

David Berlusconi

From: David Berlusconi
Sent: Friday, 18 September 2020 3:23 PM
To: Rachel Harris
Cc: Stephen Vaughan; Pi Claims; Tash.Hutchin@IHGroup.com.au
Subject: RE: 3027323 Gregory Hollier
Attachments: 202009181534.pdf

Hi Rachel,

RE Payments. I have attached a document which shows us 3 payments we have received which are sitting in our bank account. We don't have any other info on who these payments are allocated to. The payment of \$1236.62 appears to be Greg's given it's the same amount on the letter from iCare (also attached). With the payments of 830.30 and 812.64, is that also Greg's? And if so, what are the pay periods for this?

David Berlusconi
Group Legal and Human Resource Manager

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From: David Berlusconi <David.Berlusconi@apollokitchens.com.au>
Sent: Friday, 18 September 2020 12:32 PM
To: Rachel Harris <R.Harris2@eml.com.au>
Cc: Stephen Vaughan <stephenv@apollokitchens.com.au>; Pi Claims <piclaims@icare.nsw.gov.au>; Tash.Hutchin@IHGroup.com.au
Subject: RE: 3027323 Gregory Hollier

Hi Rachel,

Thanks for your email.

I think there may have been some misunderstandings from a few things I have mentioned so please let me clarify. Firstly I point out, I have absolutely no problem whatsoever in working with the Doctor to ensure Greg's return to work plan is managed in a way that benefits him above all, having regard to the doctors diagnosis. I am a firm believer that if a person is injured at work, the business must accommodate a safe and speedy recovery plan.

That said, and in my experience with managing workers comp matters, doctors restrictions will often differ (on the same matter) and all too often, when the doctor is required to meet with an Occupational Therapist, their view on return to work restrictions will change.

As you know, the objectives of the system is to facilitate and promote Greg's return to work as soon as possible. The restrictions I have for Greg, is to sit in front of his computer at home, and do some reading/research for us. Given the Doctors expert medical opinion says he cannot do this (not even for a few hours a day, a few days a week), until the end of the month , I would like this reviewed by an Occ Therapist as I suspect the Doctor is unaware we have these light duties.

If the Occ Therapist agrees with the doctor, then I am absolutely fine with that however in the circumstances, I can't help feel this needs to be queried.

I have used 3 or 4 different people from Beneco in the past but I think from memory, Ms Nelle Clarke did some work at the central coast so I think she can travel to that area. In any event, I would like to move on this in today or Monday at the latest. If you can update me on Monday, that would be appreciated

David Berlusconi
Group Legal and Human Resource Manager

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From: Rachel Harris <R.Harris2@eml.com.au>
Sent: Friday, 18 September 2020 11:20 AM
To: David Berlusconi <David.Berlusconi@apollokitchens.com.au>
Cc: Stephen Vaughan <stephenv@apollokitchens.com.au>; PI Claims <piclaims@icare.nsw.gov.au>;
Tash.Hutchin@IHGroup.com.au
Subject: RE: 3027323 Gregory Hollier

Good Morning David,

Thank you for your emails this week. I can confirm I have read these and discussed with your broker consultant Tash Hutchin – also copied in.

Tash has advised EML that she will be the point of contact for matters for this claim – and as such we have been dealing directly with her.

With regards to your dissatisfaction with the doctors diagnosis, there is supportive imaging, the specialist has provided details regarding the type of injury which correlates with the imaging provided. Further detail of the prior treatment and investigations have been sent to Tash.

As you are aware, Greg's surgery was 2nd September – just over two weeks ago.
Greg's treating doctor has signed a certificate of capacity with no capacity until next review on 28th September.
Greg's Orthopaedic Specialist Dr John Morton reported Greg will require a 6 week protective period in a sling and no driving. A subsequent 6 weeks with active movement and driving will be allowed. At the 12 week mark a strengthening program will be introduced and he should be able to resume normal duties at approximately 4.5 months after procedure. He will be fit for light clerical duties at the 6 week mark and light duties at the 3 month mark post-surgery.

Confirming that we will refer to Beneco to complete a workplace assessment.

With regard to lost time, under the scheme we are obliged to pay for lost time for when Greg has not been at work. We have paid since we were first aware Greg was not at work due to injury. If you have records showing the hours worked prior to surgery please send these to us so we can adjust the payments made. Should you payment to be via EFT I have attached the form to be completed.

