

Testimonials & Services Guide



HENRY CARUS
ASSOCIATES

PERSONAL INJURY LAWYERS

YOU
DESERVE
MORE

YOU
DESERVE
MORE

Every client
becomes a
member of
our family

LET US WORK TO MAKE
A DIFFERENCE IN THE
VALUE OF **YOUR CLAIM**

Over the years I have come to realise that the greatest fulfilment in life is to be of service to others. I feel very privileged to be able to utilise my skills and experience as a lawyer to help someone who has sadly been injured in an accident.



Henry Carus

Principal
Accredited Personal Injury Specialist



A highly experienced team of compensation lawyers

When the unthinkable happens and you're faced with a personal injury, it can be an incredibly tough time for you and everyone around you. Not only are you likely to be experiencing physical and emotional pain, you also have the stress of dealing with a compensation claim.

Needless to say, it's important to find a law firm that you can trust - and more importantly, one that can get you the results you want.

We are designed to work with each of our clients as a unique person - someone that we have been entrusted to care for, protect and support.

And that is how Henry Carus + Associates shines above other firms.



THE ONLY FIRM
THAT OFFERS
A 90-DAY
SATISFACTION
GUARANTEE

Because of the confidence we have in our services, we are happy to offer all new clients a 90-day satisfaction guarantee.

Basically we are so confident you will be pleased with our services that, in the unlikely event you no longer want to continue working with us, there will be no financial obligations on your part whatsoever.

No other firms offer such a guarantee!



Traffic Accident Commission

Testimonials

Joe Boroje

“ Thank you for holding my hand and guiding me through every step of the way. This journey has been difficult, stressful and painful, however you all made me feel safe. Like my wonderful and loving family, you supported me and always had my best interests at heart. I feel so blessed to have all of you touch my life and think that you guys absolutely rock!

Henry, you are a Rock Star! From the very first moment I met you I knew that you and your organisation would always have my best interests at heart. Your staff are friendly, caring, committed and professional. Please convey my sincere thanks and appreciation to all involved. It was a great team effort, and what a sensational team!

Jacinta, you are absolutely amazing and a very beautiful person. I felt like we were family at the end of the trial - everything you did was so right and precise. Every cross examined challenge was handled like the champion you are. I will never forget you Jacinta. Your words during the trial were like a huge hug during the stressful times. Words cannot express my admiration and respect that I have for you.

Amy, you are truly wonderful. Your support during the trial was heartfelt. You gave me reassurance at the end of every session and explained where we were, what was happening and how it was going,

