

Claims Treatment Specialists

In-house physiotherapists and pharmacists supporting better outcomes.

Supporting best practice treatment

Physiotherapy and prescription pain medication are two of the most common ways of treating workplace injuries.

Both treatments play a crucial role in helping people to recover and get their lives back after injury. However, receiving the right treatment at the right time makes all the difference to a successful recovery.

Particularly with the rising use of high-risk medications (such as opioids, medicinal cannabis, and benzodiazepines), it's crucial for us to ensure treatment remains appropriate.

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Our core objective is to leverage clinical expertise to enhance physiotherapy and medication treatment outcomes for workers. Our specialists are experienced clinicians who act as independent internal consultants, as an extension to the existing case management model.

Nicole Tripolone
Manager - Claims Treatment

Improving outcomes

Our team of in-house registered physiotherapists and community pharmacists engage directly with treatment providers and our Case Managers.

These allied health professionals ensure that the workers we support receive best practice physiotherapy and medication treatment in line with SIRA's Clinical Framework and relevant therapeutic guidelines.

From the pilot's start in May 2025 until August 2026, the team have supported over 2,800 claims, saving costs, time and improving outcomes for injured workers in NSW.

The benefits



Respectful peer to peer clinical discussions result in tailored treatment plans to optimise recovery.



Reduced need to refer to independent opinions, decreasing the associated costs to the claim.



Improved treatment appropriateness and reduction in overservicing, supporting a more sustainable workers compensation system.

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The team are extremely knowledgeable, professional and generous with their time. All of my interactions have been positive and the knowledge shared by the team has been invaluable.

Dean T,
Injury Management Specialist
EML NSW



Targeted reviews, monitoring and proactive action.

Our in-house pharmacist:

- Assesses the effectiveness and ongoing requirement of all high-risk medications.
- Engages directly with the prescriber and worker to review the effectiveness of the current pain medication regime, and to ensure a harm minimisation approach for the worker.
- Develops and monitors a Medication Management Plan, adjusting as needed in collaboration with the prescriber, until the worker is safely on track.

Our in-house physiotherapist:

- Assesses the effectiveness and ongoing requirement of physiotherapy treatment.
- Engages with the treating physiotherapist to discuss progress and develop a Physiotherapy Treatment Plan, which they will monitor until the worker has completed treatment.
- Supports the delivery of physiotherapy treatments that are effective, transition at the right time, and are billed accurately.



We're here to help

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We help people get their lives back.