

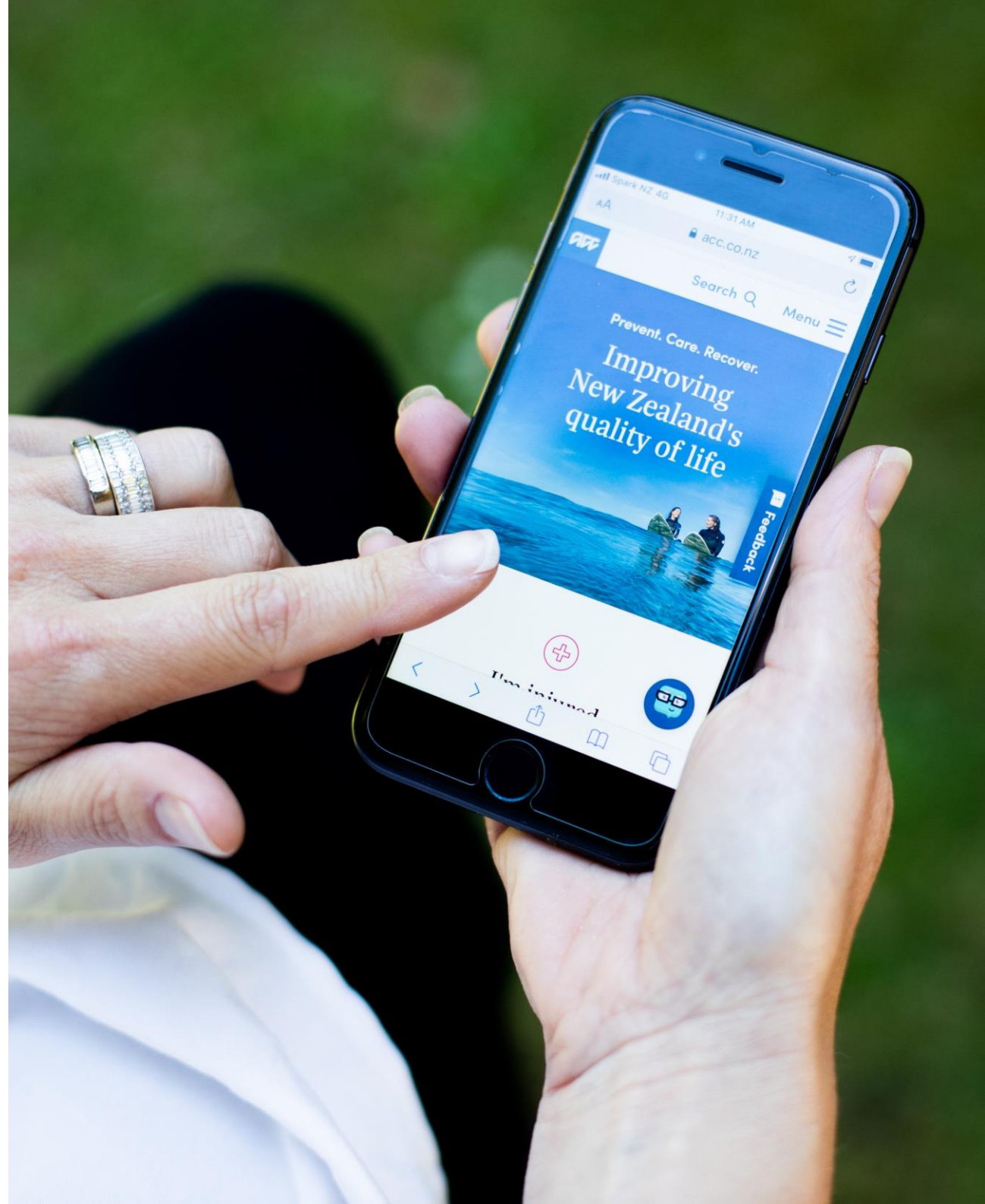
MyACC for Business: Recovery at Work

User Guide

DATE: April 2022



**He Kaupare. He Manaaki.
He Whakaora.**
prevention.care.recovery.



Recovery at Work

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Recovery at Work: Overview

- Recovery at Work is a new tab in MyACC for Business that allows you to view your injured employee's work-related claims information in real time.
- Use this information to help support your injured employee's recovery journey: start with early, open and regular communication with your employee.

Who can access this information?

- Employers with an active Work Place Cover (WPC) policy AND who are not part of ACC's Accredited Employer Program (AEP)
- Primary user for the account (by default, these users have access to information on the 'Recovery at work' tab in MyACC for Business)
- Delegates who have been provided recovery at work access by the primary user

Recovery at Work features

Manage Recovery at Work permission for delegate

- The primary user can:
 - Grant Recovery at Work access to an existing delegate
 - Grant Recovery at Work access when inviting a delegate to manage the account
 - Remove Recovery at Work access from the delegate

Primary user grants Recovery at Work access to an existing delegate

1. Click the **Relationships** tab
2. Select the delegate you would like to give recovery at work access to and click **Edit**

