



We are here to help you reach your goals.
This is how we will get there.

Janet Ahrens
Reference: **270501016**

Background

You were working as a receptionist at the University of Newcastle when on the 1 st December 2015 you were going up a flight of steps. You got near the top when you tripped and fell forward, coming down on your left knee, hurting the knee and the left ankle. You tried to grab onto a support with you right hand but missed and came down quite hard onto your right shoulder on the ground.

You were unable to continue working that day and so you went home and iced your neck, right shoulder, and left knee.

You took pain relieving medications and saw your Nominated Treating Doctor, Dr. Stephen Golding the following day.

Dr Golding arranged for you to have an ultrasound done of your right shoulder and you started a course of physiotherapy, however it did not give you any improvement in your symptoms and they worsened. As a result of this, you were referred to see specialist Sports Physician. Ever since then, you have had significant dysfunction of your right shoulder complex and have had extensive reviews. It has been identified that there was a brachial plexus traction injury. There was also discogenic pathology in the lower cervical spine and dysfunction of the right shoulder complex.

Eventually you came under the care of Specialist Neurosurgeon, Dr Richard Ferch who carried out an anterior approach for replacement of the C5/6 disc on 6 th March 2019. This gave you some improvement, although you report that your neck has always been stiff afterwards.

Specialist Upper Limb Surgeon, Dr Stephen Brindley carried out an arthroscopic decompression of the right shoulder on 21st August 2020, and this included an acromioplasty. This also gave you some improvement.

You underwent bilateral PRF injections on your shoulders, performed by Dr Marc Russo, Pain Specialist on 6th September 2021.

You were then referred to Dr Matthew Green at Pain Med SA who recommended you undergo further Bilateral PRF injections on 8th December 2022. He reported you experienced a 50% benefit for over 12 months. Dr Green recommended you undergo further Bilateral PRF Injections in August 2024. You then underwent further PRF for your shoulder with a Stellate ganglion block for right shoulder girdle pain. You have reported reduced pain since this procedure, and anticipate you will require this 6 monthly for pain relief. You underwent further Bilateral Radiofrequency injections to your neck on 31 July 2025.

You have regular psychological support from Psychologist Anna-Marie Da Cruz.

You have recently commenced massage therapy and you are attending gym classes at The Farm Gym.

You have been deemed a Worker with Highest Needs (WWHN) on 7 December 2021 with a Whole Person Impairment (WPI) of 36%.
You are entitled to weekly benefit payments until retirement (+ 1 year) and reasonable and necessary medical treatment related to your injury for life.
You continue to be cared for within the Worker with Highest Needs team, and your current treatment is outlined.

Treatment and Medical

Nominated Treating Doctor – Dr Kendra Powell – Hyde & Partners

Dr POowell issued your updated Certificate of Capacity and assists with medications, treatments and referrals.

Approved Medications

Baclofen
Panadeine forte
Nortriptyline
Escitalopram
Lignocaine 5% patch

You have a pharmacy account with Smithfield Chemist Warehouse who bill EML directly.

Psychologist – Anna Marie Da Cruz

You attend treatment with Anna Marie every 2-3 weeks. Anna Marie has advised your goals are to manage the associated anticipated of pain and continue with increasing physical activity.

Dr Matthew Green – Pain management specialist.

You attend reviews on an as needed basis for pain management.

Massage therapy- Kylie at NSR Massage

You attend massage as needed every roughly 5 weeks. Kylie has advised the goal is for massage therapy to assist in promoting overall health and wellbeing.

Podiatrist- Pure Podiatry

You attend your Podiatrist as needed with the goal being to maintain healthy footcare.

The Goal

In our conversation on 3 September 2025, you advised your goal would be to continue with your current treatment regime, and also continue attending the gym classes as this helps your overall wellbeing.

Care & support needs

Your most recent Activities of Daily Living (ADL) Assessment was completed by Melissa Crawford of Wise OT Solutions on 13 July 2023.

Over the life of your claim, you have been provided with the following aids and equipment:

- Long Handled Reacher
 - Jar Opener
 - Bottle Opener
 - Kettle Pourer
 - Shoehorn
 - Stocking Aid
- Door Handle Grips

EML approved a driving assessment with Williams Occupation therapy and approved the below modifications and aids for your vehicle:

- 2 x Blind spot mirrors
- Left sided Spinner Knit
- Indicator extension lever positioned to the right
 - Adjustable arm rest to the left side
 - Long handled seatbelt hook

In addition to the above, the following domestic assistance has been approved:

Service	Provider	Task	Frequency
Cleaning and Laundry	VIP home cleaning	Vacuuming, mopping and cleaning wet areas of the areas Janet lives in, changing bed sheets and hanging out Janets washing.	2 hours per week
Hair washing	The Sanctuary Hair Salon	Hair wash and blow-dry	2 x weekly \$40 per service
Car washing	Seafast Detailing	Interior and exterior wash for Landcruiser	6 times per year \$220.00 per clean.
Driving assessment	Williams Occupational therapyq	Initial assessment, report writing, followup assessment, MDI	Completed in 2024.

The Goal

In our conversation on 3 September 2025, you advised your goal would be to keep your independent and not having to rely on people. You understand your limits with pain and you will focus on not pushing yourself too hard. You would like assistance with lawn maintenance, EML have organised an updated Activities of daily living assessment to be completed.

