

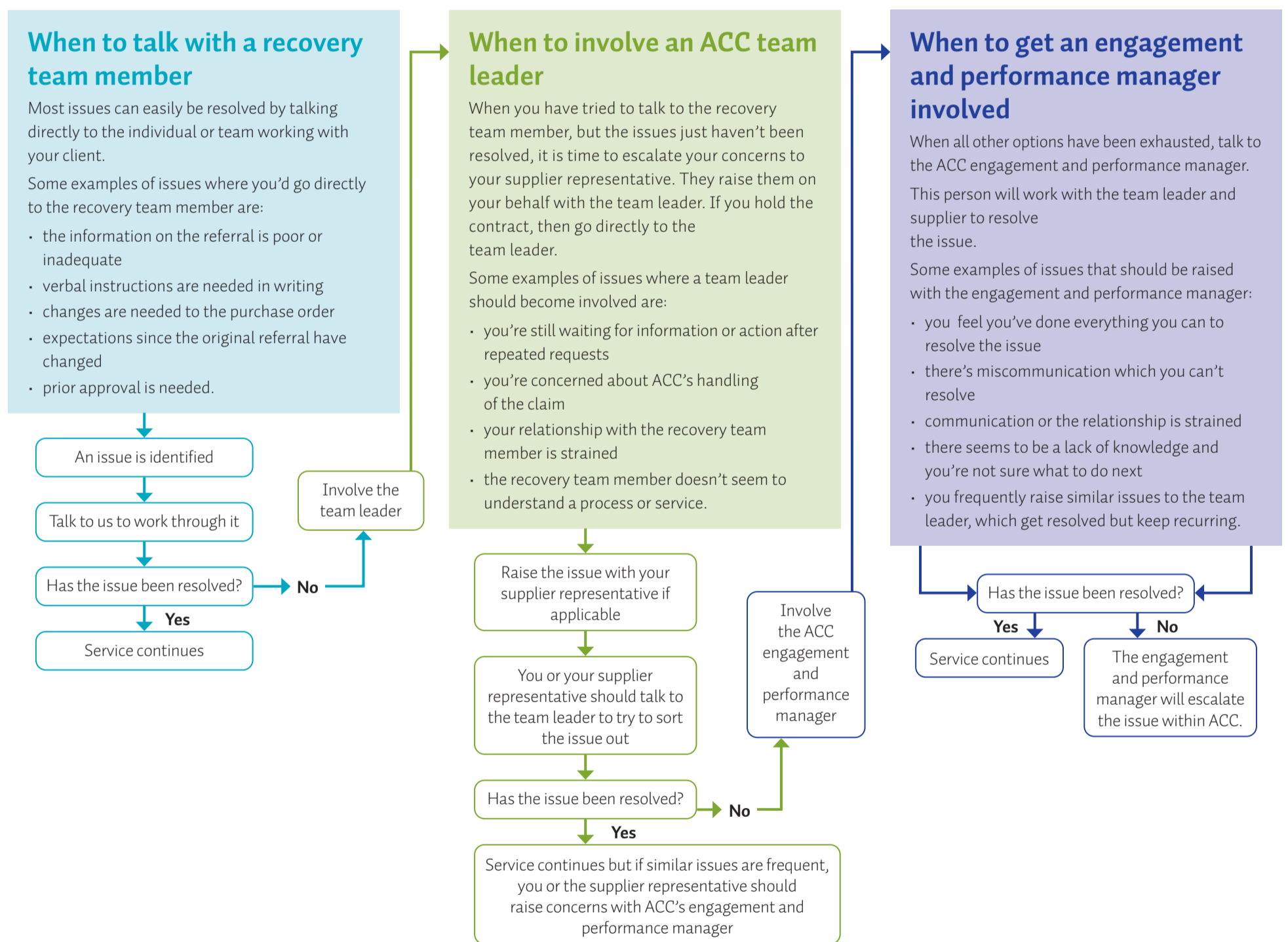


Resolving issues together

We want to work in partnership with you to make sure we address any difficulties or issues you may be having and to ensure the best outcomes for clients.

The issues could be anything from not having the right level of information you need when you receive a referral from ACC, to feeling like the relationship you have with ACC, and in particular the recovery team member you deal with, has become strained.

There are processes that can help you identify who you should talk to, and when, depending on the type of issues that arise. We've mapped some of the common issues that you've told us about and suggested the best staff member within ACC who could help you. The following chart is a good start to getting issues sorted.



When to seek help immediately – high risk and adverse events

If something more serious happens or there is the potential for high risk, you or your supplier representative should notify ACC immediately. Call ACC's Provider Contact Centre on 0800 222 070 or contact an ACC engagement and performance manager.

It is important that you speak to a person rather than leave a message.

Examples include:

- threat to safety or harm or death of a client while receiving your service

- threat to your personal safety or the safety of another person or property
- inability to continue your provision of service
- privacy breaches
- potential or actual breaches of contracts
- potential media attention.

Who to talk to if you need to know more

If you need help with the name of the person to raise your issues with, please call ACC's Provider Contact Centre on **0800 222 070**.

The team can help with any other questions you may have about day to day business, such as invoicing problems. More information is also available in our Health and Service Provider section on ACC's website <https://www.acc.co.nz/for-providers/>

Helping you understand the different roles

It can be difficult to understand what the different job titles mean so we have a short description here of who does what.

Provider: Relates to the individual employee or subcontractor who is delivering the service (eg the health professional or support worker).

Supplier: The organisation which holds the contract with ACC. They are responsible for the performance of the providers and the relationship with ACC.

Below is a diagram to explain how this relationship works.

Providers working under the Cost of Treatment Regulations don't have a contract with ACC. The provider or a manager in the practice can do what the supplier does for contracted services.



Recovery team/recovery team member: The ACC team or employee who is responsible for managing the client's supports.

ACC team leader: The people who manage the recovery teams.

ACC engagement and performance manager: The people who manage providers' performance so services are delivered as expected.