

Changing how we work to support our clients better

Information for providers

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

Matching clients' needs to the right level of support



Recovery Teams

Enabled Recovery
Mostly self-managing

Assisted Recovery
Our people: Recovery Assistants

Supported Recovery
Our people: Recovery Coordinators

Partnered Recovery
Our people: Recovery Partners

Clients use MyACC for most recovery needs, choosing services and checking in on progress. Assisted Recovery helps with extra support if needed.
Example: an office worker with a fracture who can still work most of the time.

A team is available for clients who need some support to manage their recovery. A team member will check on progress at key milestones.
Example: a teacher with a dislocated shoulder who needs rehabilitation to support recovery or clients with longer-term complex, yet stable, needs.

1:1 support for clients who face a more complex recovery.
Example: a farmer with a disc prolapse who needs multiple services to support recovery. Coordination helps manage multiple providers and a challenging work environment.

1:1 support for clients needing our expertise to help them manage their injury or recovery.
Example: a client with paraplegia who needs our expert support to coordinate specialised services. This may continue for an indefinite period of time.

Administration: specialised support for all teams

Providers work with all clients to support their recovery

← 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

Marama's story

Marama dislocated her shoulder playing netball.

The urgent care doctor lodged an ACC claim via their PMS.

While at the pharmacy Marama receives a text with ACC approval and registration details for MyACC.

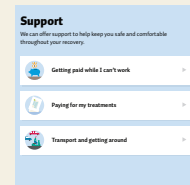
Marama registers online and requests weekly compensation and some equipment to help at home.

With the support agreed in her recovery plan, Marama eases back into work gradually.

She regains strength and movement.

Marama's now teaching fulltime again ...

... and is back playing netball!



Our new approach

We receive Marama's claim electronically from the doctor.

We quickly accept the claim and send a text notification to Marama.

