

Scenario 2: An AE is participating in the programme

AE's must continually maintain eligibility across all components of accreditation.

When injuries occur AEs and TPAs will manage claims within the cover year and an agreed claims management period.

Annual valuation of claims for visibility of total liability will take place, and full and final handback of claims at the end of the claims management period will mean no ongoing liability for AEs, or confusion for injured workers.

Current state:

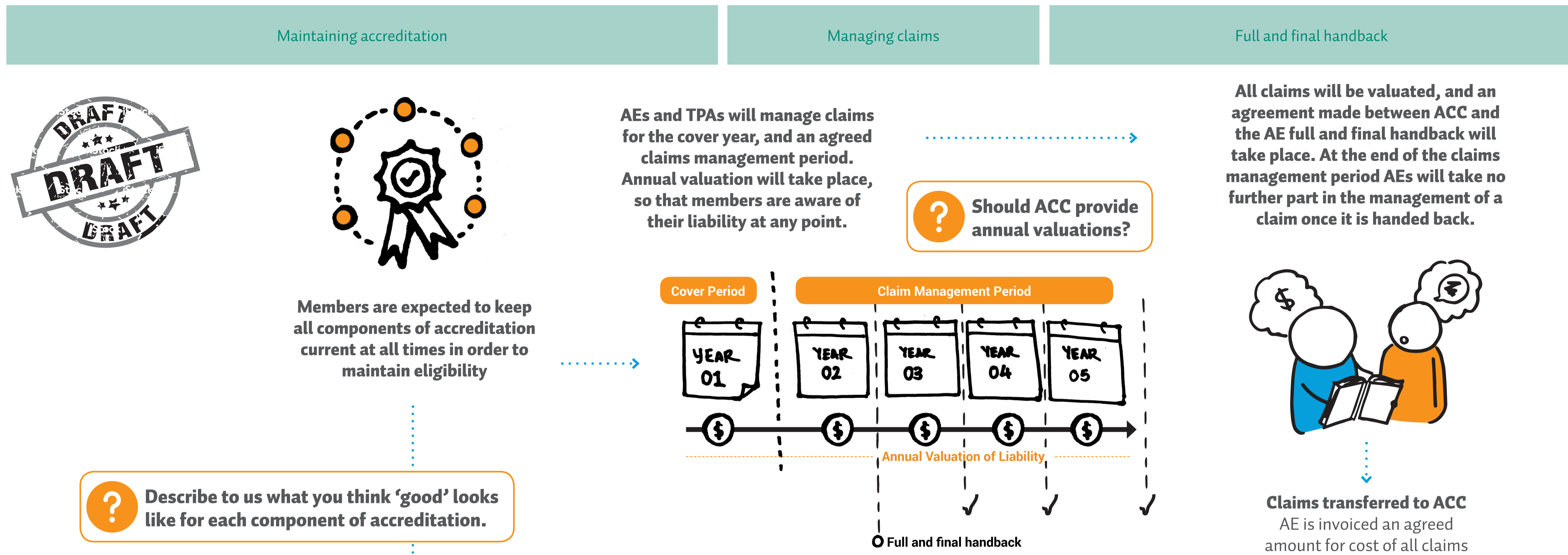
The annual audit is a single point in time check for eligibility of AEs.

For injuries, only open claims are handed back to ACC at the end of the claims management period, which are assessed for lifetime cost and invoiced. Claims not open at that time that reactivate and any 'incurred but not reported' claims are invoiced to AEs quarterly.

Future state:

Effort to ensure accreditation is spread through the year and assessment of AEs and TPAs is focused more specifically on claims management.

Annual valuation of claims will take place. After a 4 year claims management period full and final handback of all claims at the end of the claims management period will occur.



Describe to us what you think 'good' looks like for each component of accreditation.

Components of accreditation

	Certification	Financial strength	Health & safety systems	Worker voice	Improvement framework		
	ACC certifies an AE or TPA to manage injury, claims and rehabilitation of injured workers.	Confirming AE is financially capable and can meet entitlement claims.	Confidence an AE has appropriate H&S systems in place.	To gain an understanding of the level of engagement, trust and support the workforce has in their workplace.	Demonstrable commitment to continuous improvement through documented actions.		
	<ul style="list-style-type: none"> Certification of systems at entry and ongoing periodically. Monitoring performance and quality aspects on an ongoing basis. Consistent expectations across work and non-work injury and claims management (where relevant). 	<ul style="list-style-type: none"> AE has adequate finances and can look after a worker if they get injured. No change to current state expected. 	<ul style="list-style-type: none"> A business must demonstrate the quality of their H&S systems. Assessed by external body rather than ACC. 	<ul style="list-style-type: none"> Must demonstrate appropriate systems to understand worker experience (breadth and depth). Utilise existing Research New Zealand satisfaction survey for injured workers. ACC interviews a cross-section of workers. 	<ul style="list-style-type: none"> Injury prevention and organisational capability. Injury, claim and rehabilitation management. Worker participation. 		
What is the element assessing?	Claims management certification AE or TPA (dependent on who manage claims). All AEs pass basic knowledge test.	Claims management quality check AE or TPA (dependent on who manages claims)	Organisational injury management systems All AEs	Ability to pay claims/entitlements All AEs	Ensuring health and safety systems meet a recognised standard All AEs	Ensuring all other components function well from the worker perspective All AEs	Ensuring AE is continually identifying areas for improvement and taking steps to make improvements All AEs
How is the element assessed?	Having systems, processes, and capability to manage claims	Quality of claims management	Processes, policies, resource, and sound approach to managing injury	Through a test	AE achieves external standard, e.g. ISO 45001. Full SafePlus assessment.	Information/submissions go direct to ACC	Assesses existing strategic documentation for alignment with improvement framework
When is the element assessed?	Standard set by ACC. Option for ACC to outsource assessment. Test for basic knowledge of AE.	In the background via performance monitoring function. Potentially via direct access to AE/TPA systems	Standard set by ACC. Assessment outsourced to third party.	Annually	Depends on length of the standard held	At entry. Ongoing basis (frequency to be determined).	At entry. Checked annually or on an ongoing basis (responsive to performance).
Who is the element assessed by?	At entry. No less than every 3 years (if earned). Combined with injury management systems if AE is self-managing.	Annually at minimum (after the first 12 months or earlier if necessary)	At entry. No less than every 3 years (if earned). Combined with claims management certification if AE is self-managing	ACC	Standards organisation	ACC	ACC
Performance rewards and consequences	ACC/Third party (reserving the option to outsource)	ACC	Third party	Exit programme if unable to pass financial test	AE risks being exited from programme if external standard is not met or held	High/low performance feeds into improvement framework and conversations between ACC and AE	All components (except financial strength) feed into the improvement framework