

# MyACC for Business: Recovery at work

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## Employer user guide

July 2025



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 tab in MyACC for Business that allows you to view your injured employee's 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 WorkPlace 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



# Manage Recovery at work permission for 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 MyACC interface with the 'Relationships' tab selected. The tab is highlighted with a blue border and a circled '1'. Below the tabs, the 'Relationships' section is titled with a circled '2'. It contains a paragraph explaining that users can invite others to manage the account and that invited users will have access to data including Personal Information. Below this is a table titled 'People who can manage this account' with columns 'Name' and 'Has access to'. The table lists three delegates: Bijoy Baby (Claims report only), jolara MS (Levies and Recovery at Work), and Yazl User1 (Levies, Claims report and Recovery at Work). Each row has an 'Edit' button (pencil icon) and a 'Remove' button (trash icon). To the right of the table is a 'Invite users' section with a person icon, a description, and an 'Add new relationship' button.

Overview	Timeline	Recovery at work	Payments	Claim reports	Relationships	Profile
Taku pūkete	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	
Bijoy Baby	Claims report only	<a href="#">Edit</a> <a href="#">Remove</a>
jolara MS	Levies and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
Yazl User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>



### Invite users

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

[Add new relationship](#)

# Manage Recovery at work permission for delegate

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	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
Bijoy Baby	<div><input type="checkbox"/> Levies</div> <div><input checked="" type="checkbox"/> Claim reports</div> <div><input type="checkbox"/> Recovery at work</div>


3

4

Update

Cancel

jolara MS	Levies and Recovery at Work	<a href="#">Edit</a>	<a href="#">Remove</a>
Yaz1 User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a>	<a href="#">Remove</a>



### Invite users

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

Add new relationship

# Manage Recovery at work permission for delegate

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

Overview  
Taku pūkete

Timeline  
Wātaka

Recovery at work  
Ngā mahi whakarauora

Payments  
Ngā utu

Claim reports  
Ngā pūrongo

Relationships  
Ngā hononga

Profile  
Kāhua

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	
Bijoy Baby	Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
jolara MS	Levies and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
Yaz1 User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>

 Invite users

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

Add new relationship

# Manage Recovery at work permission for delegate

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 Relationships tab with a modal for inviting users. The modal includes fields for user details and checkboxes for permissions. The 'Recovery at Work' checkbox is selected. The 'Send invitation' button is highlighted.

**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	
Bijoy Baby	Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
jolara MS	Levies and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
Yazl User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>

**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 [v](#)

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

# Manage Recovery at work permission for delegate

## 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**

The screenshot shows the ACC MyACC for Business interface. At the top, there is a navigation bar with tabs: Overview (Taku pūkete), Timeline (Wātake), 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 border and a circled '1'. Below the navigation bar, the 'Relationships' section is titled. It contains two paragraphs of text explaining the purpose of the Relationships tab and the importance of privacy. Below the text, there is a section titled 'People who can manage this account' which contains a table. The table has two columns: 'Name' and 'Has access to'. The first row shows 'Bijoy Baby' with access to 'Claims report and Recovery at Work'. The second row shows 'jolara MS' with access to 'Levies and Recovery at Work'. The third row shows 'Yaz1 User1' with access to 'Levies, Claims report and Recovery at Work'. Each row has an 'Edit' button (pencil icon) and a 'Remove' button (trash icon). The 'Edit' button for the first row is highlighted with a blue border and a circled '2'. To the right of the table, there is a 'Invite users' section with a red person icon, a description of the feature, and an 'Add new relationship' button.

Name	Has access to	
Bijoy Baby	Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
jolara MS	Levies and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
Yaz1 User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>

# Manage Recovery at work permission for delegate

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	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
Bijoy Baby	<div><input type="checkbox"/> Levies</div> <div><input checked="" type="checkbox"/> Claim reports</div> <div><input checked="" type="checkbox"/> Recovery at work</div>

3

4

Update

Cancel

jolara MS	Levies and Recovery at Work	<a href="#">Edit</a>	<a href="#">Remove</a>
Yazl User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a>	<a href="#">Remove</a>



### Invite users

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

Add new relationship



# Manage Recovery at work permission for delegate

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

Recovery at work  
Ngā mahi whakarauroa

Payments  
Ngā utu

Claim reports  
Ngā pūrongo

Relationships  
Ngā hononga


Profile  
Kāhua

## 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 Bijoy Baby	Claims report only	<a href="#">Edit</a> <a href="#">Remove</a>
jolara MS	Levies and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>
Yaz1 User1	Levies, Claims report and Recovery at Work	<a href="#">Edit</a> <a href="#">Remove</a>

**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

Overview Taku pūkete	Timeline 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 5

In this tab you can view claims information for your injured employees. 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.

