



WELCOME
TO EML



FOR OVER 110 YEARS, EML HAS BEEN HELPING AUSTRALIANS GET THEIR LIVES BACK AFTER WORKPLACE INJURIES.

Welcome to EML. In this brochure you'll find information about our services and how we can support you.

We commenced as a WorkSafe Agent in Victoria in 2016, and we have operations in every State.

We have over 2,600 employees nationally who are dedicated to assisting workers to recover from injury and return to early, safe and sustainable work.

Our vision – **we help people get their lives back** – drives everything we do.

Our people are specialists, and they understand that everyone's needs are different. I know that my Victorian team is dedicated to providing you with the service and support you need.

A handwritten signature in black ink, reading 'Elisa Hitchens'.

Elisa Hitchens
General Manager, EML Victoria

WHY PEOPLE TRUST EML

- Our people are **specialists**, dedicated to delivering superior service and support.
- We've helped over **400,000** injured workers get their lives back.
- **100% Australian** owned, managed and operated.
- We also invest in injury prevention – with **\$15M** committed in Victoria to fund programs that support safer workplaces.
- EML provides workers compensation services for schemes in Victoria, New South Wales and South Australia.



WE'RE HERE TO HELP

Service is at the heart of everything EML does.

Our experienced professionals are here to support you throughout your claim, to help you get your life back.

As part of our customer commitment:

- We will **listen** to our customers
- We will **work** with our customers
- We will **guide** our customers

WE VALUE YOUR FEEDBACK

Whether it's a compliment, comment or a complaint your feedback is important and helps us improve our service or resolve a problem that we were unaware of.

Your case manager is your key contact point, however you can also provide feedback through our general contact channels (see the back of this brochure) or by using our online feedback form at eml.com.au/contact-us

THE EML DIFFERENCE

WE BELIEVE OUR DIFFERENCE IS OUR PRIMARY FOCUS ON PERSONAL INJURY MANAGEMENT AND OUR COMMITMENT TO SUPERIOR SERVICE.

SERVICE & SUPPORT

- Dedicated case manager to provide you with personalised support.
- We take a flexible approach, as everyone's needs are different.
- We focus on making sure your return to work is sustainable long term.
- We ensure medical treatment is tailored to meet your needs.

EXPERTISE

- Our people are specialists, dedicated to helping people recover and return to work.
- Our approach is guided by evidence and best practice.
- Our solid experience in workers compensation means we can provide you with the support you need throughout your claim.

YOUR PRIVACY

At EML, we respect your privacy. Our privacy policy and statement includes information about:

- how we collect and handle all of your personal information
- who we exchange your information with
- what are your rights and how you can access and correct your information.

You can view a copy of our policy and statement online at eml.com.au/privacy

Email: privacy@eml.com.au

CONTACT US

VICTORIA

Your main contact is your case manager, however you can also call us on 1800 365 842 (toll free) from 8.30am to 5.00pm Monday to Friday.

Email us: claimsvic@eml.com.au

Mail to: GPO Box 4695, Melbourne VIC 3000

Visit our web site at eml.com.au

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