

CLAIMS MANAGEMENT SURVEY

Research New Zealand #4606

DATE November 2014

Good morning/afternoon/evening, could I please talk to ^2?

Good morning/afternoon/evening, my name is ^1 from Research New Zealand. We are conducting research on behalf of ACC, to measure claimants' satisfaction with their service. You may recall receiving a letter about this recently.

If person not available: When would be the best time for us to contact them?

Make appointment.

Reintroduce as necessary

Good morning/afternoon/evening, my name is ^1 from Research New Zealand. We are conducting research on behalf of ACC, to measure claimants' satisfaction with their service.

Confirm participation:

The survey will take about 10 minutes, are you happy to do it now?

If no: When would be a more convenient time? **Make appointment.**

Background information only if needed:

This is genuine research. I'm not selling anything.

Information provided is confidential. This means we will not identify you and your answers to ACC.

Read

This interview will be recorded for quality control and training purposes.

Notes for scripter:

- Non-coloured questions to be answered by all respondents.
- Blue questions to be answered by half of the respondents.
- Green questions to be answered by the other half of respondents.

Q1 The first few questions are about your own experience as an ACC client. First of all, can I just check that you had an injury around [month/year], and a claim was lodged with ACC for this injury?

- 1 Yes, I had an injury at that time
- 2 Yes I had an injury but I'm not sure of the exact date
- 3.....No, I have never lodged a claim with ACC for an injury **JTerminate**

Termination statement: Thank you very much for your time, but for this survey we need to speak to people who have lodged a claim with ACC for an injury.

Q2 Have you had to take any time off paid work because of your injury?

- 1 Yes
- 2 No
- 3 Not applicable/not working

Q3 **If Q2=1, ask, else skip to Q4** Are you back to work now?

If not back at work, prompt: Are you planning to go back to work

- 1 Yes, back at work
- 2 Off work – and planning to go back
- 3 Off work – and not planning or able to go back

Q4 Have you spoken to someone from ACC in relation to your claim within the last three months?

- 1 Yes
- 2 No
- 97 .. Have never spoken to anyone at ACC in relation to this injury/claim
- 98...Don't know

Q5 **If Q4=1 ask, else skip to Q7:** Did you contact them?

- 1 Yes
- 2 No, they contacted me
- 98 .. Don't know

Q6 When you last spoke to someone at ACC, what was the conversation about? **Code many**

- 1 A general catch up to see how I was getting on
- 2 Going back to work
- 3 Weekly compensation (payments)
- 4 Home help/travel costs or other support/entitlements
- 5 Rehabilitation/treatment
- 6 New Case Manager wanted to introduce themselves
- 7 ACC informing me that I was no longer entitled to assistance
- 8 Paperwork (e.g. renewing medical certificates, filling out/signing ACC forms)
- 96 .. Other (specify)
- 98 .. Don't know
- 99 .. Refused/Private matter

FEEDBACK ON OVERALL CLAIM EXPERIENCE

Q7 Now we would like to ask you some questions about your overall experience with ACC.

In general, how much effort would you say it has taken, on your part, to deal with ACC in relation to your claim so far? Please answer using a scale of 1 to 5 where 1 means "A lot of effort" and 5 means "Very little effort".

Interviewer probe if code 1 or 2: So it took quite a lot of effort?

Interviewer probe if code 4 or 5: So it didn't take much effort?

- 1 A lot of effort
- 2
- 3
- 4
- 5 Very little effort
- 98 .. Don't know
- 99 .. Refused

Q8 **If code 1,2 or 3 Q7 ask, else skip:** Can you explain why you have given this rating? **Probe clear answer**

- 1 Answer **Specify**
- 98 .. Don't know
- 99 .. Refused

Q9 Overall, how satisfied or dissatisfied are you with the way your claim is being handled by ACC? Please answer using a scale from 1 to 5 where 1= "very dissatisfied" and 5 "very satisfied".

- 1 Very dissatisfied
- 2
- 3
- 4
- 5 Very satisfied
- 98 .. Don't know
- 99 .. Refused

Q10 Is there anything in particular you feel ACC is doing well, in handling your claim? **Probe clear answer**

- 1 Answer Specify
- 97 .. ACC is not doing anything well
- 98 .. Don't know
- 99 .. Refused ****Do not read****

Q11 What if anything, could ACC do to improve the way your claim is being handled? **Probe clear answer**

- 1 Answer **Specify**
- 97 .. Nothing (no improvements needed)
- 98 .. Don't know
- 99 .. Refused

Q12 Overall, how confident are you that ACC has kept your personal information safe and secure? Please rate your confidence on a scale of 0-10 where 0=No confidence at all, and 10= Full confidence.

- 0 No confidence at all
- 1
- 2
- 3
- 4
- 5 Neutral
- 6
- 7
- 8
- 9
- 10 .. Full confidence
- 98 .. Don't know
- 99...Refused

FEEDBACK ON LAST CONTACT WITH ACC

Q13 **If Q4=2, 97 or 98 skip to Q23, else ask:** I would now like to read some statements about the delivery of the service you received when you last spoke to someone at ACC. Please tell me the extent to which you agree with each statement, where 1 means "Strongly disagree" and 5 means "Strongly agree". **Read. RND**

	Strongly disagree				Strongly agree	Not applicable	Don't know	Refused
a. Staff were competent	1	2	3	4	5	95	98	99
b. Staff did what they said they would do	1	2	3	4	5	95	98	99
c. If Q5=2 skip: I was able to get through to a staff member without difficulty	1	2	3	4	5	95	98	99

Q14 Still thinking about the service you received when you last spoke to someone at ACC, to what extent do you agree, that, "it's an example of good value for tax dollars spent?". **If necessary:** Please use the same scale as before where 1 means "Strongly disagree" and 5 means "Strongly agree".