The screenshot shows the ACC user interface. At the top, a navigation bar contains several tabs: Overview (Taku pūkete), Timeline (Wātaka), Timeline (new) (Wātaka), Recovery at work (Ngā mahi whakarauora), Payments (Ngā utu), Claim reports (Ngā pūrongo), Relationships (Ngā hononga), and Profile (Kāhua). The 'Relationships' tab is highlighted with a blue border and a circled '1' above it. Below the navigation bar, the 'Relationships' section is titled 'Relationships' and contains two paragraphs of text. The first paragraph explains that users can invite others to manage the account. The second paragraph states that invited users will have access to data that can include Personal Information and that users must comply with the Privacy Act and their policy. Below the text is a table titled 'People who can manage this account'. The table has three columns: 'Name', 'Has access to', and 'Actions'. The first row shows Peter Hood with access to 'Levies and Claims reports' and an 'Edit' button highlighted with a circled '2'. The second row shows Malloch McClean Ltd with 'Levies only' access and a 'Remove' button. The third row shows Jinson01 trading as Jinson01 with 'Levies only' access and a 'Remove' button. To the right of the table is a 'Invite users' section with a red person icon, the text 'Invite users', and a description: 'Invite someone to have access to this ACC account. Choose the level of access for the new user below.' Below this text is a blue button labeled 'Add new relationship'.

Overview	Timeline	Timeline (new)	Recovery at work	Payments	Claim reports	Relationships	Profile
Taku pūkete	Wātaka	Wātaka	Ngā mahi whakarauora	Ngā utu	Ngā pūrongo	Ngā hononga	Kāhua

Relationships

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the [Privacy Act and our policy](#) when using MyACC for Business.

People who can manage this account

Name	Has access to	
Peter Hood	Levies and Claims reports	Edit Remove
Malloch McClean Ltd	Levies only	Remove
Jinson01 trading as Jinson01	Levies only	Remove

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

[Add new relationship](#)

Primary user grants Recovery at Work access to an existing delegate (continued)

3. Select the **Recovery at Work** checkbox
4. Click **Update**

Overview Taku pūkete	Timeline Wātaka	Timeline (new) Wātaka	Recovery at work Ngā mahi whakarauora	Payments Ngā utu	Claim reports Ngā pūrongo	Relationships Ngā hononga	Profile Kāhua
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Relationships

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the **Privacy Act and our policy** when using MyACC for Business.

People who can manage this account

Name	Has access to
Peter Hood	<input checked="" type="checkbox"/> Levies <input checked="" type="checkbox"/> Claim reports <input type="checkbox"/> Recovery at work
Malloch McClean Ltd	Levies only Remove
Jinson01 trading as Jinson01	Levies only Remove

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

[Add new relationship](#)

Primary user grants Recovery at Work access to an existing delegate (continued)

5. **Recovery at Work** access will show in the list of access given to the delegate
6. Delegate will now be able to access the **Recovery at Work** tab

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Overview Taku pūketē	Timeline Wātaka	Timeline (new) Wātaka	Recovery at work Ngā mahi whakarauora	Payments Ngā utu	Claim reports Ngā pūrongo	Relationships Ngā hononga	Profile Kāhua
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Relationships

✔ Your relationship has been successfully updated.

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the **Privacy Act and our policy** when using MyACC for Business.

People who can manage this account

Name	Has access to	
Peter Hood	Levies, Claims report and Recovery at Work	Edit Remove
Malloch McClean Ltd	Levies only	Remove
Jinson01 trading as Jinson01	Levies only	Remove

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

[Add new relationship](#)

5

Primary user grants Recovery at Work access when inviting a delegate to manage the account

1. Click the **Relationships** tab
2. Enter the details for the delegate that you want to invite to manage the account
3. Select **Recovery at Work** access
4. Click **Send Invitation**. The delegate will receive an invitation to manage the account
5. Once the delegate accepts the invitation, the delegate will appear in the list of people who can manage the account
6. Delegate will be able to access the **Recovery at Work** tab

The screenshot shows the ACC MyACC interface. At the top, there is a navigation bar with tabs: Overview (Taku pūketē), Timeline (Wātaka), Timeline (new) (Wātaka), Recovery at work (Ngā mahi whakarauora), Payments (Ngā utu), Claim reports (Ngā pūrongo), Relationships (Ngā hononga), and Profile (Kāhua). The Relationships tab is selected and highlighted with a blue circle labeled '1'. Below the navigation bar, the Relationships section is titled 'Relationships' and contains two paragraphs of text. The first paragraph explains that invited users can access all policies and get information from ACC over the phone. The second paragraph states that invited users will have access to personal information and must comply with the Privacy Act and our policy. Below the text is a table titled 'People who can manage this account' with columns for Name and Has access to. The table lists three users: Peter Hood (Levies, Claims report and Recovery at Work), Malloch McClean Ltd (Levies only), and Jinson01 trading as Jinson01 (Levies only). The 'Recovery at Work' access for Peter Hood is highlighted with a blue circle labeled '5'. To the right of the table is a modal titled 'Invite users' with a red person icon. The modal contains a dropdown menu for 'What is the new user's relationship to this account?' (highlighted with a blue circle labeled '2'), input fields for 'User first name', 'User last name', 'User email address', and 'User phone number', and checkboxes for 'Allow access to' (Levies & Payments, Claim reports, and Recovery at Work). The 'Recovery at Work' checkbox is checked and highlighted with a blue circle labeled '3'. At the bottom of the modal are 'Send invitation' and 'Cancel' buttons, with 'Send invitation' highlighted by a blue circle labeled '4'.

