





# Changing how we work to support our clients better

Information for employers



← MyACC: an online tool for clients to manage their claim →

## Matching clients' needs to the right level of support

	Recovery Teams			
				
<b>Enabled Recovery</b> Mostly self-managing	<b>Assisted Recovery</b> Our people: Recovery Assistants	<b>Supported Recovery</b> Our people: Recovery Coordinators	<b>Partnered Recovery</b> Our people: Recovery Partners	
<p>Clients use MyACC as the main way to manage their recovery needs by choosing services and checking in on progress online.</p> <p><i>Example: an office worker with a fracture who can still work most of the time. The client's employer works closely with them to plan their return to work.</i></p>	<p>A team is available for clients who need some support to manage their recovery. A team member will check on progress at key milestones.</p> <p><i>Example: a teacher with a dislocated shoulder who needs rehabilitation to support recovery, or clients with longer term complex, yet stable needs. A Recovery Assistant will be in touch with the client's employer to plan their return to work.</i></p>	<p>A dedicated Recovery Coordinator is available to provide 1:1 support for clients who face a more complex recovery.</p> <p><i>Example: a farmer with a disc prolapse who needs multiple services to support recovery. We will help manage multiple providers and a challenging work environment. A Recovery Coordinator will work with the client and their employer to meet the client's needs and recovery plan.</i></p>	<p>A dedicated Recovery Partner is available to provide 1:1 support for clients who need our expertise to help them manage their injury or recovery.</p> <p><i>Example: a client with paraplegia who needs our expert support coordinate specialised services. This may continue for an indefinite period. We will work with the client and their employer to agree involvement in their recovery.</i></p>	

## Administration: specialised support for all teams

← Clients transition between teams as their needs change →

# Our clients are at the heart of what we do



## Why we need to change

Clients expect **digital** self-service options  
 We had **complex** case management processes  
 Claim volumes are rising