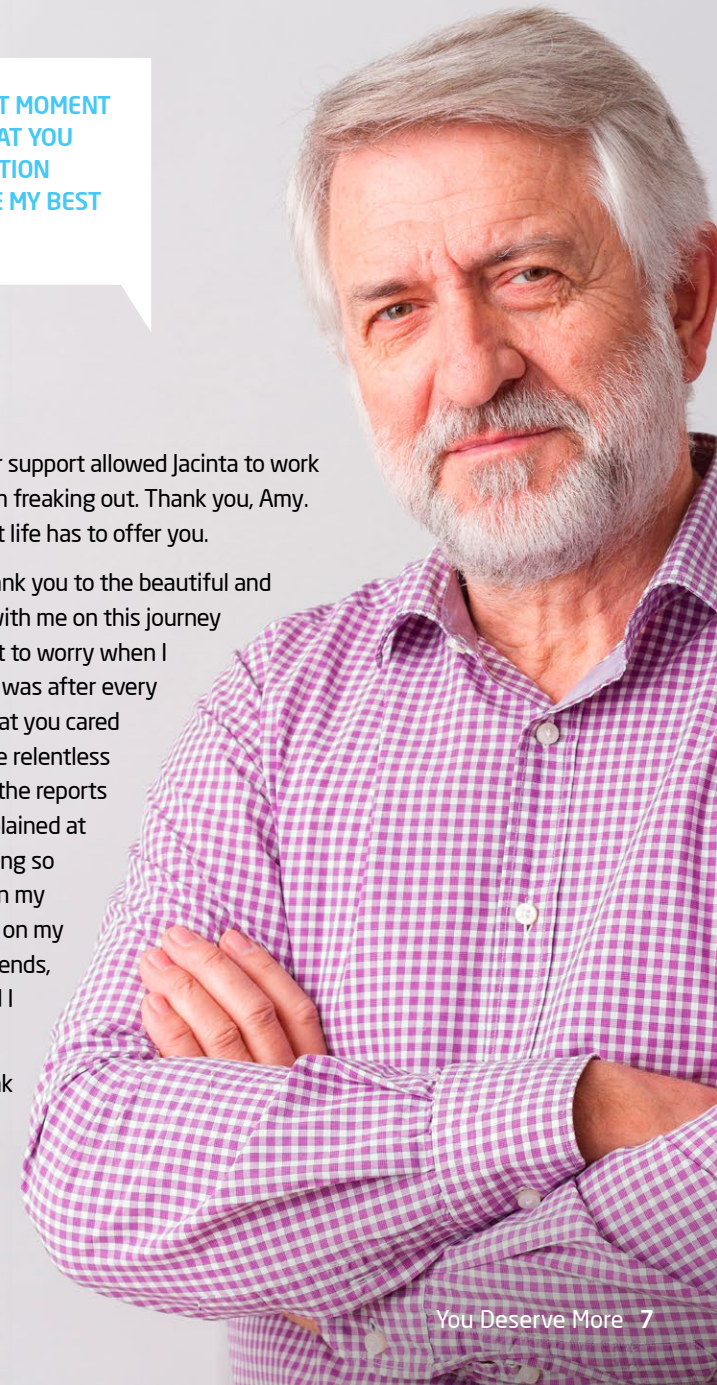
FROM THE VERY FIRST MOMENT
I MET YOU I KNEW THAT YOU
AND YOUR ORGANISATION
WOULD ALWAYS HAVE MY BEST
INTERESTS AT HEART.


every step of the way. Your support allowed Jacinta to work her magic and kept me from freaking out. Thank you, Amy. I wish you all very best that life has to offer you.

Last but not least, a big thank you to the beautiful and awesome Eliza. You were with me on this journey all the way. You told me not to worry when I did, you called to ask how I was after every operation and I truly felt that you cared about my welfare. You were relentless in ensuring that I provided the reports you required. I know I complained at times but thank you for being so professional and keeping on my back. You worked tirelessly on my case, after hours and weekends, never ever complained, and I am blessed to know you.

Thank you, thank you, thank you... What a sensational team! Awesome!

Kindest regards and total respect. ”



A man and a woman are sitting on a light-colored couch, looking at each other. The man is on the left, wearing a light blue button-down shirt and khaki pants. The woman is on the right, wearing a teal button-down shirt and blue jeans. They are both looking towards the right side of the frame. A blue speech bubble is positioned above the woman, containing white text.

WE HAD FAITH THAT WE WERE IN GOOD HANDS AND IT TOOK ALL THE STRESS FROM US SO WE WERE ABLE TO CONCENTRATE ON THE UPCOMING TRIAL. HE MADE US FEEL THAT WE WERE IMPORTANT TO HIM.

Robert and Margaret Rogerson

“ After suffering a catastrophic incident at the hands of an angry, out of control man, we were both left suffering physically, mentally and emotionally.

Our son advised us that we should consult a lawyer as our injuries were such that we were going to need financial help to pay for our medical issues.

By chance we picked Henry's name from a list of many and rang him and he told us that he would come and see us to discuss our situation.

From the moment he walked into our home we knew that we had made the right choice. From talking with him and telling him our situation we knew he was genuine and he had such understanding, empathy and warmth for us and he did not hurry or rush us in any way during that meeting.

We had faith that we were in good hands and it took all the stress from us so we were able to concentrate on the upcoming trial of the perpetrator. Henry made us feel that we were important to him.

We will never forget the kind, sincere way Henry and his staff treated us. We knew that if anyone could get us the financial help we needed, it was Henry.

It is impossible for us to express our overwhelming gratitude and appreciation for the settlement that was negotiated on our behalf and we are now able, thanks to him, to face the future without the uncertainty of financial ruin.

Without any awkwardness whatsoever, we can honestly say that we love this man.