Relationships

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the **Privacy Act and our policy** when using MyACC for Business.

People who can manage this account

Name	Has access to
Peter Hood	Levies, Claims report and Recovery at Work Edit Remove
Malloch McClean Ltd	Levies only Remove
Jinson01 trading as Jinson01	Levies only Remove

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

What is the new user's relationship to this account?
Please select a relationship

User first name
Their first name

User last name
Their last name

User email address
Their email address

User phone number
Their phone number

Allow access to

Levies & Payments

Claim reports

Recovery at Work

Send invitation

Cancel

Primary user removes Recovery at Work access from a delegate

1. Click the **Relationships** tab
2. Select the delegate you would like to remove the recovery at work access from and click **Edit**

Overview
Taku pūkete

Timeline
Wātaka

Timeline (new)
Wātaka

Recovery at work
Ngā mahi whakarauora

Payments
Ngā utu

Claim reports
Ngā pūrongo

Relationships
Ngā hononga

Profile
Kāhua

Relationships

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the **Privacy Act and our policy** when using MyACC for Business.

People who can manage this account

Name	Has access to	
Peter Hood	Levies, Claims report and Recovery at Work	Edit Remove
Malloch McClean Ltd	Levies only	Remove
Jinson01 trading as Jinson01	Levies only	Remove

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

Add new relationship

Primary user removes Recovery at Work access from a delegate (continued)

3. De-select the **Recovery at Work** checkbox

4. Click **Update**

Overview Taku pūkete	Timeline Wātaka	Timeline (new) Wātaka	Recovery at work Ngā mahi whakarauora	Payments Ngā utu	Claim reports Ngā pūrongo	Relationships Ngā hononga	Profile Kāhua	
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Relationships

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the [Privacy Act and our policy](#) when using MyACC for Business.

People who can manage this account

Name	Has access to
Peter Hood	<input checked="" type="checkbox"/> Levies <input checked="" type="checkbox"/> Claim reports <input checked="" type="checkbox"/> Recovery at work
	3 4 Update Cancel
Malloch McClean Ltd	Levies only Remove
Jinson01 trading as Jinson01	Levies only Remove



Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

Add new relationship

Primary user removes Recovery at Work access from a delegate (continued)

5. **Recovery at Work** access will no longer show in the list of access given to the delegate

Overview Taku pūkete	Timeline Wātaka	Timeline (new) Wātaka	Recovery at work Ngā mahi whakarauora	Payments Ngā utu	Claim reports Ngā pūrongo	Relationships Ngā hononga	Profile Kāhua
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Relationships

✔ Your relationship has been successfully updated.

You can invite someone else to manage this account. Other users can access all policies in this account. They will be able to see your details and make changes. This will also give them authority to get your information from ACC over the phone.

When you invite someone to manage this account, they will have access to data that can include Personal Information. Both you and the person you invite must make sure you comply with the [Privacy Act and our policy](#) when using MyACC for Business.

Invite users

Invite someone to have access to this ACC account. Choose the level of access for the new user below.

[Add new relationship](#)

People who can manage this account

Name	Has access to	
5 Peter Hood	Levies and Claims report	Edit Remove
Malloch McClean Ltd	Levies only	Remove
Jinson01 trading as Jinson01	Levies only	Remove

NOTE: When the delegate logs in to MyACC for Business and selects the account (where his recovery at work access was removed) from the landing page, the delegate will no longer see the **Recovery at Work** tab

Recovery at Work landing page

If you have access to recovery at work, on click of the **Recovery at Work** tab, you will see the following:

- 1 – List of claims for the employer
- 2 – Date filter
- 3 – Sort option
- 4 – Reset
- 5 – Intro to recovery at work
- 6 - Link to the online support materials for Recovery at Work

The screenshot shows the ACC Recovery at Work landing page. At the top, there are navigation links for Home (Kāinga) and Contact us (Whakapā mai). The user is logged in as Test user3. The main heading is "Acting for Mr. Earnest Rutherford" with ACC Number A1031941. A large blue arrow points down to the "Recovery at work" tab, which is highlighted. Below the tabs are sections for "Recovery at work" (5), "Supporting your employee's recovery" (6), and a date filter (2) with a search button (4). A table of claims is shown below, with a sort option (3) and a reset button (4). The table has columns for Accident Date, Claim, Employee name, and a collapse all link. The first row is highlighted with a callout 1.

Recovery at work 5

In this tab you can view your injured employee's work related claims information. You can use this information to help support their recovery at work promptly and safely.

Having an employee who's injured and can't work can be difficult for you and your business. The sooner your employee can come back to work the better. Even if they just start off part-time or help out with smaller jobs. It's proven to help their physical and mental recovery when they're active and stay connected with their workplace.