Date from 2  
06/06/2023

Date to  
06/06/2024

Search

4  
Reset

Accident Date	Claim	Employee name	
13 Nov 2023	10059328602	Mr RAW Claim1	3
8 Nov 2023	10059272218	Dr RAW1 Claim2	1
7 Nov 2023	10059316705	Miss RAW Claim3	
27 Oct 2023	10059167638	Mrs RAW Claim4	

[Previous](#) [Page 1 of 1](#) [Next](#) [Collapse all](#)

### 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](#)

## Note

- The claims that are displayed in the list are for accidents that happened in the last 12 months. This means that when you search for claims using the date filter, you can only enter dates within the 12 month date range
- To protect your employees' privacy, the accident and injury descriptions will only be provided for work-related claims which are not motor vehicle related.



# 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 work or non-work related and accepted by ACC (Note: For non-work claims, there should be weekly compensation still being paid)
- Claim where the employee has not changed their employer since the accident date
- Claim is for an accident that happened in the last 12 months

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)

Overview  
Taku pūkete

Timeline  
Wātaka

Recovery at work  
Ngā mahi whakarauora

Payments  
Ngā utu

Claim reports  
Ngā pūrongo

Relationships  
Ngā hononga

Profile  
Kāhua

### Recovery at work

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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.

Date from  
06/06/2023

Date to  
06/06/2024

Search

Reset

Accident Date	Claim	Employee name	
13 Nov 2023	10059328602	Mr RAW Claim1	2
8 Nov 2023	10059272218	Dr RAW1 Claim2	1
7 Nov 2023	10059316705	Miss RAW Claim3	
27 Oct 2023	10059167638	Mrs RAW Claim4	

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### 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](#)


#### Note

- The claims that are displayed in the list are for accidents that happened in the last 12 months. This means that when you search for claims using the date filter, you can only enter dates within the 12 month date range
- To protect your employees' privacy, the accident and injury descriptions will only be provided for work-related claims which are not motor vehicle related.



# Recovery at work landing page

## View list of claims assigned to the employer (continued)

3. Up to 25 claims will be displayed per page.
  - If there are more than 25 claims, click **Next** to view more claims
  - 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

Overview Taku pūkete	Timeline Wāhaka	Recovery at work Ngā mahi whakaraupora	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 claims information for your injured employees. 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  
06/06/2023

Date to  
06/06/2024

Search

Reset

Accident Date 	Claim	Employee name	<a href="#">Collapse all</a>
13 Nov 2023	10059328602	Mr RAW Claim1	
8 Nov 2023	10059272218	Dr RAW1 Claim2	
7 Nov 2023	10059316705	Miss RAW Claim3	
27 Oct 2023	10059167638	Mrs RAW Claim4	

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

3

[Collapse all](#)

### Note

- The claims that are displayed in the list are for accidents that happened in the last 12 months. This means that when you search for claims using the date filter, you can only enter dates within the 12 month date range
- To protect your employees' privacy, the accident and injury descriptions will only be provided for work-related claims which are not motor vehicle related.

# Recovery at work landing page

## Search claims for accidents 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 (*NOTE: You can only enter or select dates within the 12-month date range*)
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

Overview Taku pūkete	Timeline 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 claims information for your injured employees. 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 given to help their physical and mental recovery when they're active and stay connected with the workplace.

