

Hearing your voice

– the Customer Advisory Programme

Your guide to joining the Customer Advisory Panel for **Serious Injury**

Why join ACC's Customer Advisory Panels (CAP)?

What does ACC do?

ACC is a unique organisation. There's no other place with the same purpose in New Zealand, or the world!

ACC's core focus is to prevent accidents from happening, and when they do, reduce the impact of injury. The ACC Scheme is built around prevention, rehabilitation and compensation - all of which work together to help people return to work and everyday life as fast as possible following injury.

One of ACC's strategic objectives is to deliver change that puts the customer* at the heart of everything it does and to improve the outcomes and experience of all of its customers. As part of its transformation project, the Customer Group was created in 2015 in order to help realise this objective through the eyes and experience of its customers.

The Customer Group's primary responsibility is to support genuine engagement between ACC and its customers and stakeholders to achieve positive outcomes for all New Zealanders.

*When ACC refers to its 'customers' this includes all of ACC's claims clients, business customers, providers and the community as a whole

What other teams form the Customer Group?

- Customer Insights and Experience
- Cultural Capability
- Injury Prevention
- Workplace Safety
- Communications and Engagement
- Strategy, Policy & Research



“Knowing that my injury experience is helping better the experience of others is extremely rewarding.”

ACC Customer Advisory Panelist 2016

Where does CAP fit?

CAP exists to ensure that ACC genuinely listens to the voices and stories of its customers – especially its most vulnerable clients including those who are seriously injured.

The CAP panels form part of a wider eco-system of customer insights also which include:

- Customer Analytics
- Customer Feedback and Experience Design
- Customer Research

As part of this Customer Insights and Experience team, the insights provided by the CAP panels can be compounded and enhanced in order to ensure that the most compelling story is heard by ACC and acts as a catalyst for positive change.

How does CAP do this?

Through trusted representatives of client voices accessed via established client networks across NZ, we translate our client stories into propositions which the business can understand, in order to affect meaningful change.

What does CAP do?

- Identifies issues and barriers to better outcomes for our clients
- Evaluates service solutions
- Co-designs new services and products
- Acts as a conduit to customers who can participate in co-design
- Tests and validates problems identified by ACC regarding customer needs and issues

How does the Expression of Interest process work?



You are invited to express your interest in a position on our Customer Advisory Panel - Serious Injury.

If you are interested, you'll be asked to express your interest by sending the completed EOI application form (page 9 and 10 in this document) and a brief cover letter telling us why you want to come on board and return it to us using the stamped addressed envelope provided or by emailing it to us at CustomerAdvisoryProgramme@acc.co.nz by 4.00 pm on 30 March.

Initial assessment of applications will be based on demonstration of the skills, experience and competences required for each role, outlined on page 6 and 7 of this document.

The Expression of Interest process will commence on 2 April.

Following initial assessment, applicants may be required to attend an interview if further assessment is necessary.

Successful applicants will be notified by 25 May.

What we'll be looking for?

Network Connectedness

Any networks represented on the panels must have a strong focus on serious injury. Members must be able to demonstrate their connectedness with their network and their ability to gather customer insights and experience unique to their network.

Client Representation

Members who represent their own unique experience as a customer will be able to provide insights and be able to contribute from a family/whanau/support perspective.

Cultural Representation

Members representing cultural networks must be able to demonstrate that they also maintain frequent interaction with serious injured clients and have an understanding of the challenges faced by these clients.

Professional Representation

Members of professional bodies should be able to demonstrate significant experience and education in the area of their expertise and have access to direct client representation.

What will be expected of you?

Membership

Each panel member will retain their position for a 12 month period which may be renewed for a further 12 months if both the member and the ACC agree.

Attendance

Members will attend all panel meetings (up to three full panel meetings per year) and will advise the CAP team in advance if they are unable to. Individual members may also be called upon to, or invite members from their networks to, participate in workshops and design sessions outside the 3 scheduled panel meetings.

Network Contact

Members may be asked to gather insights from, or distribute communications on particular issues to their networks.

Engagement

Members should be open to working in new and collaborative ways and be able to engage in constructive dialogue in group settings.

What you can expect from us?

Remuneration

Each panel member will receive a full panel meeting fee of \$325 (incl. GST). Members may also receive an additional fee of \$325 (incl. GST) should any preparatory work be required.

Attendance at workshops or design sessions are remunerated by way of gift card at the following rate;

One hour	\$80	½ day	\$180
Two hours	\$100	Full day	\$300

Travel and Accommodation

The CAP team will arrange all required travel and accommodation for members.

Expression of Interest Application Form

To apply, please complete the following expression of interest application form, attach your cover letter telling us a little about why you want to come on board, and send it to CustomerAdvisoryProgramme@acc.co.nz by 4pm on 30 March.

What group are you applying for?

Serious Injury

Older People

Sexual Violence

Personal information

First name Residential address

Last name

Date of birth*

Ethnicity*

Telephone Email address

Injury (if applicable)

What is your injury?

When did you get injured and how long have you been an ACC client?

Are you part of any other advisory or advocacy group across the government sector?

Yes No

If yes please briefly explain your role on that group

*We have asked these questions to ensure that we create a panel which is representative of our clients and the community. If you would prefer not to answer these questions please enter **N/A** in the space provided.

Organisation you represent (if applicable)

Name Address

Telephone

Email address

Your role

Length of time at organisation

Your responsibilities within the organisation

Network size and location(s)

*I declare that all of the information I have provided in this form is correct.
I understand that I can ask to see any information that ACC holds about me, and have it corrected if it is wrong, within the provisions of the Privacy Act 1993.*

Signature: Date:

The information collected on this form will only be used to assess your application for a position on our Customer Advisory Panel. In the collection, use and storage of information, ACC will at all times comply with the obligations of the Privacy Act 1993. You have the right to access any information we hold about you. You can also ask us to correct the information that we hold about you.

Questions and comments?

If you have any queries regarding the Customer Advisory Panels, the Customer Advisory Programme or the application process please contact:

Ben Lucas

Manager – Customer Advisory Programme

ACC

Justice Centre – Level 14

19 Aitken Street

Wellington

Phone: (03) 3351608

Email: ben.lucas@acc.co.nz