Supporting your employee's recovery 6

Find out how you can support your injured employee's recovery at work:

[Working with us to manage employee injuries](#)

Date from 2 Date to 4

dd/mm/yyyy dd/mm/yyyy Search Reset

Accident Date	Claim	Employee name	Collapse all
21 Feb 2022	10052510911	Mr Test2 User2	3
21 Feb 2022	10052510910	Mr Test1 User	
21 Feb 2022	10052510909	Est. dpdklm dpdklm	
21 Feb 2022	10052510908	Mr mrhsua mrhsua	1
21 Feb 2022	10052510907	Mr vucszl vucszl	
21 Feb 2022	10052510906	Mr jiulfo jiulfo	
21 Feb 2022	10052510905	Mr qyixvr qyixvr	
21 Feb 2022	10052510904	Mr rylbch rylbch	
31 Dec 2019	10049043160	Mr Kevin Cross	
20 Aug 2019	10048130892	Mr Anakin Skywalker	

Previous Page 1 of 1 Next Collapse all

[Recovery at Work Landing Page] View list of claims assigned to the employer

1. On click of Recovery at Work tab, the **list of claims** assigned to you will be displayed. A claim will only be displayed if it meets the following criteria:

- Claim is an active, work related claim and accepted by ACC
- Claim where the employee has not changed their employer since the accident date

2. The list will show the **Accident Date**, **Claim number** and **Employee name**

(Refer to the Key Questions section in this user guide for information on claims that will not be displayed)

The screenshot shows the ACC Recovery at Work interface. At the top, there are navigation links for Home (Kāinga) and Contact us (Whakapā mai), and a user profile for Test user3. Below this is a header for 'Acting for Mr. Earnest Rutherford' with ACC Number A1031941. A menu bar contains tabs for Overview, Timeline, Timeline (new), Recovery at work (selected), Payments, Claim reports, Relationships, and Profile. The main content area is titled 'Recovery at work' and includes introductory text and a link to 'Supporting your employee's recovery'. Below this is a search filter section with 'Date from' and 'Date to' dropdowns, a 'Search' button, and a 'Reset' button. The main part of the interface is a table of claims. The table has columns for 'Accident Date', 'Claim', and 'Employee name'. A circled '2' highlights the table header, and a circled '1' highlights the first data row. The table lists several claims, all with an accident date of 21 Feb 2022, except for one with an accident date of 31 Dec 2019. The table also includes a 'Collapse all' link and pagination controls at the bottom.

Accident Date	Claim	Employee name	
21 Feb 2022	10052510911	Mr Test2 User2	2
21 Feb 2022	10052510910	Mr Test1 User	
21 Feb 2022	10052510909	Est. dpdklm dpdklm	1
21 Feb 2022	10052510908	Mr mrhsua mrhsua	
21 Feb 2022	10052510907	Mr vucszl vucszl	
21 Feb 2022	10052510906	Mr jilfo jilfo	
21 Feb 2022	10052510905	Mr qixvr qixvr	
21 Feb 2022	10052510904	Mr rytbch rytbch	
31 Dec 2019	10049043160	Mr Kevin Cross	
20 Aug 2019	10048130892	Mr Anakin Skywalker	

[Recovery at Work Landing Page] View list of claims assigned to the employer (continued)

3. Up to 25 claims will be displayed per page.
 - a. If there are more than 25 claims, click **Next** to view more claims
 - b. Click **Previous** to view claims in the previous page/s
4. The list of claims is displayed by accident date in descending order. You can change the sorting (i.e. sort by ascending order) by clicking the **sort icon (∨)** beside the Accident Date column

The screenshot shows the ACC Recovery at Work landing page. At the top, there is a navigation bar with 'Home' (Kāinga) and 'Contact us' (Whakapā mai) links, and a user profile for 'Test user3'. Below this is a header for 'Acting for Mr. Earnest Rutherford' with ACC Number A1031941. A menu bar contains tabs for 'Overview', 'Timeline', 'Timeline (new)', 'Recovery at work' (selected), 'Payments', 'Claim reports', 'Relationships', and 'Profile'. The 'Recovery at work' section is active, displaying a heading and introductory text. A search filter is present with 'Date from' and 'Date to' fields, a 'Search' button, and a 'Reset' button. Below the search is a table of claims with columns for 'Accident Date', 'Employee name', and a 'Collapse all' link. The table lists 10 claims, all dated 21 Feb 2022, except for two from 31 Dec 2019 and 20 Aug 2019. A blue circle with the number '4' highlights the 'Accident Date' column header. At the bottom of the page, there is a pagination bar with 'Previous', 'Page 1 of 1', and 'Next' links, and a blue circle with the number '3' next to it.

Acting for Mr. Earnest Rutherford
ACC Number A1031941

Recovery at work

In this tab you can view your injured employee's work related claims information. You can use this information to help support their recovery at work promptly and safely.

Having an employee who's injured and can't work can be difficult for you and your business. The sooner your employee can come back to work the better. Even if they just start off part-time or help out with smaller jobs. It's proven to help their physical and mental recovery when they're active and stay connected with their workplace.