Too often in life, you hear stories of people who have been let down by the system and it is extremely rare to meet someone who is the real McCoy. We are so lucky that we chanced upon a real McCoy and his name is Henry Carus.”

**A FINANCIAL SETTLEMENT CAN'T
TAKE AWAY THE 'LEGACY' OF THE
ACCIDENT - BUT IT SURE HELPS.**

Robert Mineo

Robert was involved in a nasty road accident when a truck failed to give way at an intersection. He was riding his motorcycle at the time and suffered a neck injury and fractures to both of his wrists. Robert suffered other injuries and the TAC agreed that he was entitled to a serious injury certificate and, with it, access to common law damages. The TAC obtained medical reports that downplayed the extent of Robert's injuries, which surprised Robert, but not us. We explained to Robert that with common law damages the TAC is acting as an insurer for the truck driver and would be seeking to minimise his compensation claim. We arranged for Robert to be seen by highly respected specialists, including ones used by the TAC for the care of some seriously injured people.

In the end, their views were very supportive and convinced the TAC that Robert was entitled to much more compensation than they originally considered.

“ I wanted to say a sincere thank you to you and your firm for the genuine hard work and diligence that was put into successfully concluding my case. Clearly, the outcome was nothing short of outstanding! A financial settlement can't take away the 'legacy' of the accident - but it sure helps. ”



WorkCover

Testimonials

Wayne Micallef

Wayne was involved in a high speed truck accident whilst at work. Another driver crossed on to the wrong side of the road and hit Wayne's vehicle, causing it to run off the road, hit a tree and trap Wayne inside the crushed cabin. Wayne suffered fractures to his knee and lower leg, had extensive surgeries, lengthy bouts of rehabilitation and return to work programs, but was eventually made redundant by his employer.

The claim was a no-brainer as the crash wasn't Wayne's fault. He was entitled to a WorkCover impairment benefit and the TAC awarded him a Serious Injury Certificate without contest. We pursued a common law claim under the TAC scheme for Wayne as it allowed him more scope to increase the potential amount of benefit he could claim. With a motor vehicle claim, the TAC has to take in to consideration how the injuries of the motor vehicle accident may compound any pre-accident injuries and to what degree that combination now affects a person's life.

The hurdle for Wayne's claim was that we had to prove he was entitled to a higher benefit for his leg injury as he had a pre-existing brain injury which affected some aspects of his life, including his ability to obtain employment in an open job market. We therefore had to obtain expert reports detailing the seriousness of Wayne's pre-existing injury and how both Wayne's leg injury and brain injury now affected his ability to obtain work and the impact these injuries will have on his lifestyle.

Wayne's matter went for six years but eventually settled at mediation with a very good result, obtaining almost three times more than expected. Here's what Wayne had to say about his matter:

THE OUTCOME I GOT AT SETTLEMENT WAS FAR MORE THAN WHAT I WAS EXPECTING, WHICH HAS ALLOWED MYSELF, MY WIFE AND OUR CHILDREN A BETTER FUTURE.

“ Having a workplace accident takes a major toll on yourself and family in many different ways. There are some physical injuries that can be initially obvious, but there are others that can develop in the future such as emotionally and personally. I had a workplace accident in 2011 but it took six years to resolve.