1

Date from  
06/06/2023

2

Date to  
06/06/2024

3

Search

Reset

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](#)

Accident Date	Claim	Employee name	<a href="#">Collapse all</a>
13 Nov 2023	10059328602	Mr RAW Claim1	▼
8 Nov 2023	10059272218	Dr RAW1 Claim2	▼
7 Nov 2023	10059316705	Miss RAW Claim3	▼
27 Oct 2023	10059167638	Mrs RAW Claim4	▼

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

#### Note

- The claims that are displayed in the list are for accidents that happened in the last 12 months. This means that when you search for claims using the date filter, you can only enter dates within the 12 month date range
- To protect your employees' privacy, the accident and injury descriptions will only be provided for work-related claims which are not motor vehicle related.



# 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	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 claims information for your injured employees. 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 for work related claims

Before you can view the work related 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 let us know by clicking the 'Decline' button in the Privacy Confirmation and please also contact ACC to discuss



0800 222 096



[workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)



# Privacy confirmation for work related claims

## Employer confirms

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

Accident Date ▾	Claim	Employee name	<a href="#">Collapse all</a>
16 May 2025	10059210140	Ms Wolverine Non work 1	1 ▾
14 May 2025	10059088377	Ms Storm Work 2	▾
14 May 2025	10059350059	Ms Mystique Work 1	▾
14 May 2025	10059678221	Mr Cyclops Non-work 2	▾

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

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

14 May 2025	10059088377	Ms Storm Work 2	⌵
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### PRIVACY CONFIRMATION

To view this 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** We need more details from you if the information is not correct. Please call us on **0800 222 096** or email [workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)

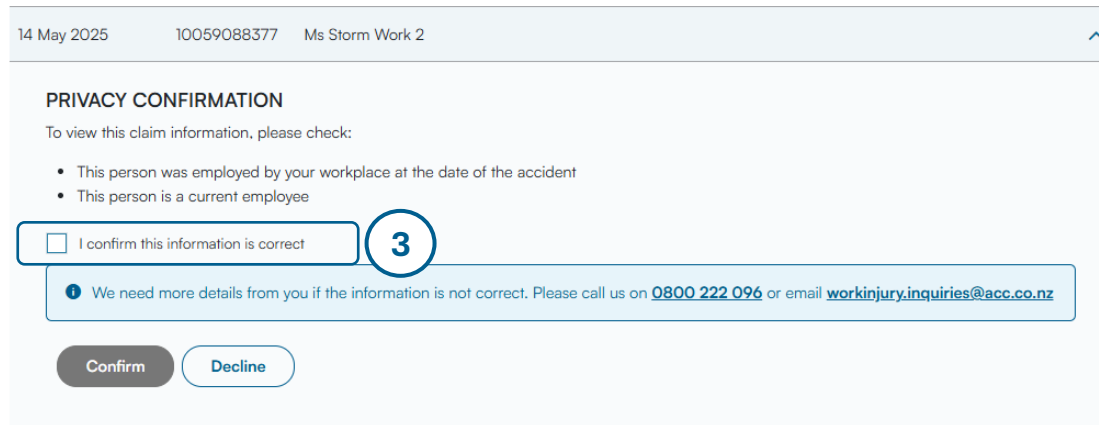
**Confirm** **Decline**



# Privacy confirmation for work related claims

## 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.



14 May 2025 10059088377 Ms Storm Work 2

**PRIVACY CONFIRMATION**

To view this claim information, please check:

