



**Injured  
at work**

Your guide to recovery and return to work

## We're here to help you

If you have been injured at work, your recovery and wellbeing is our number one priority. This guide will help you understand what to do and what to expect during your recovery.

**EML has been appointed by your employer to help manage your workers compensation claim and we are here to:**

- provide a dedicated case manager to give you personalised support
- explain key elements of your claim and entitlements
- communicate transparently with you, your treating doctor, your employer and other treatment providers throughout your recovery and return to work planning
- facilitate payment for pre-approved medical expenses
- if eligible, facilitate your weekly payments
- prepare an injury management plan and return to work plan tailored to you
- assist with medical appointments (and with travel if required)
- make arrangements if you require an interpreter
- provide continuous support for your recovery, treatment and capacity for work, and more.



## What you are covered for

If you have been injured at work, and have lodged a claim, you are entitled to:

- payments for reasonably necessary ambulance, medical, hospital services and other treatments
- choose your nominated treating doctor and treatment providers
- be involved in the development of your return to work plans.

In general, approval from your EML Case Manager is required before medical and treatment services are provided. It's the responsibility of both you and your medical or treatment provider to seek approval before you start your treatment.

## About certificate of capacity / WorkCover medical certificate

Your doctor provides this certificate and it is the main way in which your doctor communicates with everyone in your support team, including your EML Case Manager.

In your certificate, your doctor can identify:

- any medical treatment you may need
- your capacity for any work (such as how much and what type of activities you can do)
- a referral to a workplace rehabilitation provider
- any delays in your recovery.

Your certificate should not cover a period of more than 28 days. It's your responsibility to have a current certificate so you continue to receive any weekly payments and treatment services you are entitled to.



## Planning your recovery at Work

The sooner you, your employer, doctor and Case Manager start planning your recovery at work, the greater your chances are of a successful outcome. You can start planning even if you are currently unable to work.

Your EML Case Manager will support you, your treating doctor and employer to develop a personalised Return to Work plan for you, explain your options and answer any questions you may have.

The preferred goal is for you to return to the same job you had at the time of injury, however sometimes, due to the nature of your injury or other circumstances, this is not possible. In which case, other suitable work may be your goal.

Remaining motivated and active during your recovery has been proven to promote faster recovery from injuries and return to work. This includes:

- undertaking all approved medical treatment and attending all medical appointments
- providing us with ongoing WorkCover Certificates of Capacity when you receive them
- maintain contact with your employer, case manager and treating physician.

## If you need help with your plan

Reviewing your Return to Work plan regularly will help you and your employer identify how best to support your recovery and return to work. Your employer and EML Case Manager can act quickly to discuss it with your doctor and consider taking action such as:

- a referral to an approved workplace rehabilitation provider (if not yet involved)
- a workplace assessment to review your capacity and/or identify additional duties to support upgrades in your capacity
- providing equipment or workplace modifications.
- explore alternate treatment options.

It's important to remember to talk to your employer, case manager or treating physician also if your personal circumstances are affecting your recovery at work, or if you need additional support. We're all here to help you.

## Privacy

**We are committed to protecting your privacy** EML operates under the Australian Privacy Principles and is committed to handling your personal information in accordance with the Privacy Laws and the Australian Privacy Principles.

Protecting our customers' privacy and personal information is an important aspect of the way we manage our services.

If you would like to update any information that we currently hold in our systems about you, access to your personal information or have concerns about the way that we have managed your information or privacy please contact your Case Manager.

You can also contact the EML Group Privacy Officer:

Email: [privacy@eml.com.au](mailto:privacy@eml.com.au)

Mail: **EML group privacy officer**  
c/o Risk Management Department  
Level 3, 345 George Street Sydney NSW 2000  
Phone: **02 8251 9000** and ask to speak with the Privacy Officer.

To read more about our privacy statement, visit the EML website

## Feedback

At EML, we aim to listen, so we better understand your needs and we always value and encourage feedback. There are many ways in which you can provide feedback to us; either by completing the online feedback forms on our website, or by contacting our Feedback Officer.

Email us [info@eml.com.au](mailto:info@eml.com.au)

talk to us (02) 8251 9000

Mail us Feedback Officer  
c/o - EML GPO Box 4143,  
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