Kind regards,

Rachel Harris | Case Management Specialist, SME

EML

An appointed provider of claims management for icare

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Feedback RTWSSCustomerFeedback@eml.com.au

You may receive a survey from icare about your experience. Completing this survey gives our team invaluable feedback and helps us to better understand how we can improve our customer service, so I encourage you to respond.



Please think of the environment before printing this email.

From: David Berlusconi <David.Berlusconi@apollokitchens.com.au>
Sent: Thursday, 17 September 2020 5:05 PM

To: Stephen Vaughan <stephenv@apollokitchens.com.au>; Rachel Harris <R.Harris2@eml.com.au>
Subject: RE: 3027323 Gregory Hollier

Hi Rachel,

I didn't hear back from you regarding this email below and again, I am planning on moving forward with this without any further delay. I will work under the assumption that EML is going to contact me as soon as they can and leave it at that.

Kind Regards

David Berlusconi
Group Legal and Human Resource Manager

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From: David Berlusconi <David.Berlusconi@apollokitchens.com.au>

Sent: Wednesday, 16 September 2020 5:19 PM

To: Stephen Vaughan <stephenv@apollokitchens.com.au>; Rachel Harris <R.Harris2@eml.com.au>

Subject: RE: 3027323 Gregory Hollier

Hi Rachel,

I did try calling a number times late last week but I was unable to get through to you, So I guess I will confine all correspondence to email until we can touch base,

With Greg, I am not satisfied with the Dr's diagnosis. All too often, Doctors are the weakest link in the chain with respect to meeting both SIRA's guidelines and objectives in the Workers Comp Rehab and Injury Management Act.

Given my RTWP only initially involved light duties which were sitting in front of his home computer, reading material on our behalf for short periods of time, I would like to have his assessment revisited by our preferred occ therapist Nella Clarke at Beneco and have OSR Group removed. I have used Ms Clarke from Beneco (formally Reepod) in the

past with many other WC claims over the many years and find their conduct is much more consistent with SIRA's guidelines.

I don't believe we need to wait until the end of the month before a workplace assessment can be done and I also believe the assessment the surgeon had given should be questioned as it does not appear on face value to be facilitate a safe and quick return.

Also with the reimbursements, please cancel the cheques if it has already been sent.

We are not claiming lost wages from the date of the injury. Greg worked regular hours (including overtime) until the day before the surgery and was paid as such. Please recalculate it from the date of the surgery onwards and confirm those dates with me.

David Berlusconi
Group Legal and Human Resource Manager

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From: Stephen Vaughan <stephenv@apollokitchens.com.au>

Sent: Tuesday, 15 September 2020 5:46 PM

To: Rachel Harris <R.Harris2@eml.com.au>

Cc: David Berlusconi <David.Berlusconi@apollokitchens.com.au>

Subject: RE: 3027323 Gregory Hollier

Importance: High

Good Afternoon Rachel,

Thank you for the attached email. I believe the information has been forwarded.

Would you please add David Berlusconi as an authorized person to deal with matters pertaining to EML.

David will now be the main contact for all Injury /Workers Compensation claims.

Please acknowledge by return email.

Thanks.

Regards,

Stephen Vaughan
Group Chief Financial Officer

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From: Rachel Harris <R.Harris2@eml.com.au>
Sent: Wednesday, 9 September 2020 11:01 AM
To: Stephen Vaughan <stephenv@apollokitchens.com.au>
Cc: tash.hutchin@ihgroup.com.au; Pi Claims <piclaims@icare.nsw.gov.au>
Subject: 3027323 Gregory Hollier

Good Morning Stephen,

To ensure we are paying the correct amount of weekly benefits whilst Gregory is recovering post surgery, we need to calculate the pre injury average weekly earnings.

To calculate pre-injury average weekly earnings (PIAWE), we will require the attached PIAWE form to be completed and a full summary of Gregory's pay history and leave report for the 52 weeks before the injury. I have also attached FAQ's to assist with understanding why we need the information requested.

You can send this information, along with any other documents or invoices received to piclaims@icare.nsw.gov.au with the claim number in the subject line.

Please do let me know if I can be of any further assistance.

Kind regards,

Rachel Harris | Case Management Specialist, SME

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Feedback RTWSSCustomerFeedback@eml.com.au

You may receive a survey from icare about your experience. Completing this survey gives our team invaluable feedback and helps us to better understand how we can improve our customer service, so I encourage you to respond.



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