

Howden Care

Managing your ACC non-work injury



If you are injured outside of work, Howden Care will work with you, your employer and your treatment providers to help you achieve a safe and sustainable recovery from your injury.

What is a non-work injury?

A non-work injury is an injury you sustain outside of work, for example while playing a sport or doing some DIY around your home.

The benefits of Howden Care managing your claim

You will have a Case Manager dedicated to working with you and helping you recover and return to work. They will work with you and your treatment providers to determine what type of support and treatment you need.

Your Case Manager will be familiar with your workplace and what type of support your employer will be able to offer to help you return to work sooner.

If you would prefer ACC to manage your claim, you are able to ask for your claim to be transferred to ACC.

What happens to your claim



If you have sought treatment following an injury outside of work a treatment provider may lodge a claim with ACC.



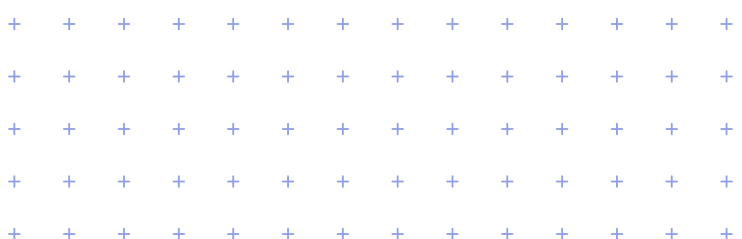
Returning to work within 7 days of your injury:
Your claim will remain with ACC.



Off work for more than 7 days:
If you cannot do your usual hours and/or duties for more than 7 days, ACC will transfer your claim to Howden Care.
TIP: Transfers can take a couple of days so it's a good idea to contact us directly to let us know about your injury so we can request your claim from ACC.



Your Howden Care Case Manager:
Your Case Manager will contact you when they receive your claim. They will work with you, your employer and your treatment providers to develop your recovery plan and connect you to any additional treatment and services you may need to help you recover.





Returning to work

Your medical provider will determine if it is safe for you to return to work or not, please follow their advice.

Your Case Manager will work with you and your medical providers to support your recovery. Where possible your employer will make alternative duties available to assist you to stay at, or return safely to work.

Getting paid while you are unable to work

If your claim has been accepted and you are not able to do your usual hours and duties at work you may be eligible to receive weekly compensation. This will be paid to you by ACC and your Case Manager will set this up for you if you are eligible.

Weekly compensation is paid at 80% of your normal wage. If you return to work on alternative duties you may be able to receive up to 100% of your normal wage. Talk to your Case Manager for more information.

If you are not happy with a claim decision

You can ask for the decision on your claim to be reviewed.

- Apply in writing to Howden Care within 3 months of the decision being made.
- Howden Care will re-look at the decision. If they are unable to change it your application will be sent to an independent reviewer for a formal review hearing.

Know your rights

The Code of ACC Claimants' Rights applies to all individuals who make a claim for an injury.

This Code requires Howden Care and ACC to treat you with respect, and manage your claim in a professional manner. You are entitled to have an independent person support you during any assessment or meeting.

What type of help you can get

Howden Care will advise you of the help you may be able to access. This may include:

- Treatment provider costs as allowed by ACC regulations.
- Reimbursement of some treatment related costs such as travel and prescription costs.
- Support at home for you and your family such as home help, childcare or assistance with personal cares.
- Earnings related compensation at 80% of your normal salary/wages.
- Lump sum payments for permanent impairment.
- Vocational assistance to help you regain your capacity to work.
- Case Management to achieve optimal recovery.

More Information

For more information go to

www.howdengroup.com/nz-en/howden-care-claims

Who you can talk to about your claim

Queries about your claim?

Contact Howden Care on 0800 083 227 or email info.nz@howdengroup.com

Concerns with your claim?

If you aren't happy about the service you have received or a decision we have made, we encourage you to talk to us about your concerns. Sometimes we will be able to resolve your issue quickly and without the need for you to do anything further

We will work with you to resolve your complaint, but if you are still not satisfied you can contact the ACC complaint service who will investigate further to help resolve the issue. The ACC contact details are:

- ACC complaint service on 0800 650 222
- Email customerfeedback@acc.co.nz

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