



CONFIDENTIALITY Claimant consent is required before any information can be obtained by the advocate. It is acknowledged that any such information remains the property of the claimant.

COST Free

ACCESS By Union referral only. Talk to your Organiser/ Delegate or Union Health and Safety Rep about being referred

COVERAGE Available to members of CTU-affiliated Unions in the Auckland region only (for details of coverage areas see website)

LOCATION Grafton, Auckland

HOURS 8.30am- 5.00pm, Monday- Friday

PHONE 0800 4 UNION (cell phone restriction)

DIRECT DIAL 09 303 9056

EMAIL advocacy@nzctu.org.nz

WEBSITE www.union.org.nz

Are you a Union member?



Have you suffered an injury that affects your ability to work?

Do you need help to access ACC ?

08004UNION

Workplace Injury  Advocacy Service

AN NZCTU INITIATIVE

08004UNION

Workplace
Injury



Advocacy
Service

AN NZCTU INITIATIVE



If you said yes to all 3 questions your Union may refer you to the Workplace Injury Advocacy Service.

What is the Workplace Injury Advocacy Service?

It is a NZ Council of Trade Unions initiative. The service will help you access your ACC entitlements, including a safe return to work, whether your claim is administered by ACC, an accredited Partnership Programme company, or a third party administrator.

The telephone-based service offers you an opportunity to work with a skilled advocate who will talk through your problems and identify the best course of action to solve them. Where appropriate, and with your permission, the advocate may talk to your claims manager and support you at meetings and/or mediation with you and your employer.

You will be encouraged to do as much work for yourself as possible and utilise the support of your union delegate, health and safety representative, family and whanau.

The service can do the following:

- Work with you to find the best way to resolve any problems you have accessing your ACC entitlement
- Help with entitlements and processes under ACC law
- Recommend and, if necessary, demonstrate techniques to improve communication with case managers
- Help to prepare for meetings with ACC or an accredited employer
- Educate you on your rights under the ACC Code of Claimant Rights
- Support you at meetings with ACC or accredited employers under the ACC Partnership Programme
- Help you prepare a statement of evidence for a review hearing (*Please note: The service does not provide representation at review hearings*)
- Identify other resources available to you