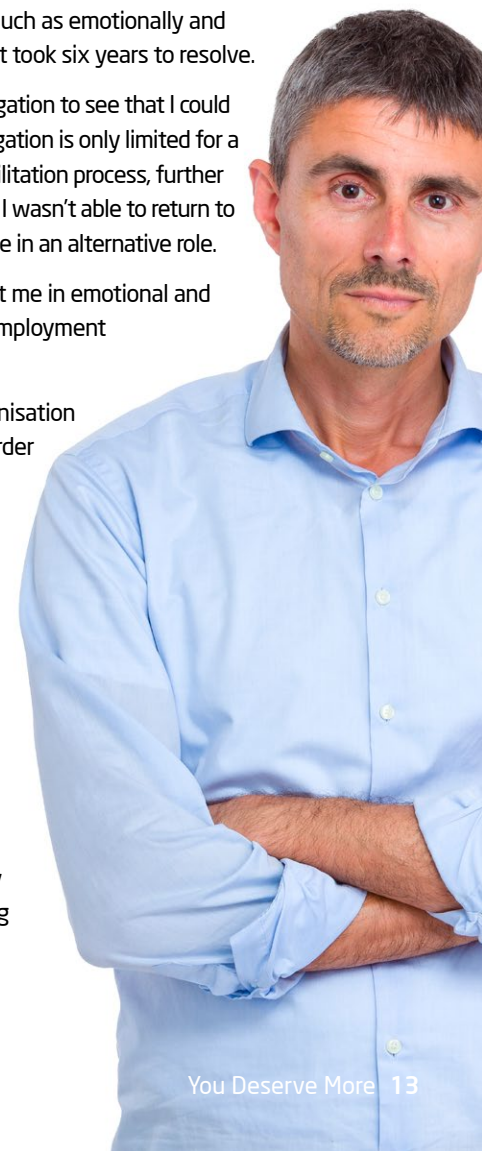
After my accident, my employer had a workplace obligation to see that I could return to work in some form of capacity and that obligation is only limited for a certain amount of time. I underwent a lengthy rehabilitation process, further surgeries and a return to work program. After all that, I wasn't able to return to my prior role and my employer was unable to place me in an alternative role.

My employer then terminated my position which left me in emotional and financial limbo and I was devastated. I had limited employment opportunities at that time and a family to care for.

I had a previous connection to the Henry Carus organisation which made my decision to approach Henry a lot harder in the sense that business and friendship at times does not work. But the professionalism of Henry Carus + Associates goes beyond what I could have imagined. I was kept up to date as much as possible, bearing in mind that this process can take many years to finally resolve itself. When I was getting discouraged with the how long this process takes, Henry would say to me 'time is your friend'.

I could not be more pleased with what Henry Carus and his team were able to achieve on my behalf. The outcome I got at settlement was far more than what I was expecting, which has allowed myself, my wife and our children a better future. Recommending Henry Carus + Associates is a no brainer.

We all do Deserve More. ”



HENRY AND RYAN HELPED ME THROUGH ONE OF THE DARKEST AND MOST STRESSFUL TIMES OF MY LIFE.

Sandra

“From my first meeting with you and Ryan, I knew I had made the right choice in you and your team of compassionate staff. No question I asked was silly. It was answered in a very professional easy to understand way. That's what I like.

You and Ryan took the time to explain my rights and what I'm entitled to as a worker. The pressure from work to return before I was ready added to more pressure. Henry explained my right as a worker.

Henry and Ryan helped me through one the darkest and most stressful times of my life. I say to anyone who needs help in fighting for what is right in compensation that I could not speak more highly of Henry Carus and Ryan. Thank you from the bottom of my heart.”

I AM VERY GRATEFUL FOR ALL THE ASSISTANCE AND PROFESSIONAL EXPERIENCE PROVIDED BY HENRY CARUS + ASSOCIATES ON MY WAY TO GAIN WORKCOVER COMPENSATION, AND THE SERVICE AFTERWARDS AS WELL.

Jianping Chen

Jianping, an older Asian woman, was injured very badly while working in a factory. The assembly line was too high for her and her employer addressed the issue by giving her a milk crate to stand on. One day while working on the assembly line she slipped off the crate and shattered her knee, never to be able to walk normally again. Trusting Henry Carus + Associates with her claim, we worked hard on our investigation and the company eventually accepted liability. We started with an offer of \$60,000 and ended settling at \$288,000.

“I am very grateful for all the assistance and professional experience provided by Henry Carus + Associates on my way to gain WorkCover compensation, and the service afterwards as well. The negotiation of the settlement amount took a very long time. They always started with a very low offer, yet after several times negotiating, my solicitor got me a very satisfactory result in the end. Thank you.”

ONE THING I ESPECIALLY LIKE ABOUT HENRY IS THAT HE IS VERY DOWN TO EARTH - A PEOPLE'S PERSON.

Elizabeth Fay

Elizabeth suffered a fractured ankle after falling from a ladder at work. During her treatment and recovery, it became clear that Elizabeth had a complicated injury which did not heal well. She was left with chronic pain and reoccurring problems and the increased possibility of arthritis in the future. Every aspect of her life was affected including her ability to work. We settled Elizabeth's claim for her pain and suffering, the loss of the job she loved and her inability to return to the workforce - all achieving a great outcome.

