

ACC Accredited Employer Programme Overview

Things You Need to Know

SkyCity is part of the ACC Accredited Employers Programme (AEP). This means SkyCity, with the help of HOWDEN Care, manages workplace injury claims.

Roles and Responsibilities:

- **People Leaders** stay in touch with injured team members and provide safe alternative duties as needed
- **Health & Safety Partners** encourage the reporting of accidents in Donesafe and promote SkyCity's Pain & Discomfort programme
- **Connect / EAP** provide a confidential service that supports employees
- **Disputes Manager** handles complaints or issues related to ACC
- **HOWDEN Care** assesses and manages work injury claims and some ACC claims that happened outside work

Unhappy with your claim?

- You have the right to be treated with respect and fairness and to be kept informed
- You can complain by contacting either:
 - HOWDEN Care
 - SkyCity's Disputes Manager
 - ACC Complaint Service
- If you disagree with a claim decision, you can ask for a review by:
 - Request and return the HOWDEN Care review form within 3 months of the decision.
 - A new person will look at the decision
 - Still unhappy? You can appeal through court

What to do if you get injured at work:

1. Report the incident in Donesafe or to your People Leader
2. Give your doctor, physiotherapist or hospital SkyCity's "You have had an injury at work" form
3. ACC Claim form is completed with your treatment provider. Give a copy to your People Leader
4. Support people, such as a work friend, family or union person, are your choice. They can be included if and when you wish

ACC costs that can be covered:

- Doctor visits
- Dental treatment
- Home help and child care
- Transport to treatment
- Physiotherapy
- X-rays
- Loss of income

Talk to HOWDEN Care to access these.

Key contacts:

- **ACC Complaints**
0800 650 222 or customerfeedback@acc.co.nz
- **Connect / EAP**
09 363 6235 or connect@skycity.co.nz
- **HOWDEN Care**
0508 333 999 or skycity@howdengroup.com
- **SkyCity Disputes Manager**
09 971 5956 or paul.uttley@skycity.co.nz

Want to know more?
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