Supporting your employee's recovery
Find out how you can support your injured employee's recovery at work:
[Working with us to manage employee injuries](#)

Date from: dd/mm/yyyy Date to: dd/mm/yyyy Search Reset

Accident Date		Employee name	Collapse all
21 Feb 2022	10052510911	Mr Test2 User2	∨
21 Feb 2022	10052510910	Mr Test1 User	∨
21 Feb 2022	10052510909	Est. dpdklm dpdklm	∨
21 Feb 2022	10052510908	Mr mrhsua mrhsua	∨
21 Feb 2022	10052510907	Mr vucszl vucszl	∨
21 Feb 2022	10052510906	Mr jilfo jilfo	∨
21 Feb 2022	10052510905	Mr qyixvr qyixvr	∨
21 Feb 2022	10052510904	Mr rytbch rytbch	∨
31 Dec 2019	10049043160	Mr Kevin Cross	∨
20 Aug 2019	10048130892	Mr Anakin Skywalker	∨

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[Recovery at Work Landing Page] Search claims for accidents that happened on specific date/s



You can see the claims for accidents that happened on specific date/s

1. Enter the date in the date fields provided or select the date from the date picker
2. Click **Search**. The claims based on the date/s entered will be displayed
3. Click **Reset** to clear the date/s entered. Default list of claims for the employer will be displayed

1

2

3

Date from 01/08/2019  Date to 31/12/2019 

Search **Reset**

Accident Date 	Claim	Employee name
31 Dec 2019	10049043160	Mr Kevin Cross
20 Aug 2019	10048130892	Mr Anakin Skywalker

[Previous](#) **Page 1 of 1** [Next](#)

[Recovery at Work Landing Page] View link to the online materials for Recovery at Work

To know the different ways how you can help your employee recover from their injury and get back to work as soon as possible, click [Working with us to manage employee injuries](#) link on the Recovery at Work page

Overview Taku pūkete	Timeline Wātaka	Timeline (new) Wātaka	Recovery at work Ngā mahi whakarauora	Payments Ngā utu	Claim reports Ngā pūrongo	Relationships Ngā hononga	Profile Kāhua	
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Recovery at work

In this tab you can view your injured employee's work related claims information. You can use this information to help support their recovery at work promptly and safely.

Having an employee who's injured and can't work can be difficult for you and your business. The sooner your employee can come back to work the better. Even if they just start off part-time or help out with smaller jobs. It's proven to help their physical and mental recovery when they're active and stay connected with their workplace.

Supporting your employee's recovery

Find out how you can support your injured employee's recovery at work:

[Working with us to manage employee injuries](#) ↗

Privacy Confirmation

Before you can view the work injury claim information, you have to confirm that:

- The person was employed by your workplace at the date of accident
AND
- The person is a current employee

If you cannot confirm these, please contact ACC to discuss



0800 222 096



workinjury.inquiries@acc.co.nz

Privacy Confirmation – Employer confirms

1. Click on a claim record
(click anywhere on the white space)

21 Feb 2022	10052510904	Mr rytbch rytbch	▼
31 Dec 2019	10049043160	Mr Kevin Cross	▼
20 Aug 2019	10048130892	Mr Anakin Skywalker	▼

Previous Page 1 of 1 Next Collapse all

2. The claim record will expand and the **Privacy Confirmation** box will appear

20 Aug 2019 10048130892 Mr Anakin Skywalker ^

Privacy Confirmation

To view this work injury claim information, please check:

- This person was employed by your workplace at the date of the accident
- This person is a current employee

I confirm this information is correct

i If this information is incorrect, click the Cancel button and call us on **0800 222 096** or email workinjury.inquiries@acc.co.nz

Confirm Cancel

Privacy Confirmation – Employer confirms (continued)

3. If you confirm that the person was employed by your workplace at the date of accident AND the person is a current employee, tick **I confirm this information is correct** checkbox.

20 Aug 2019 10048130892 Mr Anakin Skywalker

Privacy Confirmation

To view this work injury claim information, please check:

- This person was employed by your workplace at the date of the accident
- This person is a current employee

I confirm this information is correct

3

i If this information is incorrect, click the Cancel button and call us on **0800 222 096** or email workinjury.inquiries@acc.co.nz

Confirm Cancel

4. Click **Confirm**. The work injury claim information and fitness for work information will be displayed (Details will be covered in the next section)

20 Aug 2019 10048130892 Mr Anakin Skywalker

Privacy Confirmation

To view this work injury claim information, please check:

- This person was employed by your workplace at the date of the accident
- This person is a current employee

I confirm this information is correct

i If this information is incorrect, click the Cancel button and call us on **0800 222 096** or email workinjury.inquiries@acc.co.nz

4 Confirm Cancel

Privacy Confirmation – Employer does not confirm

If you cannot confirm that the person was employed by your workplace at the date of accident AND the person is a current employee, click **Cancel**.