“Henry and his crew have been fantastic to deal with - kind and extremely supportive. One thing I especially like about Henry is that he is very down to earth - a people's person. So once again, thank you Henry Carus + Associates.”

Danny Dutton

Danny fell through a hole in a concrete roof at his work and sustained a serious injury from the fall. He required surgery to his arm and had ongoing problems with day-to-day life and work activities. After the accident in 2006, he attempted to handle his claim with WorkCover himself but, found the WorkCover insurer unwilling to approve the additional medical treatment that he needed. He came to Henry Carus + Associates for help. Despite the insurer denying liability and blaming Danny for the accident, we were able to negotiate a fair settlement without having to proceed to court.

“I now have a settlement that I am very happy with. I am extremely grateful to Henry and I have to say that Henry and his experienced team did all of the hard work and at no time did I feel burdened or have any angst, nor did I have any concerns. Henry and his team were concerned about my welfare and obtaining a highly desirable outcome for me which they did with the utmost of integrity and professionalism.”



Public Liability Testimonials

Trevor McMaster

Trevor suffered a serious injury to his right hand at home. He came to our office after seeing two other personal injury solicitors who told Trevor he had no claim. We disagreed and won Trevor a settlement sum of \$160,000.

“I will always smile when I think of the day that I stumbled across you. You are the total opposite of the first two lawyers that fobbed me off, and I can only assume that you must have missed the ‘how to be heartless’ semester at law school!

You have transformed my darkest moment into a positive future for not only me, but my wife and kids too. Your genuine caring nature and professional knowledge are a very powerful combination that will undoubtedly improve the lives of many more people to come.”

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IT WAS ALWAYS VERY PLEASANT TO
DEAL WITH HENRY CARUS + ASSOCIATES.
ANY QUESTION OR ISSUE WAS SOLVED
IN A PROFESSIONAL MANNER.

Nina Kogan

When Nina had a fall at a medical practice in Melbourne, her life changed forever. She was attending the clinic to get a hearing check but stumbled on an unmarked rise in the floor level, fracturing her left arm and leg. Nina was 74 at the time of the accident but was a very active and capable person. Her injuries, however, resulted in her having to severely restrict all aspects of her life. She also had medical bills starting to flow in and the costly need for attendant care assistance. After reviewing her case details, we decided she had a solid claim. The Defendant's insurance solicitor took a very strong defence of the claim at first on the basis that no one else had fallen at the clinic before. Their view of the matter only changed when we asked them to attend the accident site to witness what we had seen at the outset. Meaningful negotiations then followed. Nina received a lump sum of \$135,000 in compensation to reflect the level of her injuries.

“ I would like to emphasise how well Henry Carus + Associates took care of me and how they paid special attention to my circumstances. It was always very pleasant to deal with Henry Carus + Associates. Any question or issue was solved in a professional manner. Whenever we had any concerns, my son called the solicitor and got clarification every time. I would definitely recommend Henry Carus + Associates to others who may find themselves in a similar situation. ”



Betty Rose

“ Thanks go out to Henry and his whole team for the great work done on mum’s case. The whole crew were easy for mum to understand. Every step was explained to her along the way.

I spoke to Henry personally during the case, as well as speaking to Eliza. They were great - like old friends. Good to have someone on board who could communicate in basic everyday English rather than legal language.

I have gone through a long compensation claim myself so understand.

The outcome of the case was far in excess of what my mum expected, which has allowed her to go on in later stages of life in a financial, comfortable way.

I hurt of my knee the other week and the first thing I thought of was Henry Carus. Knee has come good now though.

Absolutely would recommend HCA if we needed assistance again and would recommend to friends and family. ”



Vonda Allen

“ My claim was very complex and difficult as I already had an existing lower back injury dating back 20 years, while my age and osteoarthritis were other factors that I had to consider. I had an offer from the company where my fall happened. It was very low and I would have only received about \$1000.

My son told me to go and see Henry Carus + Associates. It was the best thing I ever did. On my first visit to his Brighton office, I showed him my letter of offer. He smiled and said I can do a lot better than that. He did in fact do just that - 76 times over! This was due to Henry’s outstanding professional attitude and his experience in dealing with complex cases.

