



## ACCREDITED EMPLOYER PROGRAMME

Early Reporting  
Early Intervention  
Early Recovery

P: 0508 465 879

E: [enquiries@wellnz.co.nz](mailto:enquiries@wellnz.co.nz)

### What do you need to do if you have an injury at work?

#### REPORT THE INJURY

You must report the injury to your employer **immediately**. If you are unable to do this yourself, get somebody else to do this for you.

#### SEEKING TREATMENT

If necessary, seek immediate medical treatment from, for example, a hospital or emergency clinic.

The medical provider must:

- Give you a copy of the claim form (ACC45)
- Send the account to: [invoices@wellnz.co.nz](mailto:invoices@wellnz.co.nz)

You must ensure your employer or Wellnz gets a copy of the ACC45 immediately.

#### CLAIMS ADMINISTRATION AND CASE MANAGEMENT

Wellnz works in partnership with your employer to manage their work-related injuries.

You can contact Wellnz on 0508 465 879.

**If** your claim is accepted and it has been established that you have an entitlement to compensation for loss of earnings, your employer will pay a minimum of 80% of your average wages or salary.

Depending on your situation there are a number of ways Wellnz/your employer can assist. For example, help with your personal care, your children and your home, or changes to your home or motor vehicle to deal with everyday situations. Your Case Manager will discuss your individual needs and advise you what support is available.

#### RECOVERY AT WORK

If required your Case Manager will also work with you and your employer to co-ordinate a return to work programme.

#### GENERAL INFORMATION

You can include a relative/support person during any part of the rehabilitation process.

Wellnz has the right to ask you about your work capacity or eligibility for cover under the current law.

Some health providers' charges are higher than ACC regulated limits. The extra cost is known as a "surcharge".

Please check with Wellnz if the surcharge is paid by your employer.

#### ACC CODE OF CLAIMANT RIGHTS

The ACC Code of Claimant Rights specifies how you should be treated and outlines your rights. The code is available in several languages. Wellnz can provide further information about the code, together with advice on raising a concern or filing a complaint. Alternatively you can contact the ACC Complaints Investigator on 0800 650 222.

#### CHALLENGING A CLAIM DECISION

If you receive an unfavourable claim decision, you have the right to challenge the decision. The decision must be received within 3 months of the decision date.

For further information about the review process, please refer to the "Resolving Issues" fact sheet in the 'Resources' section of Wellnz's Website.