

# The range of help available from the University of Otago and work related injury entitlements

THE ASSISTANCE YOU OR YOUR FAMILY RECEIVE FROM THE UNIVERSITY WILL DEPEND ON YOUR INJURY AND SITUATION

## Treatment

### What help can we provide?

Treatment costs	Payment of a range of treatment costs, including visits to a GP and other health professionals such as physiotherapist, dentist, specialist, surgery, x-rays etc. In most cases the medical provider who treats you will claim expenses for your medical treatment directly from the University of Otago. If you have paid the account yourself, you may use the receipt to claim the cost of the treatment back from the University of Otago.
Prescription medicine	Reimbursement of cost for medication prescribed for your injury.
Ambulance and emergency care	Full payment of ambulance service fees and emergency care at a public hospital.

## Managing at home

Home Help	Help with general housework such as cleaning, vacuuming, laundry etc.
Attendant care	Help with personal care such as showering, bathing, dressing etc.
Childcare	Help looking after children, including taking them to and from school.
Equipment	Personal aids to help you cope better at home eg shower stool, kitchen trolley etc.

## Your work situation

Weekly compensation	Weekly compensation will only be paid while you have a current medical certificate from your doctor saying that you are unable to work. Weekly compensation for work-related injuries will be paid at 100% of your average gross weekly earnings. Please note that if your claim was being administered by ACC then ACC would only pay 80% of your average wage/salary.
Vocational Rehabilitation plan	Following consultation with you, your department, your medical provider and the Health & Safety Office a Rehabilitation Plan will be completed. This plan may include guidance on gradual return to work, alternative duties, and retraining/upskilling if necessary.

## Transport

Travel subsidy	Payment towards public or private transport costs to and from work or treatment will be considered.
Accommodation	Help with accommodation costs for out-of-town treatment.

## More serious injury

Lump sum payment	A tax-free, one-off payment for permanent impairment resulting from injury.
Car and home modifications	Contribution to cost of car modifications and home modifications such as ramps, widening doors etc.

## Private Hospital Treatment

Funding	The University of Otago can consider funding for private hospital treatment. The University must approve in writing any private hospital treatment before it can be carried out. The University of Otago is unable to pay for this treatment if prior approval is not given.
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**Code of claimant's rights:** This code is about how the University works with claimants. It describes claimants' rights and the University of Otago obligations. Please see reserve of this form.

**Important note:** This is a summary of the entitlements the University of Otago may offer but actual entitlements will depend on individual circumstances. Please contact [acc@otago.ac.nz](mailto:acc@otago.ac.nz) to determine individual needs and eligibility.

# Code of Claimant Rights

## The spirit of the University of Otago Code of Claimant Rights

This University of Otago Code encourages positive relationships between the University of Otago and claimants. For the University of Otago to assist claimants a partnership based on mutual trust, respect, understanding and participation is critical. Claimants and the University of Otago need to work together, especially in the rehabilitation process. This Code is about how the University of Otago will work with claimants to make sure they receive the highest practicable standard of service and fairness.

### The Rights:

- ..... You have the right to be treated with dignity and respect.
- ..... You have the right to be treated fairly, and to have your views considered.
- ..... You have the right to have your culture, values and beliefs respected.
- ..... You have the right to a support person or persons.
- ..... You have the right to effective communication.
- ..... You have the right to be fully informed.
- ..... You have the right to have your privacy respected.
- ..... You have the right to complain.

### The Process for raising concerns and lodging complaints:

If you are concerned about the service you have received:

