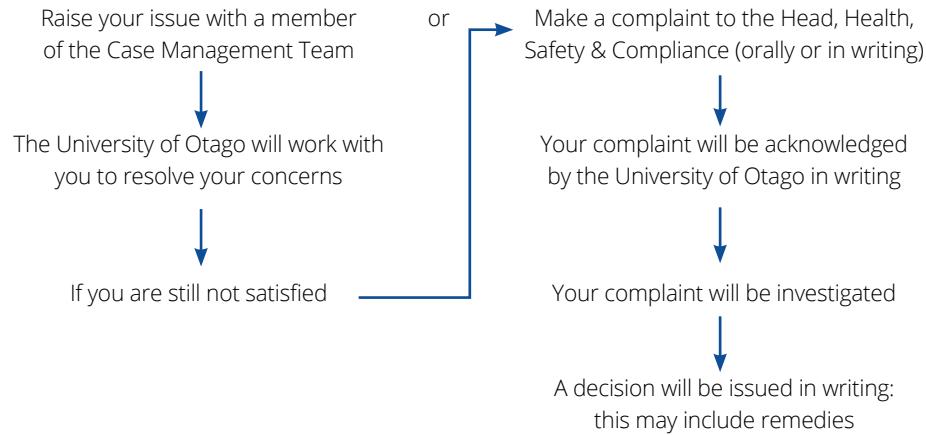


The Process for raising concerns and lodging complaints:

If you are concerned about the service you have received:



What about an injury which 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 phone Cath Logan (03 479 5034) or the Health & Safety Office (03 479 4903).

More information about ACC entitlements can be located at acc.co.nz



ACC Partnership Programme



The ACC Partnership Programme

What is it?

The Partnership, relating to this ACC initiated programme, is between the University of Otago and those directly employed by the University of Otago.

The ACC Partnership Programme (ACC PP) 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 ACC PP encourages employers to take responsibility for:

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

In doing so, the ACC PP 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 University of Otago entered the ACC PP in August 2000, following the successful completion of an audit by an external independent auditor. 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.

Who manages the programme?

The University of Otago's Case Management Team effectively operates as an ACC branch for staff with work related personal injury or illness. Claim decisions, entitlement approval along with ensuring the provision of rehabilitation planning and support are all administered by the team.

If you disagree with any decisions that the University of Otago's Case Management Team make then you have the right to ask for this decision to be reviewed. A review request should be submitted in writing within 3 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) remain unresolved the decision will be reviewed by the University of Otago Disputes Manager, Kevin Seales. 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.

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 Partnership Programme (ACC PP) go to: acc.co.nz

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.

