

Pathways

A tailored approach to addressing psychological injuries involving interpersonal conflict.

When workplace conflict is present in your claim, your dedicated Case Manager will introduce a Pathways Specialist to provide expert support.

Pathways Specialists will support:



Conflict resolution in your workplace and develop a clear plan to move forward.



Your early access to appropriate treatment if needed.



Your return to work.

Support during your claim

- Early support is provided by a Pathways Specialist through face-to-face meetings, video conferencing, or phone calls.
- Once recovery and return to work are on track, Pathways support will conclude and your Case Manager will continue working with you.
- The Pathways Specialist does not replace your Case Manager. Your Case Manager remains responsible for your claim, including liability decisions, wage reimbursements, and other key claim activities.

For more information about the Pathways service, please reach out to your Case Manager.

If workplace conflict is present in your 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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