20 Aug 2019 10048130892 Mr Anakin Skywalker ^

Privacy Confirmation

To view this work injury claim information, please check:

- This person was employed by your workplace at the date of the accident
- This person is a current employee

I confirm this information is correct

i If this information is incorrect, click the Cancel button and call us on [0800 222 096](tel:0800222096) or email workinjury.inquiries@acc.co.nz

View Work Injury Claim Information and Fitness for work information

When you click 'Confirm' in the Privacy Confirmation step, you will be able to view the following:

Work Injury claim information

- Accident date
- Date cover decision was made
- Claim lodgement date
- Date of first incapacity (DOFI)
- Injury description
- Accident description

Fitness for work information

- Work capacity status (if Fully Unfit or Fit for Selected Work)
- Duration of the work capacity status
- Restrictions (if work capacity status is Fit for Selected Work)

Work Injury Claim Information and Fitness for work information

20 Aug 2019 10048130892 Mr Anakin Skywalker ^

WORK INJURY CLAIM INFORMATION

Accident date	20 Aug 2019	Date cover decision was made	17 Feb 2022
Claim lodgement date [?]	26 Aug 2019	Date of first incapacity (DOFI) [?]	
Injury description	Lumbar sprain Lumbar disc prolapse with radiculopathy Tuberculoma of brain		
Accident description	at cow shed filling up calf feeder and twisted round to hang up the feeder and felt ++ pain in back, Pain in hand		

[?] Please request the full medical certificate directly from your employee if you require any further information

FITNESS FOR WORK Future [?]

Work capacity status	Fit For Selected Work
From	2 May 2022
To	31 May 2022
Restrictions	Please request the full medical certificate directly from your employee to confirm specific restrictions.


FITNESS FOR WORK Current [?]




Work capacity status	Fully Unfit
From	1 Mar 2022
To	31 Mar 2022

FITNESS FOR WORK Past [?]

Work capacity status	Fit For Selected Work
From	1 Jul 2020
To	6 Sep 2020
Restrictions	<ul style="list-style-type: none">LiftingHeavy PhysicalRepetitionVibrationProlonged WalkingOther [?]

View Work Injury Claim Information


1. On click of Confirm in the Privacy Confirmation step, the claim record will expand and the **Work Injury Claim information** will be displayed (as well as the fitness for work information which will be discussed in the next section)
2. Click  to close the claim record
3. If there are more than one records expanded/opened, click **Collapse all** to close all records

Accident Date	Claim	Employee name	
21 Feb 2022	10052510911	Mr Test2 User2	
21 Feb 2022	10052510910	Mr Test1 User	
20 Aug 2019	10048130892	Mr Anakin Skywalker	

WORK INJURY CLAIM INFORMATION

Accident date	20 Aug 2019	Date cover decision was made	17 Feb 2022
Claim lodgement date	26 Aug 2019	Date of first incapacity (DOFI)	
Injury description	Lumbar sprain Lumbar disc prolapse with radiculopathy Tuberculoma of brain		
Accident description	at cow shed filling up calf feeder and twisted round to hang up the feeder and felt ++ pain in back, Pain in hand		



View Work Injury Claim Information (continued)

4. Click  to view the short description for the following fields:

- a) Claim lodgement date
- b) Date of first incapacity (DOFI)

20 Aug 2019 10048130892 Mr Anakin Skywalker

WORK INJURY CLAIM INFORMATION



Accident date	20 Aug 2019	Date cover decision was made	17 Feb 2022
Claim lodgement date 	26 Aug 2019	Date of first incapacity (DOFI) 	
Injury description	Lumbar disc prolapse with radiculopathy Tuberculoma of brain		
Accident description	at cow shed filling up calf feeder and twisted round to hang up the feeder and felt ++ pain in back , Pain in hand		

4a

The date your employee's injury claim was submitted to ACC by their treatment provider.

20 Aug 2019 10048130892 Mr Anakin Skywalker

WORK INJURY CLAIM INFORMATION

Accident date	20 Aug 2019	Date cover decision was made	17 Feb 2022
Claim lodgement date 	26 Aug 2019	Date of first incapacity (DOFI) 	
Injury description	Lumbar sprain Lumbar disc prolapse with radiculopathy Tuberculoma of brain		
Accident description	at cow shed filling up calf feeder and twisted round to hang up the feeder and felt ++ pain in back , Pain in hand		

4b

DOFI will be the earlier of the two dates below:

- First date your employee was medically certified unfit for work due to their injury
- First date your employee took time off work to receive treatment for their injury

View Fitness for Work Information

Aside from the Work injury claim information, the **Fitness for work information** (which is from your employee's medical certificate) will also be displayed.

1. Work capacity status

- This will show if the employee is Fully Unfit or Fit for Selected Work

2. Duration of the work capacity status

3. Restrictions

- This will be displayed only if the employee's work capacity status is Fit for Selected Work

1 Please request the full medical certificate directly from your employee if you require any further information

FITNESS FOR WORK **Future** ?

Work capacity status	Fit For Selected Work	1
From	2 May 2022	
To	31 May 2022	
Restrictions	Please request the full medical certificate directly from your employee to confirm specific restrictions.	

FITNESS FOR WORK **Current** ?

Work capacity status	Fully Unfit	
From	1 Mar 2022	2
To	31 Mar 2022	

FITNESS FOR WORK **Past** ?

