

Mobile Case Managers

In person support across NSW to help injured workers recover and get back to work.

Leading the way in NSW

Our Mobile Case Managers support employers, their people and treating providers throughout the claims process.

Operating across both metro and regional areas, our specialists facilitate:

- upgrades in capacity
- expedited treatment approvals
- practical return to work plans.

2025 highlights

3,300+

workers supported by a Mobile Case Manager.

8,400+

face to face visits and teleconferences.

4.9/5

average customer survey satisfaction score received.
From 945 surveyed workers, employers, treating doctors.



Access to treatment

Our team know the treatment providers and specialists in their geographical area - so they can help your worker get the appointments they need, when they need it.



Faster approvals

They can make on-the-spot treatment and investigation approvals during appointments and collect documents directly.



Tailored support

If our team feel a workplace rehabilitation provider is needed, they can organise specific services for your worker.



Visit our website
to discover more.



Service information for EML NSW employers

Working with our people and yours to improve the recovery experience.

When the Case Manager identifies that a worker's recovery and return to work would benefit from face-to-face support, this is the process for engaging our mobile team:



Your Case Manager will introduce a Mobile Case Manager to provide personalised, face-to-face support to you and your employee where there is some barrier to recovery or return to work. These meetings ensure all stakeholders involved in the claim are working together to support the best possible recovery and return to work outcomes.

For example, during a face-to-face meeting between your employee and their treating doctor, your Mobile Case Manager will be looking to safely progress certified capacity, approve treatments and ensure there is a shared understanding of the return to work supports available.

By visiting your workplace your Mobile Case Manager can work directly with you and your people to determine suitable duties and actively support successful return to work outcomes.



A Mobile Case Manager provides short-term or temporary assistance that does not replace your Case Manager.

Your Case Manager will continue to process wage reimbursements, review treatment requests as required and will remain in contact with you and your employee.



Before and after every face-to-face meeting attended by a Mobile Case Manager, they will be in contact with your regular Case Manager to share any relevant updates on your claim.



When recovery or return to work is back on track, your Case Manager will close off the mobile case management service and will continue to work with you and your employee following the agreed plan.