

WELCOME
TO EML

we help people get their lives back

FOR OVER 110 YEARS EML HAS BEEN HELPING AUSTRALIANS GET THEIR LIVES BACK AFTER INJURY

Welcome to EML. In this brochure you will find information about our services and how we can help you.

We've been operating in Australia since 1910, and we've been supporting Victorians since 2016. Over the past five years we have achieved leading results for our customers in service and return to work performance.

Our primary focus is personal injury management and we have over 2,600 employees nationally who are dedicated to our vision – we help people get their lives back.

EML is different – we're an Australian owned mutual company. Each year we reinvest funds to support research and develop resources to help create safer workplaces and return people to work in a safe and sustainable way.

As a policy holder with EML, you automatically gain access to a range of benefits to help you better manage your work health and safety risk and achieve positive return to work outcomes.

Whatever your needs, the team at EML is here to provide you with the right service and support.



Elisa Hitchens
General Manager, EML Victoria



WHY PEOPLE TRUST EML

OUR VISION TO HELP PEOPLE GET THEIR LIVES BACK DRIVES EVERYTHING WE DO.



We've helped over **400,000** injured workers get their lives back



\$87M+ committed over the past 8 years to create safer workplaces



2,600+ personal injury specialists across Australia



We support workers compensation schemes in **Vic, NSW and SA**



100% Australian owned, managed and operated



Our customers are at the heart of everything we do

WE'RE HERE TO HELP

Service is at the heart of everything EML does.

Our experienced professionals are here to provide you with advice and guidance for all aspects of your workers compensation needs.

Here are some key contacts to help you get started with EML.

To make a claim

Visit eml.com.au/Vic and follow the links. You can send us documentation via

Email: newclaimsvic@eml.com.au
Mail: GPO Box 4695,
Melbourne VIC 3001

Existing claims & return to work

Call toll free 1800 365 842
Email: claimsvic@eml.com.au

Premium & policy support

Call toll free 1800 365 842
Email: premiumvic@eml.com.au

General information

Call toll free 1800 365 842
Email: clientservicesvic@eml.com.au
Mail: GPO Box 4695
Melbourne VIC 3001
You can also visit eml.com.au

THE EML DIFFERENCE



WE'RE COMMITTED TO ACHIEVING INDUSTRY-LEADING RETURN TO WORK OUTCOMES AND IMPROVING WORK HEALTH AND SAFETY FOR THE BENEFIT OF WORKERS, EMPLOYERS AND THE BROADER COMMUNITY.

We believe our difference is our primary focus on workers compensation and our commitment to superior service.

Our people are specialists, with the expertise to work with you to effectively manage your premium and claims, and help your workers recover from injury and get their lives back.

Mobile claims management

Our mobile case managers are empowered to make on-the-spot decisions to fast track treatment, helping workers recover and return to work sooner.

Mental injury specialists

Our in-house specialists work with workers, employers and treatment providers to ensure workers with a mental injury get the support they need to recover and return to work.

In-house Pharmacist

Our in-house pharmacist reviews the use of opioids by injured workers and works with them, and their GP, to provide education about the health risks of these strong pain medications and to explore other pain management options. The positive outcomes achieved means this approach is being implemented across all WorkSafe agents.

Mutual Benefits

As a mutual, we invest funds to help create safer workplaces, committing more than \$87M over the past eight years, with \$15M invested in Victoria.

New Employment Team

Our team of specialists partner with workers to help them find new employment if they cannot return to their previous employer.

Voice of the customer

We've introduced a real time surveying tool to address specific worker issues as they arise and offer immediate service to improve satisfaction. This survey information helps us to better understand customers wants and needs.

OVER THE PAST EIGHT YEARS, MUTUAL BENEFITS HAS COMMITTED OVER \$87 MILLION IN FUNDING FOR PROGRAMS TO IMPROVE WORK HEALTH AND SAFETY AND RETURN TO WORK OUTCOMES



MUTUAL BENEFITS PROVIDES EASY ACCESS TO A RANGE OF PRACTICAL TOOLS AND SERVICES, DESIGNED TO HELP MAKE WORKPLACES SAFER AND HELP PEOPLE GET THEIR LIVES BACK

EMLEARNING

Online workplace risk training courses and learning management system

- makes training workers quick and easy
- access to 13 free courses and a wide range of other discounted courses

EMSAFE

Online work health and safety management system

- better manage workplace safety

EMHEALTH

Online health and wellness tool

- supporting healthy workplaces



Professional training

Over 60 specialist courses delivered as face to face or online training.

Tailored training

Training programs for employers either in our offices or onsite



Risk Consultants

Risk management advice and support to assist in the development of workplace solutions, policies and procedures

Mobile

EML provides Mobile Case Managers to assist employers progress return to work plans



Research

Working with leading researchers in personal injury management, we're committed to find better ways to help people get their lives back.

Funding grants

Employers can apply for funding grants for workplace risk initiatives.

CONTACTS

VICTORIA

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