art, photography, cooking, and gardening).



**PCCS** Australia's leader in  
social prescribing™

**EML**  
Mutual since 1910

# Plus Social Referral Pathway

## Partner with PCCS to Support **Better Patient Outcomes**

Plus Social is delivered by Primary & Community Care Services (PCCS), a trusted leader in social prescribing and patient-centred care. Together, we can help your patients achieve their recovery goals and improve their overall wellbeing.

### FAQs

**Does Plus Social replace medical care?**

**No.** Plus Social complements your care by addressing the non-medical barriers to recovery, such as social isolation and financial stress.

**Can patients/clients participate if they're already in other programs?**

**Yes.** Plus Social works alongside other health and social support services to enhance participants recovery outcomes.

**How do I refer a patient/client?**

1. Download the one-page referral form on our website [pccs.org.au/provider-resources](https://pccs.org.au/provider-resources)
2. Return to HealthLink EDI: [gpsocial@pccs.org.au](mailto:gpsocial@pccs.org.au) or email [nswintake@pccs.org.au](mailto:nswintake@pccs.org.au)

## For further **information**

Visit our website, phone, or email us today.

 [pccs.org.au/plus-social](https://pccs.org.au/plus-social)

 [nswintake@pccs.org.au](mailto:nswintake@pccs.org.au)

 9477 8700

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Primary & Community Care Services Ltd is grateful to EML for their support and funding of this service through the Mutual Benefits Program.

## Plus Social referral pathway



Intake Assessments completed by PCCS' intake team and Certificate of Capacity checked.



Referral to be authorised by EML.



Participant linked with a PCCS Link Worker and enrolled into the social prescribing program. Engagement letter sent to EML case manager and to the referrer to confirm the participant's enrolment.



Participant engages with the social prescribing program.



Post assessment completed by PCCS link worker and a discharge letter sent to EML case manager and referrer.



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