I would recommend anyone who need to seek advice due to an injury to see Henry Carus + Associates. Henry has a proven track record of getting excellent results for his clients. His staff are simply the best, so helpful and friendly, just like one big happy family. I am truly blessed to know them.

The doctors that Henry sent me to were very experienced. The specialists were extremely thorough and did all sorts of tests. My injuries are permanent and will over time need surgery, but thanks to Henry I can now pay for it. ”

HENRY HAS A PROVEN TRACK RECORD OF GETTING EXCELLENT RESULTS FOR HIS CLIENTS. HIS STAFF ARE SIMPLY THE BEST, SO HELPFUL AND FRIENDLY, JUST LIKE ONE BIG HAPPY FAMILY.

Medical Negligence Testimonials

Danny Hae Hae

“ Two points to consider when it is time for you to find a law firm to assist you with your claim.

Point #1... When a doctor or nurse wakes up in the morning, he/she think 'I am going to try my best to help my patients today'. When a Personal injury lawyer wakes up in the morning, he/she thinks 'I am going to try my very best to make sure the plaintiff (you) has the worst day ever and gets as little benefit as I can'. They are more than happy to take 100% of the blame on behalf of their client (the defendant) for injury caused. But they will argue strongly on what the compensation should be.

Point #2... The 'Life changing' injury you sustained will require your full attention with... Recovery, rehab, specialist appointments and so on. If you have a 'below standard' law firm representing you, the strain on your health will be in greater jeopardy.

Mr Carus assisted me with my case (2016-2017). He has a very competent staff. He has strategically recruited lawyers who have worked as 'Defence Lawyers' and therefore have an inside knowledge on how the 'Other People' will counter attack your claim. His list of medical specialists are of the highest grade. Pain Specialists, Psychologists, OT's and so on. You got the feeling that your case was getting stronger and stronger as the 'Carus team' built up your case for you. I am very thankful for all they have done. ”

YOU GOT THE FEELING THAT YOUR CASE WAS GETTING STRONGER AND STRONGER AS THE 'CARUS TEAM' BUILT UP YOUR CASE FOR YOU. I AM VERY THANKFUL FOR ALL THEY HAVE DONE.



Mandy Mandy

“Absolutely cannot recommend this firm enough. Caring attitude, high level knowledge of the law and exceptional commitment to their clients makes for a winning combination. I would have to say that litigation is not something to ever enter into lightly, but with this firm, you are in excellent hands. Thank you Henry and Michelle.”

Sharon Mountain

“I found Henry Carus when I was looking for a lawyer to help my son with his medico-legal claim. I was initially guided by the Testimonials I saw online, but there were backed up by a work colleague, who knew of them firm.

Our association has been lengthy, just over four and a bit years, but the team headed by Michelle, worked very hard to achieve a good outcome for my son. The work and investigations were thorough, with no stone being left unturned, and the end result was an out-of-court settlement which will enable my son to make his life more comfortable. The inevitable frustrations and fears you have, as a Plaintiff, were never dismissed and it really felt like all involved cared about my son and our family.

I would not hesitate to recommend Henry Carus and Associates - everyone we dealt with from first contact with Henry Carus was approachable, honest, friendly and caring.”

EVERYONE AT THE FIRM IS VERY
PASSIONATE ABOUT THEIR CAREER
WHICH MAKES IT A VERY COMFORTABLE
AND TRUSTWORTHY ENVIRONMENT.

Sienna Marcianti

“Henry Carus and Associates have changed my life in the best way possible. After several law firms turning me away and telling me I didn't have a case, HC&A told me I DID have a valid case and they fought for it as hard as they could.

Therefore, I am very happy with my outcome.

Everyone at the firm is very passionate about their career which makes it a very comfortable and trustworthy environment. They are also easy to talk to and very understanding.

I have to give a huge and special thanks to my medical negligence lawyer Michelle Dubrava who fought tooth and nail on my behalf. Without her, I definitely wouldn't have succeeded the way I did. She is the most compassionate person I have ever met. She is also fantastic at clarifying things (regarding law and medical negligence) that may be difficult for the average person to understand.

