

A day in the life of a Treatment & Support Assessor - Claims



Role purpose: As a Treatment & Support Assessor, you play an important role in helping injured New Zealanders access the treatment and support they're entitled to. You'll assess treatment and support requests, apply ACC legislation and policy, and make clear, fair decisions, all while keeping the client at the centre of what you do. This is a role that combines customer conversations, critical thinking, and empathy, with strong support and guidance as you learn and grow.

Each day brings variety, but you can expect to:

You'll review treatment and support requests and decide whether they meet ACC's eligibility criteria. This includes, assessing treatment and support requests, applying ACC legislation, policies and decision-making frameworks, using sound judgement to make accurate, consistent decisions, seeking guidance from your team or subject-matter experts when needed.

Talking with customers: After your training is complete, you'll regularly speak with customers to explain decisions and next steps. This includes, having phone conversations with customers about their treatment or support, clearly explaining outcomes, including straightforward and complex declines, listening with empathy and responding in a calm, respectful way and helping customers understand what support they are eligible for.

Working across systems: This is a phone-based, digital role that requires focus and accuracy. You will be working across multiple systems and screens, reviewing information, recording clear case notes, and updating customer records, requesting additional information and supporting the preparation of letters and approvals and ensuring privacy and accuracy at all times.

Working as a team: While you manage your own work, you're part of a wider team supporting recovery which means, collaborating with colleagues to ensure consistent decisions, asking questions, sharing knowledge and learning from others, supporting a positive, inclusive team environment and contributing to continuous improvement of how ACC supports customers.

Supporting Recovery: Every decision you make plays a part in someone's recovery journey. You are helping people access the right treatment at the right time, supporting positive recovery outcomes, balancing individual needs with the sustainability of the ACC scheme and making fair, transparent decisions that customers can understand and trust.

What Makes This Role Rewarding: People in this role often say it's rewarding because:

- You make a real difference in people's lives
- Your work has purpose and impact
- You develop strong communication and decision-making skills
- You're supported with training, coaching and clear frameworks
- You're part of a values-driven organisation focused on care and fairness
- You will complete a thorough training induction to carry out the above role

Who is this role great for?

People who:

- Enjoy problem-solving and decision-making
- Are confident having phone-based conversations
- Can explain information clearly and professionally
- Are empathetic but comfortable applying policy and boundaries
- Like structure, accuracy and working to guidelines
- Are resilient and able to support people during challenging times