Return to work needs

As per your most recent certificate of capacity provided by Dr Kendra Powell on the 14 August 2025, you have no current work capacity.

The Goal

As you have no current work capacity, your goal is to focus on your health and wellbeing.

Community participation

You enjoy going for walks once per week with your mum. You advised you enjoy spending time with your mum, and she is very active. She also accompanies you to the gym weekly.

The Goal

In our conversation on 3 September 2025, you advised your goal would be to continue to attend the Farm Centre gym weekly as you find this is also helping you socially. You have also been enjoying breathing exercises and using the Pilates bed with your friend.

How we will get there

You are responsible for:	<ul style="list-style-type: none">• Informing EML of any changes to your details including address and other contact information.• Participating and attending your scheduled and approved treatment to support your recovery.• Ensuring you attend regular reviews with your Nominated Treating Doctor for an updated SIRA Certificate of Capacity.
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	<ul style="list-style-type: none"> • Advising EML of any change to your treatment requirements. • Participating in as many daily living activities as able to the best of your ability.
<p>Dr Kendra Powell (Nominated Treating Doctor) Is responsible for: 1 Light Square Gawler NSW 5118 Ph: 08 8522 3444 Email: kendra.powell@hydeandpartners.com.au</p>	<ul style="list-style-type: none"> • Regularly reviewing you and your treatment needs as well as providing you with a regularly updated SIRA Certificate of Capacity • Monitoring your medications and treatment progress. • Submitting consultation reports, and recommended treatment plans/referrals to EML for review and pre-approval. • Communicating with EML and other relevant stakeholders when needed for holistic management of treatment and care needs.
<p>Anna Marie Da Cruz (Psychologist) Is responsible for: 74 Elder Street Lambton NSW 2299 Ph: 02 4952 4467 Email: info@clinpsych.com.au</p>	<ul style="list-style-type: none"> • Submit an Allied Health Recovery Request (AHRR) prior to any treatment being undertaken. Please ensure that there is a clinical rationale provided as to why the treatment being requested is reasonably necessary and what functional and medical gains can be expected following completion. • Setting SMART goals and empowering your patient to be actively involved in their recovery. • Collaborate and effectively communicate with EML, the Nominated Treating Doctor and other health professionals. • Ensuring pre-approval is sought for additional aids or services. • Provide information to EML and advice to other health professionals involved regarding treatment requirements, functional ability, capacity for work, and potential barriers that may impact upon the recovery process.
<p>Dr Matthew Green Pain Specialist Pain Med SA 5 Greenhill Road Wayville SA 5034 reception@painmedsa.com</p>	<ul style="list-style-type: none"> • Reviewing you as needed to assist with your specialist management. • Ensuring that pre-approval is sought for any assessments, investigations and treatment and regular medical reports are provided to EML. • Monitoring your medications and treatment progress. • Communicating with EML and other stakeholders when requested.
<p>Podiatrist – Pure Podiatry</p>	<ul style="list-style-type: none"> • Submit an Allied Health Recovery Request (AHRR) prior to any treatment being undertaken. Please ensure that there is a clinical rationale provided as to why the treatment being requested is reasonably necessary and what functional and medical gains can be expected following completion. • Setting SMART goals and empowering your patient to be actively involved in their recovery. • Collaborate and effectively communicate with EML, the Nominated Treating Doctor and other health professionals. • Ensuring pre-approval is sought for additional aids or services. • Provide information to EML and advice to other health professionals involved regarding treatment requirements, functional ability, capacity for work, and potential barriers that may impact upon the recovery process.
<p>Massage Therapist – Kylie NSR</p>	<ul style="list-style-type: none"> • Submit an Allied Health Recovery Request (AHRR) prior to any treatment being undertaken. Please ensure that there is a clinical rationale provided as to why the treatment being requested is reasonably necessary and what functional and medical gains can be expected following completion. • Setting SMART goals and empowering your patient to be

	<div>actively involved in their recovery.</div> <ul style="list-style-type: none">• Collaborate and effectively communicate with EML, the Nominated Treating Doctor and other health professionals.• Ensuring pre-approval is sought for additional aids or services.• Provide information to EML and advice to other health professionals involved regarding treatment requirements, functional ability, capacity for work, and potential barriers that may impact upon the recovery process.		
EML is responsible for:	<ul style="list-style-type: none">• Reviewing all requests for treatment in accordance with icare Guidelines for reasonably necessary treatment and within required timeframes.• Maintaining communication with yourself and your treatment providers to ensure your needs are discussed and managed appropriately.• Reviewing your Wellbeing Plan in consultation with you, your doctor and other relevant parties.• Ensuring that your reasonably necessary care and support needs are met.• Promoting your independence in all personal care and daily living tasks.• Monitoring and promoting your community engagement.		
Case manager:	Rachel Groves	Plan Developed:	10/09/2025

Besides the actions listed above there are a few other things that you need to do:

- If you want to change your nominated treating Doctor please let me know as soon as possible in writing so that I can assess your request.
- It's important to contact me before starting any new treatment or services, so I can approve these.

I will review the progress of this plan in 6 months 10/03/2026. I will contact you to develop a new plan.

You have the right to access your personal and health information held by EML at any time, unless providing access would be unlawful or pose a serious threat to your or another person's life. You are also able to request the correction of any errors in the personal or health information held by EML.

If you have any questions, please contact me on 02 4969 0204 or you can use our toll-free number.