

Pathways

A tailored approach to addressing psychological injuries involving interpersonal conflict.

Unique in the NSW Workers Compensation Scheme, this service addresses the rising incidence and expense of mental health claims involving workplace conflict - historically some of the most complex and costly claims we manage.

Trained in mediation, Pathways Specialists work alongside Case Managers, workers, employers and treatment providers to support faster recovery and sustainable return to work outcomes.

Pathways Specialists:



Provide expert support in the early stage of the claim via face-to-face meetings, video conferencing or through phone calls.



Support conflict resolution in workplaces and develop a clear plan to move forward.



Enable early access to treatment, ensuring that the right treatment is in place for workers, should it be needed.



Deliver interventions designed to facilitate earlier return to work.



When recovery and return to work is on track, the specialist will no longer need to provide support. The dedicated Case Manager will continue to work with both the employer and their worker.

When workplace conflict is present in a claim, a Pathways Specialist will be engaged by your dedicated Case Manager.



The Pathways approach



The benefits of being an EML customer

EML NSW customers can access the Pathways program at no cost because this service is 100% funded through our **Mutual Benefits Program**.



Visit our website today to explore what we offer employers in NSW.

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