

16th June 2025

RE: Change in Claims Management – Effective 1 July 2025

Dear Member,

We are writing to inform you of an upcoming change to the management of claims at Catholic Safety and Injury Management (CSaIM).

Effective **1 July 2025**, all claims will be managed internally by our CSaIM Claims Business Partners, and our partnership with Lawson will conclude on 30 June 2025. We would like to thank our partner Lawson for providing high-level service and assisting us during this transition.

Please be assured of the following:

- **There will be no change to injured workers current claim number.**
- **Claims / Injury Management Business Partners will remain the same** and continue to support existing injury management processes.

To ensure a smooth transition, we ask that you begin implementing the following immediately:

- **All claims-related correspondence should now be directed to:**
claims@csaim.org.au
Using this email address going forward will help familiarise your teams with the new process ahead of the July 1 transition.
- **All invoices must include the injured workers claim number and be addressed to:**
Catholic Safety and Injury Management
Level 2, 45 Wakefield Street
Adelaide SA 5000

If you have any queries, please contact claims@csaim.org.au or phone 8210 8101 or alternatively, speak with your Claims/Injury Management Business Partner.

Yours sincerely,

D Nation

Debbie Nation

Director
Catholic Safety & Injury Management