

INFORMATION FOR CLAIMANTS



SO YOU'VE BEEN REFERRED TO MLEA...

If you've been referred to us for an assessment, you may be wondering what to expect. Here's where you can find out about what we do and why; as well as what happens when you come to an appointment with us.



MLEA IN A NUTSHELL

MLEA is a team of specialist occupational therapists, qualified to assess people for a variety of reasons; including CTP claims, workers compensation, disability insurance and superannuation claims. Our team are all qualified to present clinical opinions as expert testimony in legal proceedings if necessary.

WHY YOU'VE BEEN REFERRED

If an appointment has been made for you with MLEA, it means your solicitor or insurance company needs an occupational therapy report to substantiate your claim. Our role at MLEA is to assess the impact of your injury or condition – for example, how does it affect your ability to carry out normal tasks at work or at home?

YOUR APPOINTMENT

We understand that attending an assessment appointment can potentially be a stressful time for you. That's why we're focused on helping you to feel at ease from the moment you arrive, till the moment you leave. Helping you feel relaxed and comfortable means we are able to do the best possible assessment of your situation.

MAKING SURE YOU'RE COMFORTABLE

We want to make sure you're relaxed and comfortable at your appointment with us. If you have any difficulty with stairs or require a wheelchair, please call us on 07 3339 5102 so we can plan for your safety.

WHAT TO BRING TO YOUR APPOINTMENT

To make your appointment as efficient as possible, we ask that you bring:

- ◇ The person who has primarily cared for you since the injury or illness (if this isn't possible, don't worry)
- ◇ A copy of your work history (for example a CV)
- ◇ A list of the medications you are currently taking.

HAVE ANY QUESTIONS?

If you have any concerns or queries in regard to your appointment with us, please contact our friendly administration team on 07 3339 5102.

WHAT TO EXPECT

When you arrive at our office, you'll be greeted by our friendly staff who will help you to complete background information forms before you meet with your expert.

What you talk about with your expert will depend on the information your solicitor or insurer needs. For example, you may be asked about your work history and qualifications, as well as the assistance you've received from friends and family, paid services (such as a cleaner or gardener) and any tasks you've had to neglect because of your condition.

You are likely to take part in a Functional Capacity Assessment. This involves physical testing and observations specific to your injury. We prioritise your safety and comfort, so you'll never be required to complete a task if it causes you pain or discomfort. You may need to complete psychometric testing using a computer – this is typically done for TPD claims.

PAPERWORK

One of the main parts of your assessment will be filling out a set of paperwork. If you bring the required items (work history and medication list), some of the paperwork will not need to be filled out. We recommend bringing another person with you as it may make the paperwork easier to complete - especially if you have any issues with writing or sitting for a period of time.

It is important to fill it out to the best of your ability to assist your expert to identify key areas on which to focus. Our friendly administration team is always happy to assist wherever possible. If you have a question, need to change seat, stand up or take a break, please let us know.

DURATION

Your appointment will range from 2-4 hours, depending on the assessment type. We understand this may seem a long time however, it is important to understand that these are very complex and detailed assessments. You are welcome to take breaks and we are always conscious of your time.

PARKING

There is one car park directly in front of the entrance door, dedicated to client parking. If this spot is not available, there are several side streets surrounding the building (for example, Lewis Street and Buranda Street) which have unlimited parking (look for No Limit signs), or two-hour parking (if there are no signs). We are always happy to allow time for you to move your car if you can't find a No Limit spot.



LOCATION

Our offices are located at Level 1, 167 Logan Rd Woolloongabba Brisbane 4102. We're situated next to Harrington & Co. The entrance into the building is accessible from Logan Road. The front door is located to the right of the building, set in a green painted wall.

HAVE ANY QUESTIONS?

If you have any concerns or queries in regard to your appointment with us, please contact our friendly administration team on 07 3339 5102.