



Recovery Pathways

A new way of addressing psychological injuries.

Introducing your Recovery Pathways Specialist

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

Your Recovery Pathways Specialist will support:

- **Conflict resolution** to resolve the conflict in your workplace and develop a clear plan to move forward.
- **Early access to treatment**, ensuring that the right treatment is in place, should it be needed.
- **Your return to work.**

This expert support in the early stage of your claim will be delivered via face-to-face meetings, video conferencing or through phone calls.

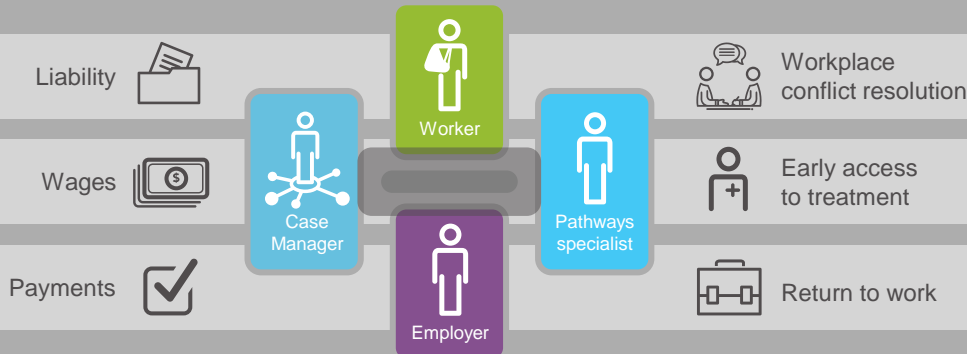
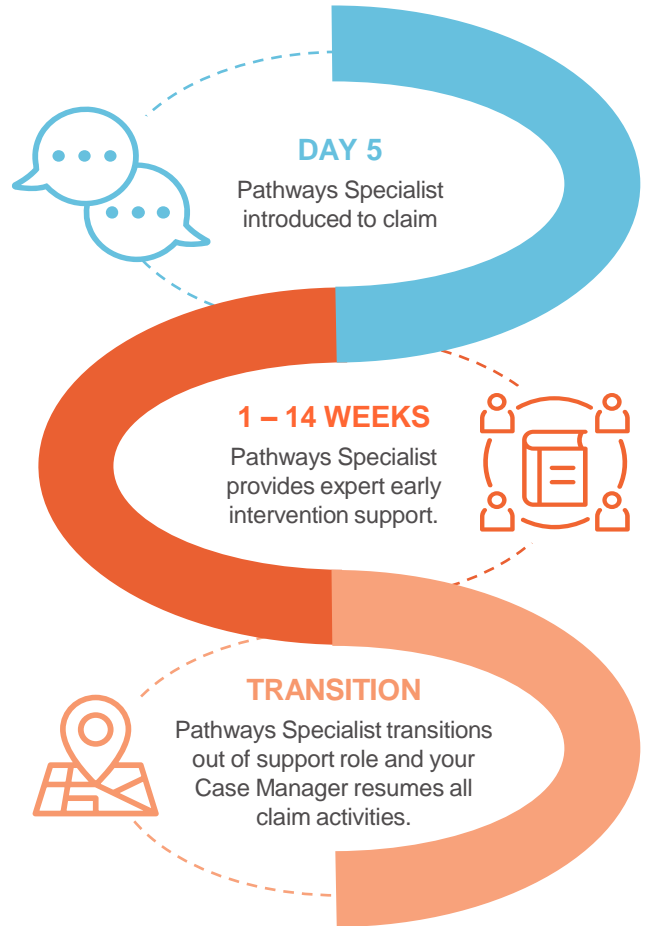
When your recovery and return to work is on track, your Recovery Pathways Specialist will no longer need to provide support, and your Case Manager will continue to work with you.

The Recovery Pathways Specialist will not replace your dedicated Case Manager.

Your Case Manager will maintain overall responsibility for your claim and will determine liability, process wage reimbursements, as well as other important claims activities.

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

New workplace conflict claim



We're here to help

EML NSW Pty Ltd ABN 52 003 201 885 (part of the EML Group), is an official scheme agent appointed by the Insurance and Care NSW and the Workers Compensation Nominal Insurer (icare).

For more information contact us on 133 365 or visit eml.com.au