Work capacity status	Fit For Selected Work	
From	1 Jul 2020	
To	6 Sep 2020	
Restrictions	<ul style="list-style-type: none">LiftingVibrationHeavy PhysicalProlonged WalkingRepetitionOther ?	3

View Fitness for Work Information – Restrictions

The value in the **Restrictions** field is based on what the medical provider has indicated in your employee's medical certificate.

1. The medical provider selected one or more of the restrictions available in the medical certificate

FITNESS FOR WORK Past ?

Work capacity status	Fit For Selected Work
From	29 Oct 2019
To	26 Jan 2020
Restrictions	<ul style="list-style-type: none">• Lifting• Prolonged Walking• Heavy Physical• Prolonged Standing• Repetition

1

View Fitness for Work Information - Restrictions (continued)

- The medical provider selected one or more of the restrictions available in the medical certificate **AND** also entered additional restrictions/details as free text (represented as **Other** in Restrictions field)

NOTE: The exact "free text" entered will not be displayed in MyACC for Business as this may contain sensitive or confidential information. You should request for the full medical certificate directly from your employee to confirm specific restrictions.

FITNESS FOR WORK Past ?

Work capacity status	Fit For Selected Work
From	1 Jul 2020
To	6 Sep 2020
Restrictions	<ul style="list-style-type: none">LiftingHeavy PhysicalRepetitionVibrationProlonged WalkingOther ?

Please request the full medical certificate directly from your employee to confirm specific restrictions.

2

View Fitness for Work Information - Restrictions (continued)

- The medical provider entered details of the restrictions as free text in the medical certificate (and did not select any of the restrictions available)

NOTE: The exact “free text” entered will not be displayed in MyACC for Business as this may contain sensitive or confidential information. You should request for the full medical certificate directly from your employee to confirm specific restrictions.

FITNESS FOR WORK Past ?	
Work capacity status	Fit For Selected Work
From	1 Jan 2022
To	28 Feb 2022
Restrictions	Please request the full medical certificate directly from your employee to confirm specific restrictions.

3

View Fitness for Work Information - Badges

A badge is displayed to indicate if the fitness for work information is future, current or past

- 1. Future** - A change to your employee's work capacity, which is listed on their current medical certificate, that will happen in future (i.e. from fully unfit for work to fit for some work)
- 2. Current** – Your employee's current work capacity
- 3. Past** – Your employee's previous work capacity

Please request the full medical certificate directly from your employee if you require any further information

A change to your employee's work capacity, which is listed on their current medical certificate, that will happen in future (i.e. from fully unfit for work to fit for some work)

FITNESS FOR WORK	Future ?
Work capacity status	1 Fully Unfit
From	2 Mar 2022
To	31 May 2022
Restrictions	Please request the full medical certificate directly from your employee to confirm specific restrictions.

Employee's current work capacity

FITNESS FOR WORK	Current ?
Work capacity status	2 Fully Unfit
From	1 Mar 2022
To	31 Mar 2022

Employee's previous work capacity

FITNESS FOR WORK	Past ?
Work capacity status	3 Fit For Selected Work
From	7 Sep 2020
To	2 Nov 2020
Restrictions	<ul style="list-style-type: none">LiftingHeavy PhysicalProlonged WalkingProlonged Standing

Key Questions

Key Questions

Question	Answer
What claim information can you view as part of Recovery at Work	<p>Once you have clicked Confirm in the Privacy Confirmation step, you can view the following claim details:</p> <ul style="list-style-type: none">• Work injury claim information<ul style="list-style-type: none">Claim numberEmployee nameAccident dateDate cover decision was madeClaim lodgement dateDate of first incapacity (DOFI)Injury descriptionAccident description• Fitness for work information<ul style="list-style-type: none">Work capacity status (This will show if the employee is Fully Unfit or Fit for Selected Work)Duration of the work capacity statusRestrictions (This will be displayed only if the employee's work capacity status is Fit for Selected Work)

Key Questions

Question	Answer
<p>What claims are displayed as part of Recovery at Work</p>	<ul style="list-style-type: none"> • Claim is an active, work related claim and accepted by ACC • Claim where the employee has not changed their employer since the accident date
<p>What claims are NOT displayed as part of Recovery at Work</p>	<ul style="list-style-type: none"> • Non work claims • Work related gradual process claim • Claims with deceased claimant • Claims where the medical certificate shows Fully Fit work capacity status
<p>What is date of first incapacity (DOFI)</p>	<p>DOFI is the date of first incapacity and will be the earlier of two dates below:</p> <ul style="list-style-type: none"> • First date your employee was medically certified unfit for work due to their injury • First date your employee took time off work to receive treatment for their injury” <p>If your injured employee has requested weekly compensation with ACC, a DOFI date will be determined (based on the above definition) and will be displayed in MyACC for Business</p> <p>If your injured employee has not requested weekly compensation with ACC, then no DOFI date will be displayed.</p>

