



SA key claim Activities timeline

Worker notifies the employer of injury

INJURY DATE

At this stage you can start supporting the injured worker with their recovery, return to work and preparing the injury notification to EML.

Within five business days after being notified of the injury

Claim information prepared

You can start to gather information about the injury and the injured worker's wage history so you can provide this to EML when notifying of the claim.



NOTIFICATION OF INJURY

• The day on which the injury is first notified to

EML CONTACT

 EML will contact you by day three, to discuss the initial information received about the injury. During this time, they will discuss average weekly earnings (AWE) and the first income support payment with you.

LIABILITY ACCEPTANCE

At this stage the AWE is determined by EML and provided to you so you can then make the initial income support payment to the injured worker.

INTERIM BENEFITS OFFERED

 If EML assesses that the determination of liability will take longer than 10 days to determine, they must proceed to offer interim payments to cover an injured worker's income and medical expenses. The injured worker can accept or decline this offer.

Commencing interim benefits does not mean that EML or the employer have admitted liability for the injury and a formal liability decision is still required.

ONGOING PAYMENTS AND WAGES HISTORY FOLLOW UP

 Any future income support payments the injured worker is entitled to receive are paid by the employer in line with legislative guidelines.
 EML will reimburse the employer for any income support payments they have made to the injured worker.

- Note: If EML assesses an injured worker's claim is not accepted (claim is declined) the amount of interim benefit payments will be recovered back from the injured worker.
- Note: EML will continue to follow up the appropriate wage history information so that AWE can be determined if it has not been received.

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