

Review process

If you disagree with any decisions made by the University of Otago's Case Management team, you have the right to ask for this decision to be reviewed. A review request should be submitted in writing within three months of the date of the decision to the Health and Safety Office. The Case Management team will meet with you to discuss your concerns. If the issue(s) remains unresolved, the decision will be reviewed by the University of Otago Disputes Manager – the Director of Human Resources. If you are still unhappy, you have the right to ask for an external party to review the decision. Full details of this process are available from the Health and Safety Office.

The process for raising concerns and lodging complaints

If you are concerned about the service you have received:

- Raise your issue with a member of the Case Management team.
- The University of Otago will work with you to resolve your concerns.

if you are still not satisfied

- Make a complaint to the Director, Health and Safety (orally or in writing).
- Your complaint will be acknowledged by the University of Otago in writing.
- Your complaint will be investigated.
- A decision will be issued in writing: this may include remedies.

The spirit of the University of Otago Code of Claimant Rights

The 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.

Contact information

Health and Safety
Email acc@otago.ac.nz
Tel 03 479 5034

otago.ac.nz



ACC Accredited Employer Programme



What is it?

This ACC-initiated programme is between the University of Otago and those directly employed by the University of Otago.

The ACC Accredited Employer Programme allows the University of Otago, as an accredited employer, to act as an agent of ACC. Entitlements are provided under the Accident Compensation Act 2001 in relation to work-related personal injuries and illnesses caused by an accident (as defined by the Act). The programme encourages employers to take responsibility for:

- Workplace health and safety.
- Injury management, which includes rehabilitation.
- Claims management of employees' work injuries.

In doing so, the programme allows the University to:

- Respond quickly to support employees suffering a personal injury caused by an accident at work.
- Continue to raise the level of workplace health and safety management and participation.

The programme has three levels of operation – primary level, secondary level and tertiary level (the highest level). The University of Otago is audited annually by an external ACC-approved auditor to remain in the scheme. ACC also audit the maintenance of files and entitlement provisions to ensure compliance with the legislative requirements.

What are my responsibilities?

If you sustain an injury, near miss or property damage, an injury/incident report will need to be completed in Vault, the University incident management system. This can be accessed online at otago.ac.nz/healthandsafety

Reporting the incident is an important part of the ACC process - please record your event as soon as possible. If you are unsure or unable to record your event, contact your DHSO, Manager or the Health and Safety team.

Changes to who manages the process?

University of Otago Occupational Health Team now manages your claim in partnership with Gallagher Bassett. GB manages the administration and provides the claims management system. The Occupational Health Team will provide you with support and on-site case management when required.

Contact Gallagher Bassett on 0508 333 999 or via email: sharedemployers@gbtpa.co.nz

Contact the ACC team via email: acc@otago.ac.nz

What do employees of the University of Otago need to know?

When you join the University, you will be provided with an accident insurance staff identification wallet card. If you have a work-related injury or illness while employed by the University of Otago and seek treatment from a health professional (doctor, physiotherapist, etc.) please show this card to the treatment provider. The treatment provider will then know to forward the relevant information directly to the University of Otago, not ACC. If you do not have a card, contact your DHSO or the Health and Safety team.

Will my entitlements be the same?

The University is required to meet the ACC legislative entitlement and cover provisions, however the University will also pay your surcharge costs for ACC-approved treatment providers such as physiotherapy and doctor visits on a work-related claim.

For further details about the ACC Accredited Employer Programme: otago.ac.nz/healthandsafety

What about an injury that has happened away from work?

Your claim will be managed by ACC who will work with you and include the Health and Safety team and your manager where appropriate. If you need assistance, please email ohn@otago.ac.nz or contact the Health and Safety Office (03 479 5034).

More information about ACC entitlements: acc.co.nz

Pain and discomfort

The University's Occupational Health Team is available to assist in identifying and managing workplace factors that can contribute to pain and discomfort. This can include workplace assessments and the funding of short-term treatment. Pain and discomfort do not always fall into the category of an injury under ACC legislation and therefore may not be eligible for ACC cover. Regardless of cover, we encourage early reporting and intervention so that we can prevent pain and discomfort at work. If you seek medical attention from a treatment provider, an ACC claim may be submitted and this will be assessed in accordance with ACC legislation.

Privacy

The University of Otago is committed to maintaining the privacy of personal information and adhering to the principles of the Privacy Act 2020. Your information is also covered by the Health Information Privacy Code 2020 which imposes strict requirements concerning the collection, use and disclosure of personal information.

