

Total Claims Solutions

Work Injury Management Service



Endorsed by



*We're here to help
Bridging the gap*



About us

TOTAL CLAIMS SOLUTIONS HAS BEEN MANAGING THE INCOLINK ACCIDENT & ILLNESS BENEFITS PROGRAM FOR OVER 25 YEARS. AFTER HELPING MANY EMPLOYERS AND INJURED WORKERS WITH THEIR WORKCOVER ISSUES, WE NOTICED A NEED IN THE INDUSTRY FOR A WORK INJURY MANAGEMENT SERVICE (WIMS).

How is WIMS funded

WIMS is part of the Incolink IPT insurance program and is available to participating employers and injured workers at no additional cost.*

This benefit works hand-in-hand with the WorkCover Top-Up section of the IPT insurance program. It allows employers and injured workers to access WIMS as soon as an injury occurs rather than when a claim reaches 52 weeks.

** Please note, if you do not participate in the Incolink IPT Program you can access WIMS for a discounted fee.*



We're here to help

We know WorkCover and how it works – we bridge the gap between the employer, injured worker and WorkCover insurer.



What we do

- Help you with all aspects of injury management.
- Look after your injured workers and keep you in the loop.
- Guide you through the investigation and incident reporting process.
- Visit onsite whenever you need us.
- Take care of your WorkCover insurer needs.
- Discuss injured workers needs with practitioners.
- Assist with data collection and reporting.



83.4%

OF INJURED WORKERS RETURNED TO FULL TIME WORK

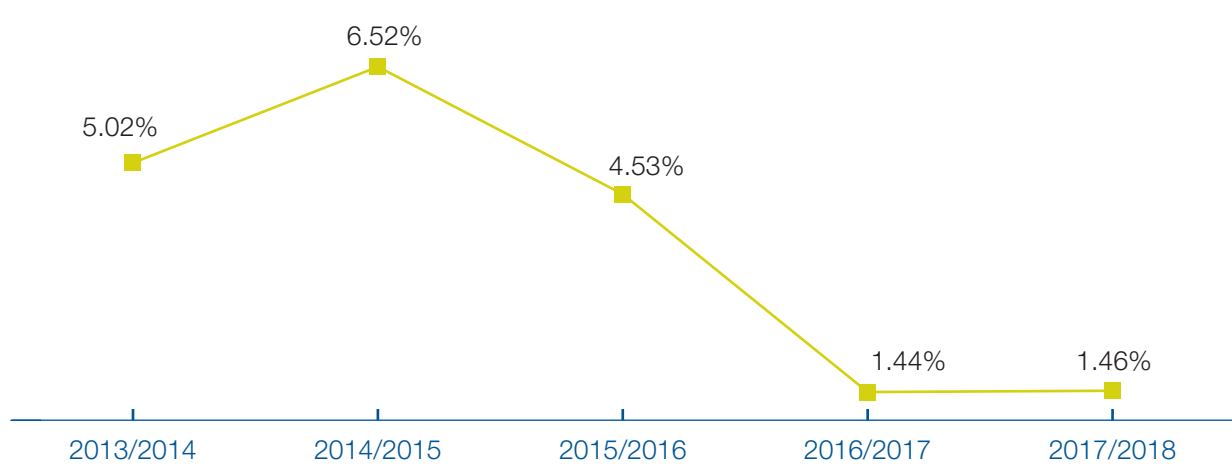
(Claims managed by us 2017–2018)

Why WIMS Works

- Keeps everyone involved and on the same page.
- No assumptions or misunderstanding.
- Constant and regular communication.
- Reduce unnecessary delays.
- Issues are identified, and solutions found quickly.

Proven Results

Claims managed by our Injury Management Coordinators resulted in a major decrease of the employer’s premium rate (EPR).



* Source: Gallagher Bassett Annual Claims Data

By working together, claims costs and days paid reduced significantly.

YEAR	CLAIMS COSTS	DAYS PAID
2014/2015	\$14,965	39
2016/2017	\$8,585 ↓42.63%	2 ↓94.87%

* Source: Gallagher Bassett VIC Report 30 September 2017

We provide as little or as much support as you need.



Meet your Work Injury Management Team



Brigid Rauwhero, Manager

Helping people has always been my passion. For the past 25 years I have worked with injured and ill people, guiding them through the claims process and helping them get back on their feet. No claim is the same and each person has their own story. Ensuring I adapt and support each person in the right way is one of the most rewarding parts of my role.

T: 07 3230 9302 **M:** 0449 899 664 **E:** brigidr@totalclaims.com.au



Stella Samaras, Injury Management Coordinator

After working with a WorkCover insurer for five years, I joined Total Claims Solutions in 2017 to help employers look after their injured workers. The fact that we can really help and make a difference is what I enjoy most.

T: 03 9320 8546 **M:** 0457 600 176 **E:** stellas@totalclaims.com.au



Stephen Montalto, Injury Management Coordinator

Before joining Total Claims Solutions in 2018, I worked as a Return to Work specialist for four years with a WorkCover insurer. My new role is now on the other side of the fence and gives me the ability to act quickly, offer solutions and provide real guidance where it is most needed.

T: 03 9320 8584 **M:** 0477 002 559 **E:** stephenm@totalclaims.com.au

1800 238 026 Work Injury Hotline

Employers and injured workers can call the hotline, Monday to Friday, from 9.00am to 4.30pm. Callers can remain anonymous.

Total Claims Solutions respects the confidentiality and privacy rights of all callers. You can request a copy of our privacy policy by contacting our office.

Melbourne

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Working together for a common goal