

● Key Features of the Model - What we're aiming to achieve.



Positioning AEP as a programme

for 'the best of the best'

The new model will include an expectation that businesses in the programme are leaders in all aspects of H&S, including but not limited to claims management. Where relevant, performance should meet or exceed the standard set by ACC. The new model should not be perceived as a way to cut costs.

Putting worker wellbeing at the centre

One of the core goals of AEP is to promote a safer environment for workers, and a better experience when an injury occurs and a claim is made. To make sure that the new operating model delivers better experiences and outcomes for workers, worker voice and satisfaction will be monitored and built into entry requirements and ongoing performance discussions.

Incentives that

drive performance

Strong performance will be rewarded by a low-touch involvement with ACC and the ability to access greater levy discounts. Performance data will also be used to manage poor performers, with the ability to manage a business out of the programme if performance is below expectations and/or is not improving.

Building a culture of

continuous improvement

To support a culture of excellence in injury and claims management, injury prevention and H&S, there will be a focus on improving practice and performance through investment rather than meeting minimum standards via an audit. This will be supported by the introduction of an improvement framework as part of the entry criteria and ongoing performance monitoring. Improvements will be informed by the voice of the worker, and if necessary ACC may work closely with the AE to identify where investments will be most effective.

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Holistic and outcomes-focused performance system

To support meaningful discussions about performance and shift from a compliance-driven approach to an outcomes and improvement-focused approach, ACC and AEs will need to have access to data that describes performance holistically. This will include outcome indicators (e.g. injuries) as well as indicators for performance in prevention of injuries, injury management, claims management and satisfaction.

Quality assurance through certification

Accreditation will include a certification component to ensure that claims management practices and processes meet expectations for participation in the programme. TPA claims management expertise will be formally recognised through this process.

Working together to achieve better outcomes

Rather than ACC completing compliance audits, businesses will need to demonstrate the quality of their H+S systems by achieving an external standard. E.g. ISO 45001 SafePlus. If a business is performing well (e.g. good worker satisfaction, low injury rates) then engagement will be light touch. A business that is struggling will be offered additional guidance to improve and to remain in the programme.

Managing the system rather than the contract

ACC connects with and provides guidance to TPAs as well as AEs, has its finger on the pulse of the experience of the worker and measures AE performance within the programme and externally.