

David Berlusconi
Australian Automotive Group P/L
811 Elizabeth St
Zetland NSW 2017

Claim Number:
1706233

For your worker:
Simon Watts

For an injury on:
13 October 2018

2 November 2018

We are helping your employee with their recovery

Hello David,

We have been told that your employee has been injured at work.

We are writing to let you know that we can help them immediately with provisional treatment expenses for their injury. This provisional help might be enough to see them recover fully.

We are here to help

If you have any questions, call us on **13 77 22** or email us at wiclaims@eml.com.au.

Yours sincerely,

EML Claims Team

We help people get their lives back.

**We will help with
treatment expenses
up to \$1500**

Please see the attached
information for the details

INJURY PREVENTION, SAFER WORKPLACES

We reinvest profits into programs and services that help make workplaces safer.

we help people get their lives back



The important things you need to know right now



The worker's details

Worker:	Simon Watts
Injury:	Ankle, Rolled, Twisted Ankle
Date of injury:	13 October 2018
Claim number:	1706233



How we can help while they are recovering

Research has shown staying at or returning to work as soon as possible after injury helps with recovery.

We can help your employee access the right treatment while they recover. We may be able to help with weekly payments if wages are lost too, but will need more information first. We can do this even if they have not made a formal claim for compensation, or if we have not finished assessing liability for their injury.

This provisional help might be enough to see your employee recover fully. If more support is needed, they can submit a formal claim for compensation or we may be able to extend provisional help.



The right treatment will help them to recover

The treatment we can help your employee with is outlined in the attached injury management plan. This is based on how much treatment people with similar injuries need to recover.

We might be able to help them with other treatments as well, but they will need to speak to us first and get approval.

Most providers will invoice us directly when provided with the claim number, so your employee will not have to pay any treatment expenses themselves.

We can also reimburse them for reasonable travel costs associated with these treatments. This includes private car travel costs and public transport.



The information needed to help with weekly payments

Information:

- We need more information to verify that they were a worker under the workers compensation law when they were injured
- We need more information to establish when they told you about their injury
- We need more information about how and when the injury happened
- We need more information to establish that an injury occurred and was work related

How we will gather this information:

- Make contact with them
- Seek more factual information
- Seek more medical information

How you can help:

- Ask your employee to contact us
- Send to us within three days of this letter, any information you have that shows when and what you were told about employee's injury
- Send to us within three days of this letter, a copy of their personnel file, employment contract, payslips or bank statements showing wage deposits

They will also need a valid certificate of capacity for any period that they want to claim weekly payments. Their certificates will be issued by their doctor and will usually cover them for no more than 28 days.



If they need to take time off work to recover

We have been told that there is no requirement for provisional help with weekly payments for their injury. If their circumstances change, please let us know.



If they want to make a claim for compensation

Your employee has the right to make a claim for compensation at any time. They can do this online or send us a completed claim form. We will then decide on liability for their injury within 21 days.



Our customer commitment

We value your feedback. If you are unhappy with an experience you have had on a claim, we want to hear about it.

If we are unable to assist you with your queries or feedback, or your concerns are about us, you can contact **Insurance & Care NSW (icare)** on **13 99 22**, email wiclaimsenquiries@icare.nsw.gov.au or visit their website at www.icare.nsw.gov.au.

You may also seek assistance from the Workers Compensation Independent Review Office (WIRO) on 13 94 76 or visit their website at www.wiro.nsw.gov.au and the State Insurance Regulatory Authority (SIRA) on 13 10 50 or visit their website at www.sira.nsw.gov.au.



Attachments

The following documents will be helpful to you.

A copy of your employee's injury management plan

Planning for your recovery, Simon

The details

Name	Simon Watts	Injury	Ankle, Rolled, Twisted Ankle
Date of injury	13 October 2018	Claim number	1706233
Insurer phone contact	13 77 22	Insurer email contact	CorpTeamQ3@eml.com.au
Date of this plan	2/11/18		

The goal

Research has shown staying at or returning to work as soon as you can after injury helps you recover. We are here to help you reach your goals and this is how we will get there.



The plan for your recovery

Getting the right treatment at the right time will help you return to health and work. Talk to your doctor about the best treatment options for you.

Your approved treatment and services

We can help with treatment expenses for your injury up to **\$1500**. If recommended by your doctor, you can use this amount to have any of these treatments without speaking to us first.

Treatment or service type	Provider if known*	Number approved	Date approved
Appointments and any treatment during an appointment with your doctor	-Nominated Treating Doctor	As required	2/11/18
Treatment with an approved physiotherapist, osteopath, chiropractor or accredited exercise physiologist*	-	Not exceeding 8	2/11/18

* While you can choose who you see for the treatment approved for you, some providers must be approved by the State Insurance Regulatory Authority (SIRA). To be sure payment for your treatments can be met, check

that the provider is SIRA approved when making your appointment. You can find a list of SIRA approved providers at www.sira.nsw.gov.au.

If you need further treatment or services, please speak to us first.

We are here to help

This plan has been developed based on the information available to help you reach your goals. It is important that you let us know straight away if any of your circumstances change.

What's next

We will review this plan together when needed to keep your plan for recovery on track