



Scenario 5 ACC monitors and manages performance

ACC employs a responsive approach to its engagement with AEs with the level, nature and frequency of engagement shifting in response to performance.

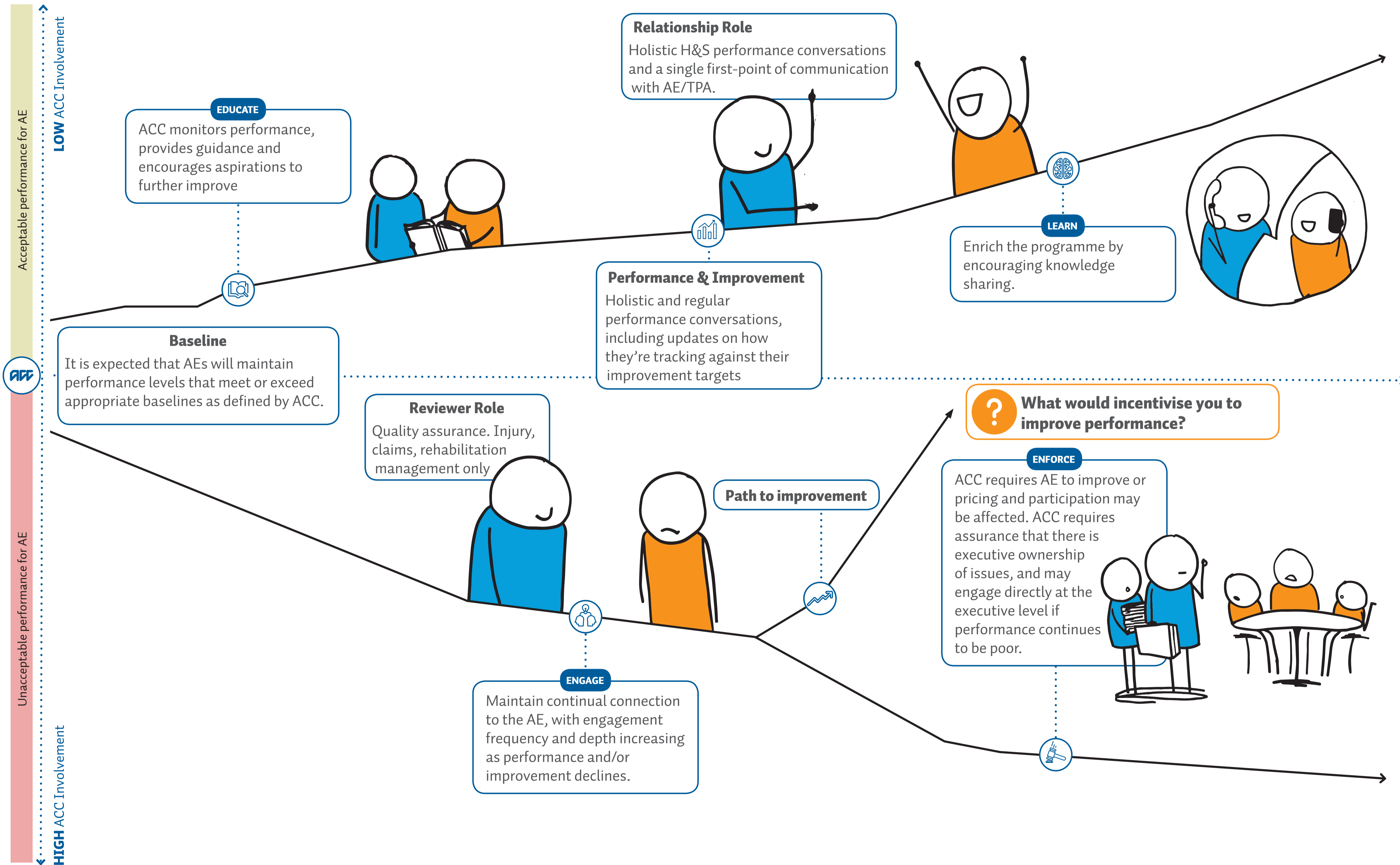
Current state:
ACC has limited ability to measure and understand performance and to identify and address performance issues.

Future state:
Workplaces are upholding, and are accountable for, meeting their obligations within the programme.

A system of continuous monitoring and feedback will also promote an improvement culture within the programme.



What the experience looks like:



? Tell us whether this feels different to what happens today?

? What other things should happen if performance is great?

? If you were a top performer how might ACC learn from you and share?

? What would incentivise you to improve performance?

What ACC will monitor and how ACC will respond



Performance Domains



Staying safe

- Tells ACC whether workers are safe at work.
- Includes number, type, severity and reagravation.



Worker experience

- In taking on ACC's role as a claims manager, AEs are expected to provide a worker experience that is as good or better than that provided by ACC, and are expected to provide workers with all legislative entitlements.
- Includes claims management and injury management satisfaction, and access to entitlements.



