



**Welcome to EML**

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 – achieving leading results for our customers in service and return to work performance.

Our primary focus is personal injury management and we have over 3,700 employees nationally who are dedicated to our vision – we help people get their lives back.

EML is different. We're Australian owned and operated, and funds are invested each year through the Mutual Benefits Program to help create safer workplaces and return people to work in a safe and sustainable way.

As a customer of 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.



**Rick Jones**  
General Manager, EML Victoria

## For over 115 years EML has been helping Australians get their lives back after injury



## 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



**\$142M** invested  
since 2012 to create  
safer workplaces



**3700+** employees  
across Australia,  
**500+** in Victoria



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



**100%** Australian  
owned, managed  
and operated



**Customer service**  
The right expertise,  
support and care

# We're here to help

Providing specialist support and care drives everything we do.

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](https://eml.com.au/vic) and follow the links.  
You can send us documentation via

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

## Premium & policy support

Call toll free 1800 365 842  
Email: [premiumvic@eml.com.au](mailto:premiumvic@eml.com.au)

## General information

Call toll free 1800 365 842  
Email: [clientservicesvic@eml.com.au](mailto:clientservicesvic@eml.com.au)  
Mail: GPO Box 4695  
Melbourne VIC 3001  
You can also visit [eml.com.au](https://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 case 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 pharmacists

Our in-house pharmacists review the use of opioids by injured workers and work with them, and their GP, to provide education about the health risks of these strong pain medications and to explore other pain management options.

## Mutual Benefits Program

We support our customers with additional services, training and resources. Over \$142M has been invested by the Program since 2012, with \$17M in Victoria.

## Transition support service

We've developed a new tailored service to make it easier for long-term injured workers to transition from the workers compensation scheme.

## Voice of the customer

We use 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 individual customers wants and needs.



# Mutual Benefits Program

Since 2012, the Mutual Benefits Program has invested over \$142M to help employers create safer workplaces and injured workers to recover and get their lives back sooner.



## Training and Development

Our Mutual Benefits Program offers EML customers access to innovative tools, training and services designed to improve outcomes for employers, workers and the communities we support.

### EML Offers

A full range of engaging and topical workplace risk and compliance e-learning courses:

- Accessible through our online learning management system.
- Can be integrated with your own learning management system.
- Free courses for your staff to complete.

### Facilitated Training Program

Extensive program of training events covering current trends in injury prevention, injury management and workers compensation:

- Virtual and face-to-face formats.
- Over 50 courses on offer.



## Innovation

### EML Offers

Exceptional deals from industry providers on a range of training, technology and consultancy and services.

- Reduce risk and improve compliance in your workplace.
- Save on services relating to return to work, workers compensation, mental health, musculoskeletal injuries, health, safety and wellbeing.

### Tools

Create healthier and safer workplaces with the help of our online tools:

- Manage your workplace health and safety protocols and incidents through EMsafe.
- Support mental health and wellness through EMhealth.



## Insights and best practice

### Partnerships

Benefit from initiatives we fund in collaboration with partners:

- Access outcomes of leading research into important workplace health and safety issues.
- Participate in training and support programs led by our industry partners.

### Continuous Improvement

Investing to further what best practice claims management looks like:

- Strong focus on funding initiatives that uplift our operational capability and capacity.
- Piloting new processes, protocols and services to improve return to work outcomes.

For more information regarding the Mutual Benefits Program visit [eml.com.au/mutualbenefits](http://eml.com.au/mutualbenefits) or email [mutualbenefits@eml.com.au](mailto:mutualbenefits@eml.com.au)



# Contacts

## Victoria

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GPO Box 4695, Melbourne VIC 3001

1800 EML VIC (toll free)

1800 365 842

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

[eml.com.au](http://eml.com.au)

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