



# At EML, we're different

We are the experts who are easy to deal with and deliver quality outcomes for you, your business and your people.

## Our formula for service excellence:

### Experience

As a customer, you are supported by the **largest and most experienced workforce** of personal injury specialists in Australia.

Our people continuously develop their skills through our industry leading capability framework.



### Collaboration

We engage in **proactive and transparent communications** with all stakeholders involved in a claim.

Understanding your business means we can deliver personalised services that meet your needs and deliver better return to work outcomes for your people.



### Innovation

We invest in research and new technologies, so you are supported by **market leading services** and by Case Managers who have more capacity for high value, strategic claims management activities.



### Performance

We are leading the Scheme according to key performance indicators

Effectively managing claims and their costs is **the most effective way NSW employers can reduce their annual premium.**

## We are one team



As a customer, you are supported by a dedicated core team of case management professionals who collaborate to ensure excellent service and optimal outcomes.



A single escalation point if required, our model ensures one person is accountable for your whole portfolio.



Our diverse specialists are experts with specific skills and knowledge required to drive outcomes on claims, maximising efficiency of our core case management team.

## We're here to help

Contact us on 133 365 or visit [eml.com.au](http://eml.com.au) to find out more about what we offer employers in NSW.

EML NSW Pty Ltd ABN 52 003 201 885, (part of the EML Group), is an official scheme agent appointed by the Insurance and Care NSW and the Workers Compensation Nominal Insurer (icare). For more information visit [eml.com.au](http://eml.com.au)



we help people get their lives back

# Customer benefits

Our Mutual Benefits Program has invested over \$17M helping NSW employers save on workplace safety.



EML customers receive **free** access to:



Training



Resources



Offers

## Training events

Develop your understanding of the latest workers compensation and workplace trends by attending one of 90 facilitated sessions **for free**.

## E-learning

Save on your training budget by enrolling your people in one of our 37 **complimentary** online courses available via our learning management system (or yours).

## EML Offers

Help achieve your business goals for less with **discounted** access to leading training, technology and consultancy services.

## Resources

**Free** access videos, articles, guides and WHS posters that can be tailored to individual workplaces.

## Innovative projects

**Reduce risk** and improve return to work outcomes in your workplace with priority access to pilots, research and market leading programs.



For more information visit  
[eml.com.au/mutualbenefits](https://eml.com.au/mutualbenefits)  
or email  
[mutualbenefits@eml.com.au](mailto:mutualbenefits@eml.com.au)