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 98 .. Don't know
- 99 .. Refused

Q15 I would now like to read some further statements about the delivery of the service you received when you last spoke to someone at ACC. Please tell me the extent to which you agree with each statement, where 1 means "Strongly disagree" and 5 means "Strongly agree". **Read.**

RND

	Strongly disagree				Strongly agree	Not applicable	Don't know	Refused
a. I was treated with courtesy and respect	1	2	3	4	5	95	98	99
b. My issues were handled in a timely manner	1	2	3	4	5	95	98	99
c. The information provided to me was easy to understand	1	2	3	4	5	95	98	99
d. I was treated fairly	1	2	3	4	5	95	98	99
e. I feel my individual circumstances were taken into account	1	2	3	4	5	95	98	99

Q16 Before you spoke to ACC that day, what quality of service did you expect? Please answer using a scale of 1 to 5 where 1 means "Very poor service" and 5 means "Very good service".

- 1 Very poor service
- 2
- 3
- 4
- 5 Very good service

Q17 How did the service you got from ACC that day, compare to what you expected? Please answer using a scale of 1 to 5 where 1 means "Much worse than I expected" and 5 means "Much better than I expected".

If necessary: We are still talking about your most recent contact with ACC.

- 1 Much worse than I expected
- 2
- 3
- 4
- 5 Much better than I expected

Q18 Still thinking about the last time you spoke to someone at ACC, how much effort would you say it has taken, on your part, to get what you needed? Please answer using a scale of 1 to 5 where 1 means "A lot of effort" and 5 means "Very little effort".

Interviewer probe if code 1 or 2: So it took quite a lot of effort?

Interviewer probe if code 4 or 5: So it didn't take much effort?

- 1 A lot of effort
- 2
- 3
- 4
- 5 Very little effort
- 98 .. Don't know
- 99 .. Refused

Q19 If code 1, 2 or 3 Q18 ask, else skip: Can you explain why you have given this rating? **Probe clear answer**

- 1 Answer **Specify**
- 98 .. Don't know
- 99 .. Refused

Q20 And how satisfied were you with the overall quality of service delivery you received that day? Please answer using a scale of 1 to 5 where 1 means "Very dissatisfied" and 5 means "Very satisfied".

If necessary: We are still talking about your most recent contact with ACC.

- 1 Very dissatisfied
- 2
- 3
- 4
- 5 Very satisfied
- 98 .. Don't know
- 99 .. Refused

Q21 Still thinking about the last time you spoke to someone at ACC, what did they do well? **Probe clear answer**

- 1 Answer **Specify**
- 97...The person I spoke to did nothing well
- 98 .. Don't know
- 99 .. Refused

Q22 What could ACC have done to improve its service to you during your last contact? **Probe clear answer**

- 1 Answer **Specify**
- 97...Nothing (no improvements needed)
- 98 .. Don't know
- 99 .. Refused

Closing Questions

Q23 Thank you for your feedback. Just to end, can you tell me which ethnic group you belong to? **(IF NECESSARY: you can belong to more than one) CODE MANY**

- 1 New Zealand European (or Pakeha)
- 2 Maori
- 3 Samoan
- 4 Cook Island Maori
- 5 Tongan
- 6 Niuean
- 7 Tokelauan
- 8 Fijian
- 9 Chinese
- 10 .. Indian
- 11 .. Other Asian **Specify**
- 96 .. Other **Specify**
- 98 .. Don't know
- 99 .. Refused

Q24 **If Q23=2, ask** Do you know the name of your iwi or tribe? **IF YES, CODE MANY**

- 1 Ngāpuhi
- 2 Ngāti Porou
- 3 Tainui
- 4 Ngāti Kahungunu
- 5 Ngāi Tahu
- 6 Ngāti Tuwharetoa
- 7 Ngāi Tuhoe
- 8 Ngāti Maniapoto
- 9 Ngāti Te Ata
- 10 .. Te Āti Awa
- 11 .. Ngāti Awa
- 12 .. Ngāti Whatua
- 13 .. Te Rarawa
- 96 .. Other (specify)
- 97 .. Not applicable/Don't associate with an iwi or tribe
- 98 .. Don't know
- 99 .. Refused

Q25 Those are all the questions I have. May I please confirm your name in case my supervisor needs to check on the quality of this interview? **Record first and last name**

Thank you very much for your help. My name is **Q01V** from Research New Zealand. If you have any enquiries about this survey, please ring the Project Manager, Sarah Buchanan, on our toll-free number: 0800 500 168. (Wellington respondents 499-3088).

If respondent wants to talk to someone about a negative service experience or issue to do with ACC: If you would like to speak to someone at ACC about a particular issue or problem you've had with ACC, you can call the Claimant Support Service on 0800 650 222.

