

WEBSITE ENTITLEMENT FACT SHEET

Our aim is to help you return to your normal life or as near to it as possible, as soon as you can. Here are some of the entitlements that may be available if you have an accepted claim. Other entitlements are available, please discuss with a member of the Wellnz team if you require further information or contact your Case Manager.

Returning to work

We will help you remain at work or return to work as soon as possible. An early return to work, even in a limited way, can help you recover faster and more fully. In most situations throughout your rehabilitation you are able to have a support person present. This may be for rehabilitation planning, assessments or return to work meetings.

Medical and dental treatment

If you need treatment for your covered injury, the provider will invoice Wellnz for the service. ACC's treatment regulations outline the costs that your employer is responsible for. If your provider charges more than the regulated amount (surcharge), you may be required to pay this. Some employers choose to cover this surcharge for you. Please speak with your Case Manager or internal Safety & Wellbeing Team to check if the surcharge is covered or not. Wellnz will reimburse you if you have paid a surcharge your employer covers.

If you require more than the initially agreed number of treatments from a registered treatment provider (i.e. physiotherapist, chiropractor), they will need to request prior approval for the treatment.

Prescription costs

Wellnz can contribute towards costs of medication relating to your injury. Please forward receipts and medication details to Wellnz for consideration.

If you wish to claim reimbursement please contact your Case Owner and request the Reimbursement form.

Surgery or specialist care

If you require any kind of elective or dental surgery or specialist referral for your injury, you will need to get prior approval from Wellnz. The doctor or dental surgeon will usually ask for this approval on your behalf.

Transport to rehabilitation

We can contribute to your travel costs (by reimbursing public transport costs or at a rate of 29 cents per kilometre) if:

You travel more than 20 km (one way per trip) to your nearest place of rehabilitation within 2 weeks of your injury, **or** you travel more than 80 km

within any calendar month, **and/or** the amount is \$45 or more within any calendar month.

Financial help

If you need time off work after an injury, weekly compensation is payable after your first week off work. This could include your primary and any secondary employment. Assistance is also available if you are restricted by your injury from doing your normal work tasks or your normal working hours. This must be supported by an ACC medical certificate from your doctor. For accepted work related injuries your employer will pay for the first week you are off work.

Lump sum compensation

If you were injured after 1 April 2002, and this injury has a significant long-term effect, you may be entitled to lump sum compensation. Injuries that occurred before this date are not eligible but you may be entitled to an Independence Allowance.

Supporting your independence

Wellnz can help towards the cost of the following (this is generally paid from the date you applied for assistance):

- personal support; if you need help to look after yourself, your home or children
- special equipment or changes to your home or motor vehicles to help you regain independence
- training to help you gain independence in your daily activities

A plan for your recovery

If you need support for more than a short time, we will help you make a plan for your recovery. This means planning the steps you can take towards your independence and involving everyone who can assist you, like your whanau or family, doctor, employer and Wellnz.

Code of Claimants Rights

The ACC Code of Claimant Rights was formally introduced on 1 February 2003. The code specifies how you should be treated once you have lodged a claim and outlines your rights. The code does not involve complaints about entitlements. The code is available in several languages. Your employer or Wellnz can provide you with further information about the code including information about how to raise a concern or a complaint. Please contact your employer or Wellnz to discuss your situation as often a quick and easy solution is achievable. However, you do have the right to contact the ACC Complaints Officer directly to lodge a complaint on 0800 650 222.