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

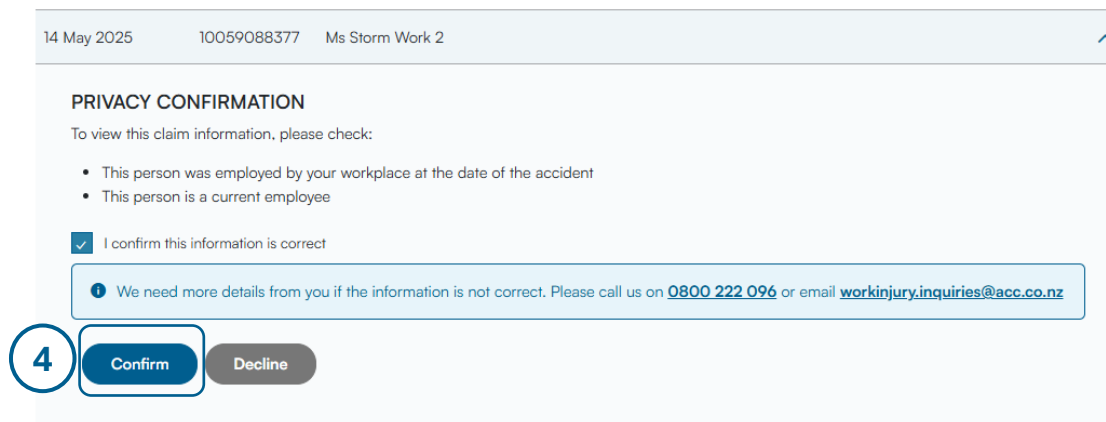
☐ I confirm this information is correct

3

**i** We need more details from you if the information is not correct. Please call us on [0800 222 096](tel:0800222096) or email [workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)

**Confirm** **Decline**

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



14 May 2025 10059088377 Ms Storm Work 2

**PRIVACY CONFIRMATION**

To view this 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

4

**i** We need more details from you if the information is not correct. Please call us on [0800 222 096](tel:0800222096) or email [workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)

**Confirm** **Decline**



# Privacy confirmation for work related claims

## Employer does not confirm

1. 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 **Decline** in the Privacy Confirmation


14 May 202510059088377Ms Storm Work 2

PRIVACY CONFIRMATION

To view this 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

 We need more details from you if the information is not correct. Please call us on [0800 222 096](tel:0800222096) or email [workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)

Confirm

Decline



# Privacy confirmation for work related claims

## Employer does not confirm (continued)

2. On click of **Decline**, a pop up window will appear with the list of possible reasons for declining to view the work related claim information. Select the reason that applies then click **Submit**. You can only select one reason from the list.
3. On click of **Submit**, if the reason submitted is any of the reasons listed except for 'I don't want to view the claim details at this time, then the work related claim will be removed from the claims list in the Recovery at work tab.

### Tell us why you don't want to view this claim

- ☐ This person was not employed by RAW Company at the date of the accident
- ☐ This person is not a current employee
- ☐ This person was never employed by RAW Company
- ☐ Other query or disputing the claim
- ☒ I don't want to view the claim details at this time

**i** Please follow up by phone ([0800 222 096](tel:0800222096)) or email ([workinjury.inquiries@acc.co.nz](mailto:workinjury.inquiries@acc.co.nz)) to confirm why you don't want to view this claim.

Cancel

Submit



# Privacy confirmation for non work claims

Before you can view the non work claim information, you have to confirm that the person is a current employee

If you cannot confirm this, please let us know by clicking the 'Decline' button in the Privacy Confirmation



# Privacy confirmation for non work claims

## Employer confirms

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

Accident Date ▾	Claim	Employee name	1	<a href="#">Collapse all</a>
16 May 2025	10059210140	Ms Wolverine Non work 1		▾
14 May 2025	10059088377	Ms Storm Work 2		▾
14 May 2025	10059350059	Ms Mystique Work 1		▾
14 May 2025	10059678221	Mr Cyclops Non-work 2		▾
<a href="#">Previous</a>	Page 1 of 1	<a href="#">Next</a>		<a href="#">Collapse all</a>

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

Accident Date ▾	Claim	Employee name	<a href="#">Collapse all</a>
16 May 2025	10059210140	Ms Wolverine Non work 1	⬆

**PRIVACY CONFIRMATION**

To view this claim information, please check:

- This person is a current employee

☐ I confirm this information is correct

Confirm

Decline



# Privacy confirmation for non work claims

## Employer confirms (continued)

3. If you confirm that the person is a current employee, tick **I confirm this information is correct** checkbox.

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

# Privacy confirmation for non work claims

## Employer does not confirm

1. If you cannot confirm that the person is a current employee, click **Decline** in the Privacy Confirmation

16 May 2025

10059210140

Ms Wolverine Non work 1

^

### PRIVACY CONFIRMATION

To view this claim information, please check:

- This person is a current employee

☐ I confirm this information is correct

Confirm

Decline



# Privacy confirmation for non work claims

## Employer does not confirm (continued)

2. On click of **Decline**, a pop up window will appear with the list of possible reasons for declining to view the non work claim information. Select the reason that applies then click **Submit**. You can only select one reason from the list.
3. On click of **Submit**, if the reason submitted is any of the reasons listed except for 'I don't want to view the claim details at this time, then the non work claim will be removed from the claims list in the Recovery at work tab.