Key Questions

Question	Answer
Where is the Fitness of Work information from	<p>Fitness for work information is from your employee's medical certificate.</p> <p>As part of Privacy, ACC can only disclose selected field from the medical certificate. If you require more details, please ask this from your employee directly.</p>
What restrictions can be selected from the medical certificate	<ul style="list-style-type: none">• Prolonged standing• Prolonged sitting• Prolonged walking• Driving• Posture• Lifting/forceful movements• Heavy physical work• Repetition• Temperature• Vibration
What does a "Future" badge mean?	<p>This is a change to your employee's work capacity, which is listed on their current medical certificate, that will happen in future (i.e. from fully unfit for work to fit for some work)</p>

Key Questions

Question	Answer
<p data-bbox="174 395 683 523">The restrictions displayed in MyACC for Business may appear in different formats.</p> <p data-bbox="174 571 533 654">Why are the formats different?</p>	<p data-bbox="752 395 2027 475">The value in the Restrictions field is based on what the medical provider has indicated in your employee's medical certificate</p> <ul data-bbox="752 531 2063 1375" style="list-style-type: none"><li data-bbox="752 531 2027 654">• If the medical provider selected one or more of the restrictions available in the medical certificate, then this will appear as bullet points in MyACC for Business<li data-bbox="752 710 2063 1061">• If the medical provider selected one or more of the restrictions available in the medical certificate AND also entered additional restrictions/details as free text, this will appear as bullet points + Others in MyACC for Business.<ul data-bbox="857 845 2063 1061" style="list-style-type: none"><li data-bbox="857 845 2063 1061">• Others indicate that there are other restrictions/details entered as free text, and will not be displayed in MyACC for Business as this may contain sensitive or confidential information. Employer should request for the full medical certificate directly from the employee to confirm specific restrictions.<li data-bbox="752 1117 2063 1375">• If the medical provider entered details of the restrictions as free text in the medical certificate (and did not select any of the restrictions available), then a message will appear in MyACC for Business to request the full medical certificate directly from your employee to confirm specific restrictions. This exact details will not be displayed as this may contain sensitive or confidential information.

Key Questions

Question	Answer
<p>What are the next steps for you once the employee's work capacity period is nearing completion?</p>	<p>It is strongly encouraged that you continue to talk with your employee to see how their recovery has been going.</p> <ul style="list-style-type: none">• If the employee's recovery is going as planned, a full return to work will be possible at the completion of the current work capacity• If the employee's recovery is not going as planned, the employer and the employee should consult with the employee's treatment provider/s to understand and determine the next steps for their rehabilitation plan. <p>For more information on how you can support your injured employee's recovery at work, please refer to Working with us to manage employee injuries (acc.co.nz)</p>

Key Questions

Question	Answer
What is the difference between the Claims Report and Recovery at Work in MyA4B	<p>Claims Report</p> <ul style="list-style-type: none">• This report lists work-related claims and includes claims for employees who have moved to another employer but were employed by your workplace at the date of accident• You can view the costs that have been incurred against the claim and general information about the claim itself <p>Recovery at Work</p> <ul style="list-style-type: none">• This report is more targeted for you to help support your employee's recovery journey. If your employee is fully unfit or fit for selected work based on the medical certificate, these claims will appear as part of Recovery at Work• You can view the work injury claim information and fitness for work information in this report
What should you do if you see a claim in the list for a person who is no longer employed by your workplace (but was an employee at the date of accident)	<p>You may still view the claim for this person in the Claims Report in MyACC for Business</p> <p>Note: The Claims Report is updated every Monday so information will only be accurate from the latest Monday of the date range selected</p>

Key Questions

Question	Answer
<p>What should you do if you see a claim in the list:</p> <ul style="list-style-type: none">• For a person who was never employed by your workplace• With incorrect claim information• That is a non-work related claim	<p>Please contact ACC:</p> <ul style="list-style-type: none">• 0800 222 096• workinjury.inquiries@acc.co.nz
<p>What should you do if a claim is missing from the list?</p>	<p>Please contact ACC:</p> <ul style="list-style-type: none">• 0800 222 096• workinjury.inquiries@acc.co.nz
<p>I viewed my employee's claim in Recovery at Work and I would like to challenge it.</p> <p>I have not received the work claim notification letter yet. What should I do?</p>	<p>Please contact ACC:</p> <ul style="list-style-type: none">• 0800 222 096• workinjury.inquiries@acc.co.nz

Key Questions

Question	Answer
What Recovery at Work enhancements may be considered in the future?	<p>Below is a list of Recovery at Work enhancements that <u>may be considered</u> in the future:</p> <ul style="list-style-type: none">• Ability to filter claims by employee name and claim ID• Ability to sort claim by employee name and claim ID• View the work claim notification letter in MyACC for Business• Show other claim-related information (e.g. accident location, number of hours or specific times of the day that an employee can work, if fit for selected work)• Allow user to download the claims (CSV)• Show changes in the employee's claim information (via alert or banner in MyACC for Business)• Allow user to "unconfirm" the Privacy Confirmation <p>These will still go through the review process for proper planning, benefits identification, prioritisation and resource allocation.</p> <p>If you have suggestions on how ACC can improve Recovery at Work in MyACC for Business, please send an email to MyACCforBusiness@acc.co.nz</p>

Contact us



MyACC for Business live chat



acc.co.nz



0800 222 776



email myaccforbusiness@acc.co.nz