



Welcome to EML



For over 115 years, EML has been helping Australians get their lives back after work-related injuries.

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

We're a national organisation with over 3,700 employees and operations in every state.

We became an Agent for WorkSafe Victoria in 2016 and we have 500 employees across our offices in Melbourne and Geelong. Our team is dedicated to assisting you in your recovery from illness or injury and helping you to return to 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.



Rick Jones
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 \$17M 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 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

Our primary focus is on personal injury and workers compensation claims, and delivering superior service and care.

Service & Support

- Dedicated Case Manager to provide you with personal 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: claimservic@eml.com.au

Mail to: GPO Box 4695, Melbourne VIC 3000
Visit our web site at eml.com.au

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