Organisation capability

- Organisational capability is fundamental to the AE's ability to deliver injury and claims management to expectations.
- Includes measurement of workplace capability and systems necessary to deliver on injury and claims management responsibilities.



Injury prevention

- Injury prevention keeps workers from being harmed in the workplace.
- Includes elements of Worker Engagement, Participation, and Representation (WEPR) that relate to injury prevention, and information around the nature and effectiveness of injury prevention initiatives.



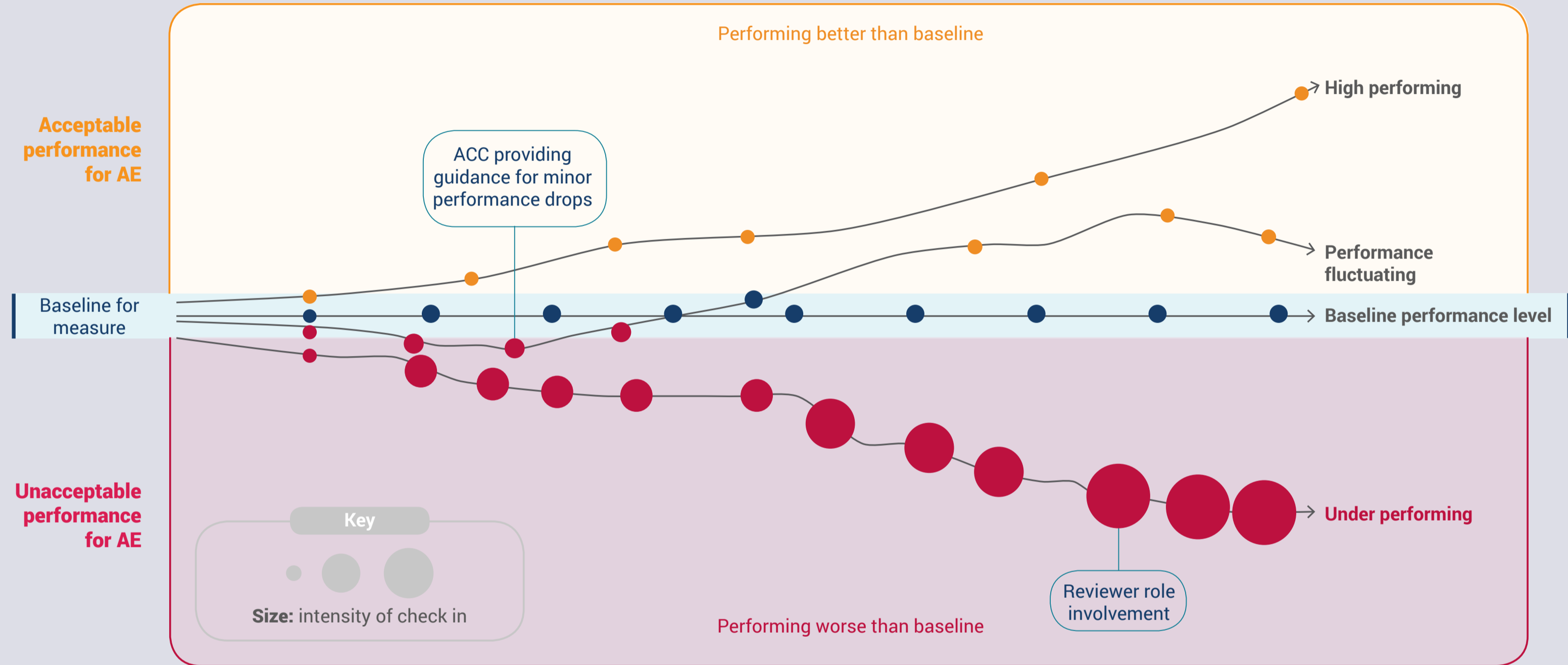
Injury management

- Timeliness and nature of response to an injury (including before a cover decision is made) is a key driver of worker satisfaction. Effective injury management can mitigate the severity of an injury and the potential for reagravation.
- Includes timeliness and quality measures.



Claims management

- This is the fundamental aspect of ACC's role that the AE is taking on. It is important that workers access the same legislative entitlements and at least the level of satisfaction provided by ACC. We have heard that timeliness and quality of claims management have a significant impact on injured worker experience.
- Includes timeliness and quality measures.



Responsive approach

ACC dynamically alters its approach to, and level of involvement with an AE, determined by their level of performance and their improvement progress.

This is a shift away from a traditional compliance and enforcement-focused approach and is consistent with trends across regulators internationally.

Acceptable levels of performance

AEs are stepping into the role of ACC in delivering claims, injury and rehabilitation management.

It is expected that AEs will maintain performance levels that meet or exceed appropriate baselines as defined by ACC. Ongoing performance and actions will determine when and how ACC will interact with AEs.