

For more information

For further information about this service, please contact your TPA Case Manager or ACC on 0800 101 996.

Disclaimer

All information in this publication was correct at the time of printing. This information is intended to serve only as a general guide to arrangements under the Accident Compensation Act 2001 and regulations. For any legal or financial purposes this Act takes precedence over the contents of this guide.



www.acc.co.nz

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Making it easy when you have an injury

We're providing you with a single point of contact for your work and non-work injuries



About Third Party Administrators (TPAs)

Your single point of contact

TPAs are independent claims management and rehabilitation companies that provide injury management services to Accredited Employers on behalf of ACC.

Whether you've suffered an injury at work or outside of work, your employer's TPA can provide you with injury management services that support your recovery and return to work.

How you benefit

TPAs understand your organisation, so they'll have a good idea of the support you'll need and how that can be tailored to your working environment to get you safely back to work sooner.

International research shows that for injuries such as sprains and strains, staying at work supports a faster and more effective rehabilitation.

How it works

TPAs manage your claim on our behalf when you've suffered an injury that keeps you away from work longer than 7 days. You'll continue to receive the compensation and services you're entitled to under ACC while still being protected by the Code of ACC Claimants' Rights.

For more information about the Code of ACC Claimants' Rights please visit www.acc.co.nz



Protecting your information

We take your privacy very seriously. We'll ensure that your personal information is managed by your TPA in accordance with the relevant legislation. This includes the Privacy Act 2020, the Official Information Act 1982 and the Health Information Privacy Code 2020.

We also have strict guidelines about what information TPAs can share with your employer. For non-work injuries employers can only request a copy of the medical certificate which confirms your inability to work and information they'd need to manage your safe return to the workplace.

If there's a reason you don't want your claim to be managed by the TPA you can request to have it managed by ACC. Please contact us on 0800 101 996 for any queries.