ACC Accreditation Programme

The University of Auckland have been a member of the ACC Accredited Employers Programme for a number of years. This means that The University of Auckland is responsible for the management and costs associated with all workplace accidents.

We have appointed WorkAon to assist manage our claims and to liaise with injured employees, their supervisors, and employee representatives. Our case managers can be contacted on 0800 185 400.

Injuries arising from non-work activities will be managed by ACC.

What should I do if I have a Workplace Injury?

Follow the health & safety procedures determined by your health & safety committee and management.

Make sure you receive first aid and treatment from a qualified treatment provider as soon as possible.

Report the incident to your supervisor and ensure an incident/accident report is completed.

How do I make a claim?

When you visit the first treatment provider (Doctor), you must complete an accident claim form (ACC 45). On this form you will need to record your employer’s name as “The University of Auckland” and tell the treatment provider to send the claim form to WorkAon. Staff ID cards have been printed to remind you and inform your treatment provider where to send the claim form.

What happens to my claim?

For all work-related claims a claim form or incident/accident form will need to be completed to confirm the injury as being work related.

WorkAon is required to let you know whether your claim has been accepted within 21 days. This decision will be communicated in writing to you and your manager.

Where WorkAon needs additional information to make a decision on your claim, they may request additional information. This may mean sending you to a medical specialist for a more in-depth assessment (at our cost).

An assessment may be required to assess your ability to continue in your current job and/or your ability to do another job. You are entitled to have an independent person support you during the assessment, and will be given a copy of any reports produced.

For certain types of complex claims WorkAon may take two months to issue a decision. These types of claims typically include:

- Work related gradual process (eg Occupational Overuse Syndrome)
- Work related disease or infection.

In all cases WorkAon will be relying on medical opinion to make decisions on whether your claim will be accepted.

What happens if I cannot work?

If your claim has been accepted and your injury means that you cannot go back to work immediately, WorkAon will liaise with payroll to ensure weekly compensation is paid (100% of your normal wage).

If your claim has not been accepted and you cannot go back to work, you should contact your case manager, and supervisor to determine what can be done to assist you.

Your case manager will be keen to speak with you, and your supervisor to develop a plan to assist you:

- recovering from your injury to the maximum extent possible return to your normal duties
- regain the ability to work

What am I entitled to?

When you are injured WorkAon will advise you of your entitlements. If you are unsure, talk to a case manager.

Treatment

Treatment provider costs, e.g. doctor consultation
Emergency transport for treatment
Reimbursement of treatment related costs, e.g. travel costs

Compensation

Earnings related compensation, eg 80% weekly compensation
Independence allowance for permanent disability
Death benefits including funeral grants and survivor grants

Rehabilitation

Vocational assistance to help you regain your capacity to work
Support for Independence
Case Management to achieve optimal recovery

Code of Rights

A Code of Rights applies to all individuals who make a claim for an accident related injury. This Code requires WorkAon, The University of Auckland and ACC to treat you with respect, and manage your claim in a professional manner. A copy of the Code can be viewed at acc.co.nz

If you feel your rights have been breached, you should contact our Complaints Manager who will investigate your concern.

What if I disagree with a decision on my claim?

You can ask for any decision on your claim to be reviewed. To seek a review you must make an application to WorkAon in writing within 3 months of the decision being made. If WorkAon disagree with your application for review, the file will be sent to an independent reviewer for a formal review hearing.

Complaints & Disputes Manager

Our Complaints & Disputes Manager is Andrew Phipps.
Workplace Accident Injury Management

All workplace accidents will be managed by The University of Auckland through membership of the ACC Accredited Employers Programme.

WorkAon will be managing our claims and can help you with any concerns.

WorkAon case managers can be contacted on 0800 185 400.

Checklist

Have you seen a treatment provider (Doctor) for a work related injury?

If so …

1. Give a copy of the ACC 45 form that you received from your treatment provider to your supervisor or payroll manager.
2. Complete an incident/accident report and/or an accident claim form.
3. If your doctor refers you for further treatment, you should contact WorkAon for prior approval before incurring additional costs.
4. If you are unfit for work it is important that you maintain regular contact with your supervisor and WorkAon case manager. They will assist with your rehabilitation and your return to work.
5. If you have any concerns or issues regarding the handling of your claim, contact your case manager in the first instance.

Workplace Accident Injury Management

An explanation of how workplace accidents will be managed for The University of Auckland employees

Aon New Zealand
WorkAon Division
Phone Toll Free 0800 185 400

Offices in: Whangarei • Auckland • Hamilton • Rotorua • Dannevirke • New Plymouth • Hastings • Palmerston North • Wellington • Nelson • Christchurch • Dunedin