I'm very grateful for Henry Carus and Associates and if anyone needs to ever seek medical negligence advice, I would never hesitate to recommend them.”



Our Values

At Henry Carus + Associates:

- ☐ We are focussed on our clients and place them at the centre of everything we do.
- ☐ We take the time to learn about each client so that we can appreciate their personal needs and circumstances.
- ☐ We understand how important it is to be available for our clients in whatever manner they may need to contact us.
- ☐ We do not make promises we cannot achieve - instead we regularly achieve outcomes that far exceed our clients' expectations.
- ☐ We leave no stone left unturned to ensure that we achieve the best possible outcome for our clients.

We summarise all of these values as simply...

YOU DESERVE MORE™

Our Services

Henry Carus + Associates specialises in:

- ☐ Compensation Claims
- ☐ Public Accidents
- ☐ WorkCover Accidents
- ☐ Road Accidents / TAC
- ☐ Personal Injuries
- ☐ Slips, Trips & Falls
- ☐ Medical Negligence Claims
- ☐ Birth Injury Claims
- ☐ Superannuation Claims
- ☐ Insurance Claims
- ☐ Defective Product Claims

We make sure that our unique experience, knowledge and insight are on your side - enabling us to deliver the best possible outcome **TO YOU**.

Our Promise

**At Henry Carus + Associates,
we promise you “No Fee Until You Succeed”.**

This includes:

- ☐ No fees until we are successful for you.
- ☐ No upfront costs to you.
- ☐ No need to pay any amounts along the way.
- ☐ No Credit Debt arrangements to finance disbursements.

Put simply, if we believe we can succeed for you, you do not have to take on any financial risks in engaging our services.

IF THERE IS NO WIN, THERE IS NO FEE TO PAY

Our first goal is to make sure we win your compensation case for you.

Our second goal is to maximise the outcome – achieve the best result – as you will have only one opportunity to obtain all the compensation you deserve.

So, no matter what it takes, how long we need to work, or how complicated the issue is, we never charge a single cent until we achieve that excellent result and the settlement money is deposited into your bank account.

That means no big bills to pay along the way. In fact, when a case is successful, the losing party will pay most of the fees, with the remaining amount coming from the final settlement figure.

You could say it's a win-win whichever way you look at it.

DISCLAIMER

WARNING – THIS GUIDE CONTAINS GENERAL ADVICE OR INFORMATION ONLY

The information in this Guide is general information only and has been prepared without taking into account your personal situation or needs. You should consider any advice in this Guide in light of your own personal matter before acting on the advice or information given. More importantly, you may wish to consult with a personal injury lawyer before relying on any advice or information in this Guide.

If you, or someone close to you, have been involved in a motor vehicle accident, work place accident or public accident, then we strongly recommend that you seek the advice of a specialist personal injury lawyer. Neither Henry Carus + Associates nor the author, Henry Carus, take any responsibility for any decision you may make acting on the advice or information given in this Guide, unless you decide to consult our firm and obtain such advice and information that we say would be helpful to your specific situation.

MELBOURNE

Level 11, 607 Bourke Street
Melbourne VIC 3000

Level 3, 607 Bourke Street
Melbourne VIC 3000

Level 2, 607 Bourke Street
Melbourne VIC 3000

BRIGHTON

6/2-8 St Andrews Street
Brighton VIC 3186

BOX HILL

Level 2, 990 Whitehorse Road
Box Hill VIC 3128

MALVERN EAST

Chadstone Shopping Centre
Tower 1, Level 8, 1341 Dandenong Road
Malvern East VIC 3145

ALTONA

Level 1, 92 Railway Street South
Altona VIC 3018

SUNSHINE

Level 5, 12 Clarke Street
Sunshine VIC 3020

DANDENONG

Level 2, 311 Lonsdale Street
Dandenong VIC 3175

 HENRY CARUS
ASSOCIATES
PERSONAL INJURY LAWYERS

YOU
DESERVE
MORE

9001 1318

hcalawyers.com.au

MELBOURNE + BRIGHTON + BOX HILL + MALVERN EAST + ALTONA + SUNSHINE + DANDENONG

