

# Service Charter

TIO MAC Service Charter for the MAC Scheme



# 1 Claimant Service Charter

*The MAC Scheme is the NT's Motor Accidents Compensation Scheme for those injured in motor vehicle accidents on Territory roads.*

*The Scheme is managed by TIO, on behalf of the Motor Accidents Compensation Commission (MACC), which administers claims and benefits to claimants.*

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Our Service Charter for the MAC Scheme is aligned to MACC's purpose, mission and values. It reflects our commitment to adhering to MACC's principles in all claimant interactions.

Our Service Charter sets out what you can expect from us and our commitment to you.

It provides guidelines for both our employees and claimants, along with clear service standards and timeframes.

The service charter is used as a tool to measure and improve service performance, combined with an annual independent survey of claimants ensuring accountability and transparency in our interactions.

We know the time after an accident can be challenging. We will support you and handle everything with care and sensitivity. We will assess your situation quickly and make decisions so you can get the necessary care and treatment for your recovery.

Our aim is to work with your providers, and health professionals in a positive, honest and professional manner to ensure you receive appropriate treatment and care for your accident-related injuries.

When making decisions about what treatment and services the MAC Scheme can pay for, we must follow the *Motor Accidents (Compensation) Act 1979* which sets out the eligibility criteria and MAC Scheme benefits.

If the MAC Scheme is unable to pay for certain requests, we will explain the reasons and provide information about your rights for a review or to appeal the decision.

## **MACC'S PURPOSE**

Caring for the safety, wellbeing and recovery of Territory road users.

## **MACC'S MISSION**

### **"Caring for Territory Road Users"**

Our mission is to provide an affordable, equitable and sustainable personal injury scheme to support individuals and families impacted by road trauma to get their lives back on track. We strive to reduce the risk of road injuries and fatalities through research, advocacy and funding for effective prevention strategies.

## **MACC'S VALUES**

These are the values that guide MACC and others that represent us, in our thinking, behaviours, decision making and how we care for those who have been impacted by trauma on our roads.

### **❖ We value life**

We value the quality of life of injured people and pursue early intervention strategies to help people to regain control of their lives and return to work sooner. We invest in road safety research and initiatives to make our roads safer.

### **❖ We are proactive**

We ensure every conversation with our claimants, partners and our community, is heard and is acted on. We find ways around the barriers preventing people from achieving their goals of getting back to health, work and independence as soon as possible.

### **❖ We are respectful**

We believe that every person deserves to be treated with respect, dignity, fairness and empathy, regardless of their background, identity, circumstances or where they live.

### **❖ We act with integrity**

We deal with people and issues directly and with transparency. We take initiative to solve problems and deliver what we promise to our claimants and stakeholders.

### **❖ We seek to improve everything we do**

We are committed to finding better ways to care for our claimants and preventing road trauma for Territorians.

# 2 How we will work with you

TIO's Service Charter is based on five principles for our engagement with you:

	What this means for you	What you can expect from us
<b>Fairness and empathy</b>	We will be caring, thoughtful, and respectful of your circumstances and needs	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• treat you fairly and consistently every time</li> <li>• show compassion and understanding of your personal situation</li> <li>• treat you with dignity, empathy, and respect</li> <li>• listen to understand your needs</li> </ul>
<b>Accessible and easy</b>	We will be accessible and make interactions easy and focus on recovery and resolution	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• be available by phone, email and where possible for face-to-face meetings</li> <li>• only ask you to provide information once</li> <li>• provide relevant and clear information</li> <li>• proactively seek the best outcome for you</li> </ul>
<b>Prompt decisions, keep you informed</b>	We make decisions as quickly as possible and maintain regular communication to keep you informed	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• promptly communicate decisions, discussing them with you before sending written confirmation</li> <li>• apply legislative requirements objectively and explain decisions with facts and input from experts when necessary</li> <li>• give all relevant information, including from service providers</li> <li>• maintain regular communication to keep you informed</li> <li>• help with other information sources</li> </ul>
<b>Proactive and resolution focused</b>	We will be proactive in addressing your concerns, focusing on achieving a timely resolution	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• address your concerns at the earliest opportunity</li> <li>• set and communicate clear, realistic goals and expectations</li> <li>• clearly outline the steps to take if you disagree with a decision</li> <li>• value and respect your time</li> </ul>
<b>Accountable and honest</b>	We will let you know if we can't meet expectations when things don't go to plan	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• let you know if there are any delays</li> <li>• acknowledge whenever our actions have caused harm</li> <li>• will advise you of the steps we have taken to fix the situation and our response to any underlying issue should we fail to meet your expectations.</li> </ul>

# 3 The service standards you can expect

The following service standards reflect our commitment to MAC Scheme claimants. Our performance against these standards is measured regularly, enabling us to identify process improvements so that we can consistently meet your expectations.

Service	Description	Number of business days
<b>Making a claim</b>	We will confirm that we have received your new claim lodgement by email or phone	Within 2 days
<b>Claim eligibility assessment</b>	New claims will be assessed promptly, and we will keep you updated on the status of your claim assessment by email or phone	Within 10 days
<b>When you phone us</b>	We strive to answer calls immediately but if we are unable to, we will return your call	Within 1 day
<b>When you write to us</b>	We will respond to enquiries or requests received by email or post	Within 5 days
<b>Decisions for treatment or services</b>	We will make decisions as quickly as possible and keep you updated if there are any delays in making decisions on your claim.	Within 10 days
<b>Reimbursements for approved expenses</b>	When you request reimbursement for eligible expenses and provide receipts, we will acknowledge your request within 2 business days and process the payment	Within 10 days
<b>Provider payments</b>	Invoices received from service providers will be processed and payments made	Within 10 days
<b>Complaints</b>	Most concerns can be resolved immediately, but more complex issues may take longer to resolve. We will acknowledge your complaint and provide a reference number	Within 2 days

## What we kindly request from claimants

We encourage you to take an active role in helping us manage your claim by;

- ❖ Providing us with relevant details for your claim, including previous injuries or health conditions
- ❖ Responding promptly to any requests or messages from your Case Manager
- ❖ Engaging in the treatment or return-to-capacity plans to support your recovery
- ❖ Keeping us informed of any changes in your personal circumstances such as address or phone number
- ❖ Letting us know if you have any concerns so we can address and resolve them quickly

# 4 Contacting us

## MACC WEBSITE

The MACC Website [www.ntmacc.com.au](http://www.ntmacc.com.au) provides a comprehensive range of information for claimants, family members and service providers.



## WANT TO DISCUSS YOUR CLAIM ?

If you need assistance with your claim, please contact your Case Manager directly.

## CONTACT TIO MAC

PHONE	MAIL	POST
1300 493 506	mac@tiofi.com.au	GPO Box 770 Darwin NT 0801

## BUSINESS HOURS

MAC Scheme business hours are 9am – 5pm Monday to Friday.

## INTERPRETER SERVICE

If you need to arrange an interpreter service, please call TIO MAC 1300 493 506 and we will assist you in arranging this.