



**RETURN WELL.**  
OUR COMMITMENT  
TO LIFE INSURANCE.



**INTERACT**  
**HEALTH**  
**SOLUTIONS**  
WELLNESS STARTS HERE



INTERACT HEALTH SOLUTIONS

# A TAILORED PROACTIVE APPROACH

**With over 21 years history of delivering exceptional outcomes** for our clients, Interact Health Solutions is part of The Interact Group. With an established, interconnected network of over 30 offices across Australia, Interact Health Solutions has built an enviable reputation for delivering real outcomes when it comes to helping the life insurance market with rehabilitation services.

**“ WORK IS A TONIC  
THAT MAKES YOU WELL. ”**

**This philosophy** underpins all we do at Interact Health Solutions. It enables us to implement strategies that deliver better outcomes at every stage of engagement.

- We understand the importance of product and policy definitions and tailor our service delivery accordingly.
- We have a clear process to ‘triage’ all referrals, taking into consideration policy type, claim type, benefit period and expected outcomes that focus on the needs of the insured person.
- We utilise evidence based rehabilitation processes.
- We work towards recover at work and return to life outcomes.
- We ensure a supportive environment for people to rebuild their confidence, skills and capacity.

**With Interact Health Solutions wellness starts here.**





INTERACT HEALTH SOLUTIONS

# A UNIQUE APPROACH

**At Interact Health Solutions**, we have forged strong working relationships with life and disability insurers since our inception.

**We work** from the ground level up for all insurance claims, to provide the appropriate rehabilitation, injury management or health assessment services that will help the insured person get back to work and return to life in the most timely and cost effective manner.

A key advantage is our innovative recovery at work trials via our 'volunteering program'.

- The insured person builds their confidence, skills and capacity as they re-enter the workforce.
- The host employer is covered by our Interact Group Insurance Certificate.
- Life Insurers benefit from accelerated claim resolution.

Our approach is unique because it's:

- Tailored and personal
- Innovative and evidence based
- Cost effective
- Proven and independent

As an original signatory to the *Australian Consensus Statement on the Health Benefits of Work*, it backs up our long-held view that work is a benefit for individuals, families and communities.



**“ OUR FOCUS IS DELIVERING  
THE RIGHT SOLUTION FOR ALL.”**

**Our approach** focuses on the individual, their circumstance, and the most effective way to help them. Our specialist consultants will work with the insured person, employer and fund whilst our National Relationship Manager will be the central point of contact for all services.

**Our services include:**

- Initial Rehabilitation Assessments
- Psychological Rehabilitation Assessments
- Workplace Assessments
- Transferable Skills Analysis
- Vocational Assessments and Retraining
- Job Seeking Programs
- Case Management
- Job Tasks Analysis
- Labour Market Analysis
- Pre-Liability Assessments
- Total Permanent Disability (TPD) Assessments
- Long duration claims case management

In each and every case we aim to facilitate a return to work in the most efficient and beneficial manner. By tailoring the most applicable solution to each situation we have a ‘wellness-focused’ approach.





INTERACT HEALTH SOLUTIONS

# PART OF THE INTERACT GROUP

**The Interact Group** is not just passionate about helping people return to work. We help people enjoy everything the benefits that work brings, such as health, wealth, camaraderie and wellbeing.

Founded in 1994 in Orange, Nikki Brouwers was inspired by her professional sports playing brother and how injured sportsmen could get back on the field through early intervention and evidence based best practice. From there, this sports science approach has been applied to getting injured Australians to return to work and return to life whatever their area, stage or personal situation.

The Interact Group is committed to a translational health model that effectively brings evidence into practice with a *client-centred* approach. Our goal is to ensure every step of the rehabilitation process benefits all stakeholders. The Interact Group now has over 30 offices across Australia, and three key offerings:

“ OUR EVIDENCE BASED, BEST PRACTICE APPROACH **DELIVERS BETTER OUTCOMES FOR ALL.** ”





**“ WELLNESS FOR MORE  
AUSTRALIANS STARTS HERE. ”**

#### **INTERACT INJURY MANAGEMENT (IIM)**

Interact Injury Management offers a suite of workplace rehabilitation services for insurers, employers and workers. We are a leading workplace rehabilitation provider who enables recovery and rehabilitation through the realisation of the health benefits of work. We provide consistent, high quality, outcome-focused services, which maximise health and quality of life for people who have sustained an injury, illness or health condition.

#### **INTERACT PEOPLE SOLUTIONS (IPS)**

Interact People Solutions is contracted by the Department of Social Services to provide disability employment services. The focus is on our client's choices, abilities and strengths in order to best place them into suitable and sustainable employment, taking into account their health and medical issues. Our approach is tailored to each client's needs and is delivered in recognition of our philosophy that work is a tonic that makes you well.

#### **INTERACT HEALTH SOLUTIONS (IHS)**

Recognising the specific needs of the Life Insurance sector, Interact Health Solutions provides focused health solutions for those with income protection and disability insurance. We deliver cost effective interventions by having a de-medicalised, one-on-one approach. Through our proven evidence based model, we create sustainable, prompt recover at work and return to life outcomes. It's a formula that makes sense.

OVER 30 OFFICES

OVER 20 YEARS OF EXPERIENCE

**HELPING SCORES OF AUSTRALIANS EVERY DAY.**



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