



What shapes **recovery experiences** in workers' compensation?

Many workers find the compensation process challenging. We asked **20 workers** in one-on-one interviews what shaped their recovery experiences during their workers' compensation claim. We summarised interviews using thematic analysis.

Workers reported **3 key areas** that shaped their **recovery** experiences:

1

Support from others



What helped:

- Support from family, friends, doctors, unions, or lawyers
- Feeling believed and taken seriously



What made it harder:

- Feeling isolated or cut off from the workplace
- Losing contact with colleagues
- Feeling judged or misunderstood

2

Having a say



What helped:

- Being involved in decisions
- Choosing healthcare providers
- Speaking up for needs



What made it harder:

- Feeling powerless or ignored
- Not being listened to by insurers or employers
- Having to "fight" for support

3

Managing stress and challenges



What helped:

- Using coping strategies (e.g. counselling, exercise, mindfulness)
- Staying connected and focusing on what can be controlled



What made it harder:

- Delays or complicated processes
- Financial pressure
- Ongoing stress affecting mental health

Workers also reported what would help them in their recovery:



Better communication

- Clear, simple information about the claim
- Regular updates and timely responses



Respect and Understanding

- Being treated with empathy and fairness
- Experiences are validated and believed



Faster, Simpler Processes

- Fewer delays
- Less paperwork and repetition



Financial Support

- Timely payments
- Fewer out-of-pocket costs for treatment



Extra Help Navigating the System

- Access to advice, advocates, or support groups
- Guidance to understand rights and options



Workers' compensation systems can unintentionally create barriers to recovery.

Workers reported that making it easier to navigate workers' compensation processes can make a real difference.

Acknowledgement

This infographic was produced as part of the Workers' Voice project.



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