



Aon New Zealand

### ACC Accredited Employer Programme

Tradestaff is a member of the Accredited Employer Programme. This means that Tradestaff is responsible for the management and costs associated with all workplace accidents.

Injuries arising from **non-work** activities will be managed by WorkAon and/or ACC.

We have appointed WorkAon to manage our claims and to liaise with injured employees, their supervisors, and employee representatives. Our case managers can be contacted on 0800 185 400.

### What should I do if I have a Workplace Injury?

Follow the health & safety procedures determined by your health & safety committee and management.

Make sure you receive first aid and treatment from a qualified treatment provider as soon as possible.

Report the incident to your supervisor and ensure an incident/accident report is completed.

### How do I make a claim?

When you visit the first treatment provider (Doctor), you must complete an accident claim form (ACC 45). On this form you will need to record your employer's name as "Tradestaff." and tell the treatment provider to send the claim form to WorkAon.

### What happens to my claim?

For all work-related claims a claim form or incident/accident form will need to be completed to confirm the injury as being work related.

WorkAon is required to let you know whether your claim has been accepted within 21 days. This decision will be communicated in writing to you and your manager.

Where WorkAon needs additional information to make a decision on your claim, they may request additional

information. This may mean sending you to a medical specialist for a more in-depth assessment (at our cost).

An assessment may be required to assess your ability to continue in your current job and/or your ability to do another job. You are entitled to have an independent person support you during the assessment and will be given a copy of any reports produced.

For certain types of complex claims WorkAon may take two months to issue a decision. These types of claims typically include:

- Work related gradual process (eg Occupational Overuse Syndrome)
- Work related disease or infection.

In all cases WorkAon will be relying on medical opinion to make decisions on whether your claim will be accepted.

### What happens if I cannot work?

If your claim has been **accepted** and your injury means that you cannot go back to work immediately, WorkAon will liaise with your payroll officer to ensure weekly compensation is paid (80% of your normal wage).

If your claim has **not been accepted** and you cannot go back to work, you should contact your case manager, supervisor and employee representative to determine what can be done to assist you.

Your case manager will be keen to speak with you, your supervisor and employee representative to develop a plan to assist you:

- regain full health
- return to your normal duties

### What am I entitled to?

When you are injured WorkAon will advise you of your entitlements. If you are unsure, talk to a case manager.

### Treatment

- Treatment provider costs, eg Doctor consultation
- Emergency transport for treatment
- Reimbursement of treatment related costs, eg travel costs

### Compensation

- Earnings related compensation, eg 80% weekly compensation
- Lump Sum for permanent disability
- Death benefits including funeral grants and survivor grants

### Rehabilitation

- Vocational assistance to help you regain your capacity to work
- Support for Independence
- Case Management to achieve optimal recovery

### Code of Rights

A Code of Rights applies to all individuals who make a claim for an accident related injury. This Code requires WorkAon, your employer and ACC to treat you with respect, and manage your claim in a professional manner. A copy of the Code of ACC Claimants' Rights can be viewed at [acc.co.nz](http://acc.co.nz)

### What if I disagree with a decision on my claim?

You can ask for any decision on your claim to be reviewed. To seek a review, you must make an application to WorkAon in writing within 3 months of the decision being made. If WorkAon disagree with your application for review, the file will be sent to an independent reviewer for a formal review hearing.

### Complaints Manager

Our Complaints/Disputes Manager is the National People & Capability Manager

# Workplace Accident Insurance

All workplace accidents will be managed by Tradestaff through membership to the ACC Accredited Employer Programme.

WorkAon is managing our claims and can help you with any concerns.

WorkAon case managers can be contacted on 0800 185 400.

Aon New Zealand Limited  
WorkAon Division  
Phone Toll Free 0800 185 400

Offices in: Whangarei ♦ Auckland ♦ Hamilton ♦ Rotorua  
New Plymouth ♦ Palmerston North ♦ Dannevirke  
Wellington ♦ Nelson ♦ Christchurch ♦ Dunedin



## Checklist

Have you seen a treatment provider (Doctor) for a work related injury?

If so ...

1. Give a copy of the ACC 45 form that you received from your treatment provider to your supervisor or payroll manager.
2. Complete an incident/accident report and/or an accident claim form.
3. If your doctor refers you for further treatment, you should contact WorkAon for prior approval before incurring additional costs.
4. If you are unfit for work it is important that you maintain regular contact with your supervisor and WorkAon case manager. They will assist with your rehabilitation and your return to work.
5. If you have any concerns or issues regarding the handling of your claim, contact your case manager in the first instance.

# Workplace Accident Insurance

An explanation of how workplace accidents will be managed for Tradestaff Employees

