

# Toolbox Talk: Understanding the ACC Accredited Employers Programme (AEP)

## Introduction


As an ACC Accredited Employer, our company directly manages workplace injury claims, ensuring timely and effective support for our employees. This approach allows us to provide tailored rehabilitation and return-to-work programs, prioritizing your health and safety. To do this, we partner with a third-party provider, Wellnz, who delivers specialist case management services.


### 1. What is the ACC Accredited Employers Programme (AEP)?


The AEP is a partnership with ACC that permits employers to assume responsibility for managing their employees' work-related injury claims. By participating, we oversee injury prevention, claims management, and rehabilitation processes, aiming for better outcomes for our team.

### 2. Benefits for Employees

Our involvement in the AEP offers several advantages to you:


 **Personalized Support** – We provide individualized assistance throughout your recovery, ensuring your specific needs are met

 **Prompt Treatment** – Direct management allows for quicker access to medical care and rehabilitation services.


 **Smooth Return-to-Work Process** – We develop customized return-to-work plans, facilitating a safe and efficient transition back to your duties.

### 3. Our Responsibilities as an Accredited Employer

By participating in the AEP, we commit to:


 **Injury Prevention** – Implementing robust health and safety measures to minimize workplace risks.


 **Effective Claims Management** – Handling injury claims efficiently and transparently.


 **Comprehensive Rehabilitation** – Providing necessary support to aid in your full recovery and return to work.

## 4. Your Role in the AEP

As an employee, you can contribute by:

 **Reporting Injuries Promptly** – Inform your supervisor immediately about any workplace injury to initiate timely support.

 **Engaging in Rehabilitation** – Actively participate in your recovery plan to ensure a successful return to work.

 **Providing Feedback** – Share your experiences to help us improve our health and safety practices.

## 5. Who is Wellnz?

Wellnz is a workplace rehabilitation specialist that collaborates with organizations to manage injured employees through comprehensive rehabilitation by specialist case managers. They assist companies in navigating the ACC Partnership Programme, offering injury self-management options, and more.

## 6. Your Rights

It's important to note that you have the same rights within the ACC Accredited Employers Program as you do when your injury is being managed directly by ACC.

### a. Right to Statutory Entitlements

You are entitled to the same statutory benefits as those provided directly by ACC, including:

- **Medical Treatment:** Access to necessary medical care for your injury.
- **Rehabilitation Services:** Support aimed at your recovery and return to work.
- **Weekly Compensation:** Financial support if you're unable to work due to your injury.

These entitlements are outlined in the Accident Compensation Act 2001.

### b. Right to Timely and Clear Communication

Enterprise must communicate with you openly. Responses and results of your claim must be completed in a timely way. If language is not clear, you must have access to interpreters. All information must be accessible.

### **c. Right to Review and Appeal**

If you disagree with a decision made about your claim, you have the right to request a review. The process includes:

Submitting a review application within the specified timeframe.

An independent review of the decision.

This right ensures that decisions can be reassessed fairly.

### **d. Right to Privacy and Confidentiality**

Your personal and medical information must be handled with strict confidentiality. Only authorized personnel involved in managing your claim should access your information.

### **e. Right to Support Person**

You can access support services such as the Citizens Advice Bureau for guidance on your rights and assistance with the claims process. Or you are welcome to bring a friend, family or Whanau to support you throughout the claims process.

### **f. Right to Dignity and Respect**

Your employer is obligated to treat you in an honest manner and with courtesy and respect. Enterprise must recognize that you are under strain.

### **g. Fair Treatment**

Enterprise must deal with you in a fair way, listen to your views – and be responsive to any impairments you have.

### **h. Cultural Respect**

Enterprise must show respect to, Māori culture. Enterprise must show respect to all cultures

### **i. You have the right to be fully informed**

You must receive full information on the status of your claim, your rights, your entitlements, any changes to entitlements, timeframes and your right to review or appeal.

### **j. Details**

If you wish to read about your rights in more detail, please follow this [link](#)

## **Final Reminder**

Your health and safety are our top priorities. Through the AEP, we aim to provide effective support and care in the event of a workplace injury. Open communication and collaboration are key to maintaining a safe and supportive work environment.