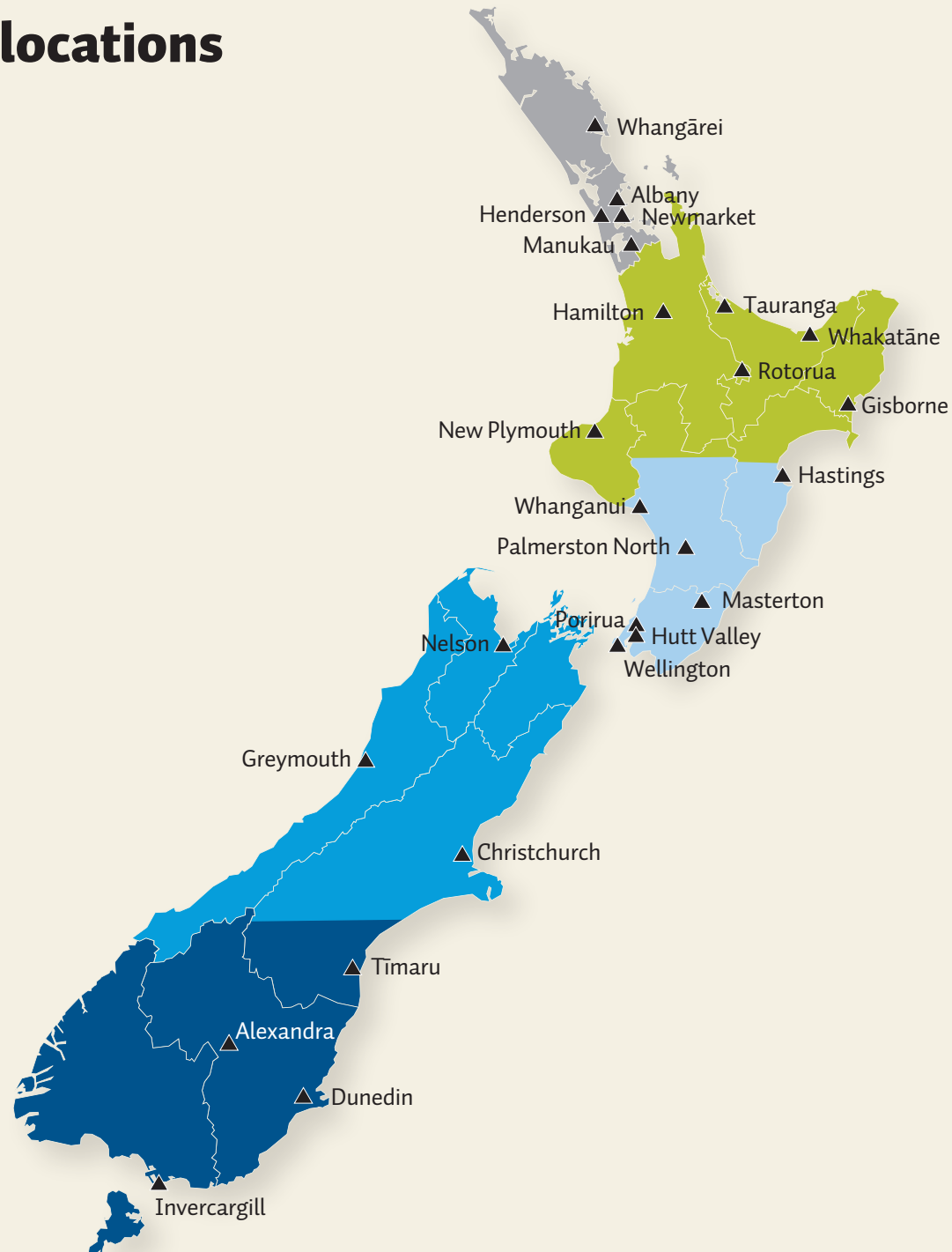
## Our new approach

Clients can access support and information **online**  
 We're **easier** to deal with  
 We provide **more consistent** service and decisions



<h3>Tama's story</h3>	<p>Tama dislocated his shoulder lifting a box at work</p>	<p>The urgent care doctor lodged an ACC claim through their medical system</p>	<p>While at the pharmacy he receives a text with ACC approval and registration details for MyACC</p>	<p>Tama registers online and requests weekly compensation and some equipment to help at home</p>	<p>An ACC team member calls, helps him build a recovery plan and gives him the extra support he needs</p>	<p>Tama eases back into work gradually</p>	<p>He regains strength and movement</p>	<p>Tama's now back at work full-time again</p>
<h3>Tama's employer</h3>	<p>Tama reports his injury to his manager</p>	<p>Tama's manager notifies payroll of his injury</p>	<p>As Tama injured himself at work, we send a decision letter to his employer</p>	<p>To calculate Tama's weekly compensation, we'll work directly with IRD</p>	<p>Tama lets his employer know he's receiving weekly compensation</p>	<p>Tama and his employer work together to support his gradual return to work</p>	<p>Tama's employer can call our Assisted Recovery team at any time for advice</p>	<p>We call Tama's employer to confirm Tama's plans for returning to work</p>
<h3>Our new and improved approach</h3>	<p>We receive Tama's claim electronically from the doctor</p>	<p>We quickly accept it and send a text notification to Tama</p>	<p>We receive Tama's online request for support, then check and approve them. We update the status in MyACC, including the payment date</p>	<p>Tama logs into MyACC to check what day he will receive his weekly compensation</p>	<p>It's time for us to check in with Tama. We call him to check he has what he needs and develop his recovery plan together</p>	<p>Tama contacts us by phone or via MyACC</p>	<p>Tama's due to return to work full-time. One of our Recovery Assistants gives Tama a call to check in. Recovery is on track and going well</p>	

# Our teams and locations



## ROLLOUT TIMELINE

- September 2019:** Dunedin, Timaru, Alexandra, Invercargill
- February 2020:** Hamilton, Tauranga, Whakatāne, Rotorua, Gisborne, New Plymouth
- March 2020:** Christchurch, Nelson, Greymouth
- April 2020:** Manukau, Auckland, Albany, Henderson, Whangārei
- June 2020:** Wellington, Hastings, Palmerston North, Hutt Valley, Masterton, Porirua