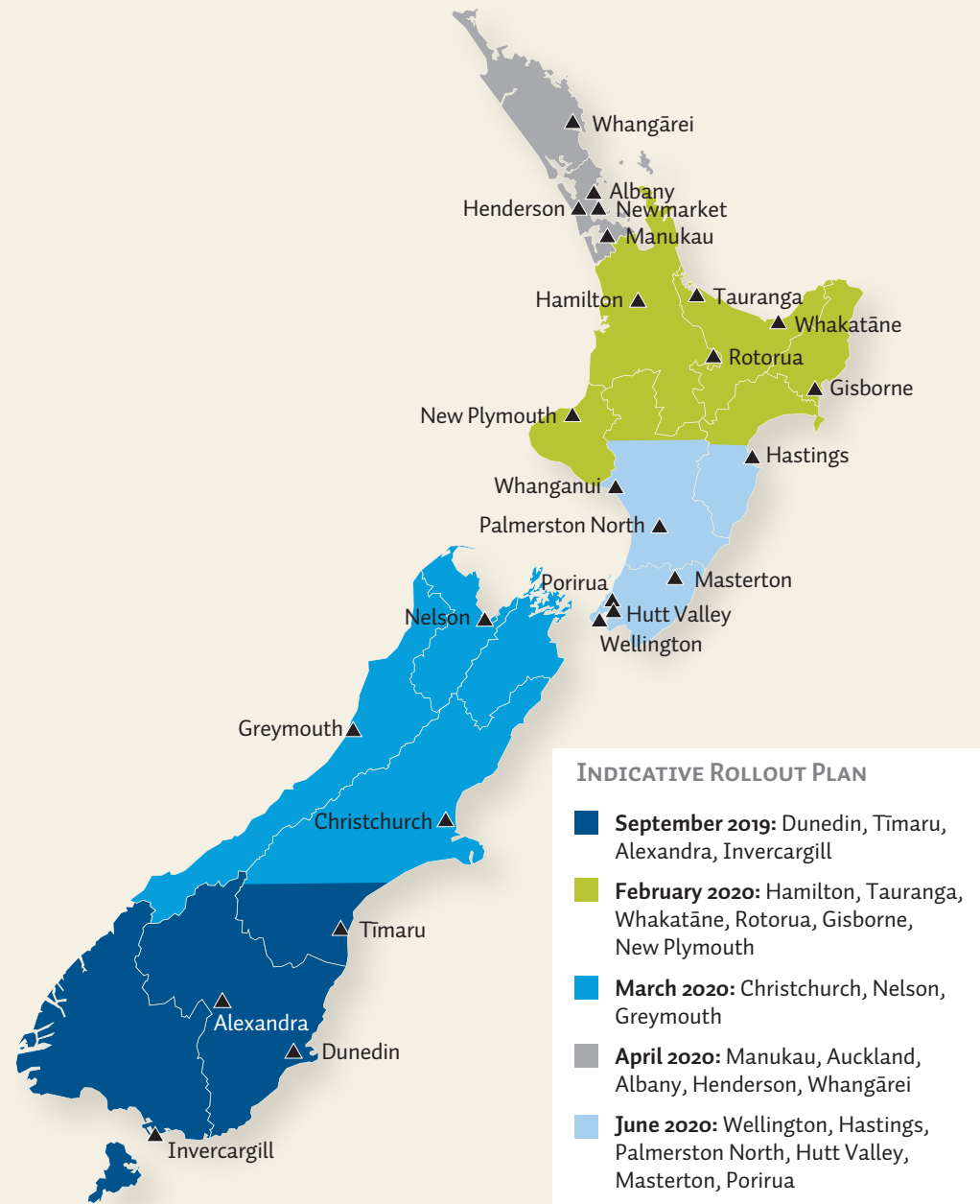
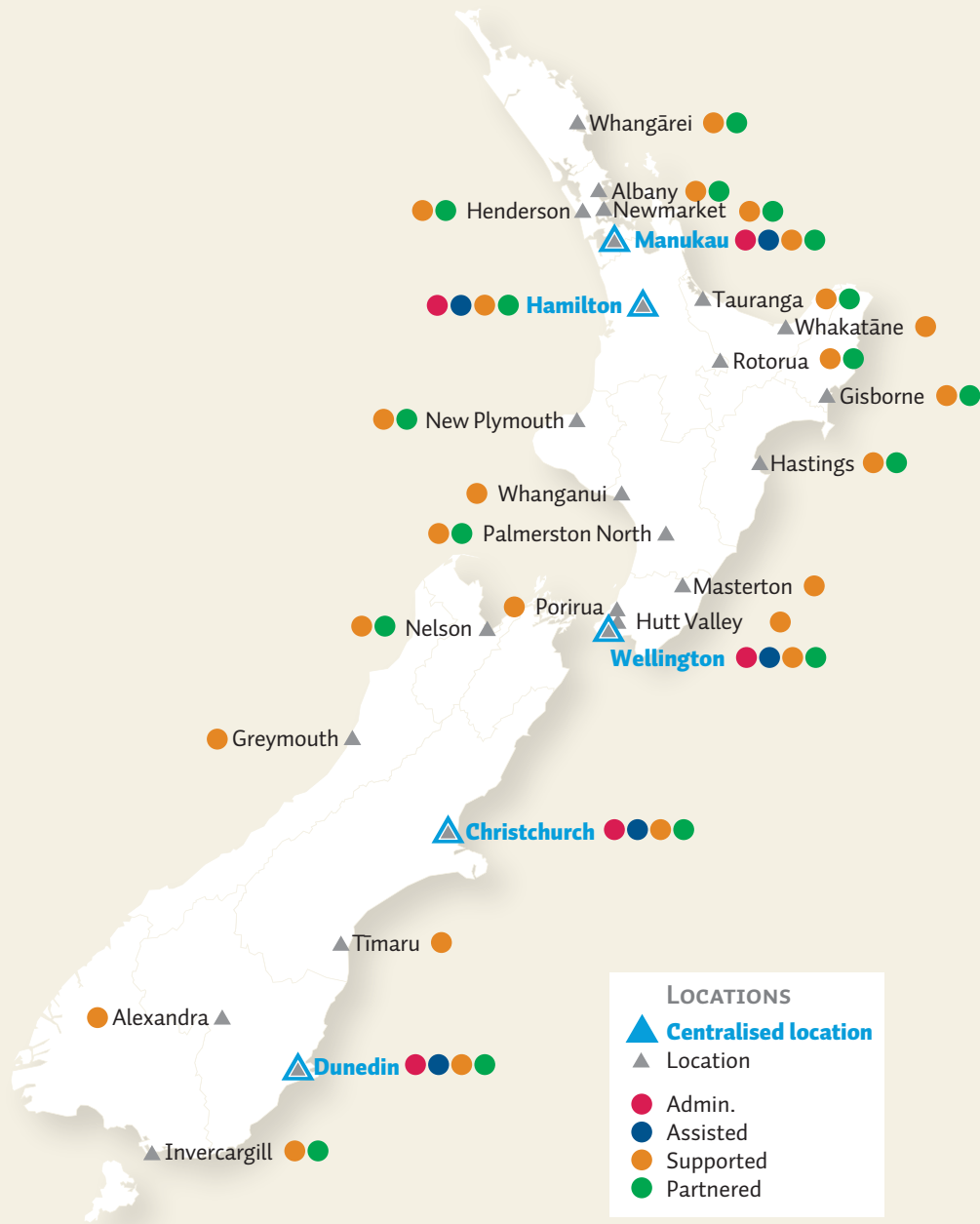
We receive Marama's online request for support, then check and approve them. We update the claim status in MyACC, including payment date.

It's time for us to check in with Marama. Recovery Assistant Jonah calls to check she has what she needs and together they develop her recovery plan.

Marama contacts us by phone or via MyACC when she needs help and she gets the same consistent service whoever she speaks to.

Marama's due to return to work full-time. Recovery Assistant Rashmi calls Marama to check in. Recovery is on track and going well.

Our teams and locations



For more information see <http://bit.ly/ACCClientSupport>