### Tell us why you don't want to view this claim

- ☐ This person is not a current employee
- ☐ This person was never employed by RAW Company
- ☒ I don't want to view the claim details at this time

Cancel

Submit



# View claim information and fitness for work information

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

## Claim information

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

## Fitness for work information

- Return to work date
- 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)

*NOTE: Injury description and accident description will only be displayed for work related claims that are not motor vehicle related. These will **not be displayed** for non work related claims and work related claims that are motor vehicle related*



# View claim information and fitness for work information (continued)

17 Nov 2023

10059410243

Ms Beatles Band

^

CLAIM INFORMATION

Accident date

17 Nov 2023

Date cover decision was made

30 Nov 2023

Claim lodgement date ?

28 Nov 2023

Date of first incapacity (DOFI) ?

17 Nov 2023

Claim type

Work-related

Injury description

Lumbar sprain

Accident description

fell down stairs

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

RETURN TO WORK ?

Return date

11 Dec 2023

FITNESS FOR WORK

Past ?

Work capacity status

Fit For Selected Work

From

4 Dec 2023

To

10 Dec 2023

Restrictions

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

FITNESS FOR WORK

Past ?

Work capacity status

Fully Unfit

From

17 Nov 2023

To

30 Nov 2023



# View claim information

1. On click of Confirm in the Privacy Confirmation step, the claim record will expand and the **Claim information** will be displayed (*as well as the fitness for work information which will be discussed in the next section*)

2. Claim type will display one of the following values:

- Work-related
- Work-related (Motor vehicle)
- Non-work

17 Nov 2023	10059410243	Ms Beatles Band	^
<b>CLAIM INFORMATION</b>			
Accident date	17 Nov 2023	Date cover decision was made	30 Nov 2023
Claim lodgement date ?	28 Nov 2023	Date of first incapacity (DOFI) ?	17 Nov 2023
Claim type	Work-related		
Injury description	Lumbar sprain		
Accident description	fell down stairs		

22 Feb 2024	10060073419	Mr Claimant motor vehicle	^
<b>CLAIM INFORMATION</b>			
Accident date	22 Feb 2024	Date cover decision was made	29 Feb 2024
Claim lodgement date ?	26 Feb 2024	Date of first incapacity (DOFI) ?	
Claim type	Work-related (Motor vehicle)		

8 Aug 2023	10058366713	Mr Non work Claim	^
<b>CLAIM INFORMATION</b>			
Accident date	8 Aug 2023	Date cover decision was made	13 Jul 2023
Claim lodgement date ?	11 Jul 2023	Date of first incapacity (DOFI) ?	10 Jul 2023
Claim type	Non-work		



# View claim information (continued)

3. Injury description will only display approved injuries of work-related claims that are not motor vehicle related. This will **not be displayed** for the following:

- Non work related claims
- Work related claims that are motor vehicle related

4. Accident description will only be displayed for work related claims that are not motor vehicle related. This will **not be displayed** for the following:

- Non work related claims
- Work related claims that are motor vehicle related


17 Nov 2023	10059410243	Ms Beatles Band	^
CLAIM INFORMATION			
Accident date	17 Nov 2023	Date cover decision was made	30 Nov 2023
Claim lodgement date ?	28 Nov 2023	Date of first incapacity (DOFI) ?	17 Nov 2023
Claim type	Work-related		
Injury description	Lumbar sprain		
Accident description	fell down stairs		





22 Feb 2024	10060073419	Mr Claimant motor vehicle	^
CLAIM INFORMATION			
Accident date	22 Feb 2024	Date cover decision was made	29 Feb 2024
Claim lodgement date ?	26 Feb 2024	Date of first incapacity (DOFI) ?	
Claim type	Work-related (Motor vehicle)		

8 Aug 2023	10058366713	Mr Non work Claim	^
CLAIM INFORMATION			
Accident date	8 Aug 2023	Date cover decision was made	13 Jul 2023
Claim lodgement date ?	11 Jul 2023	Date of first incapacity (DOFI) ?	10 Jul 2023
Claim type	Non-work		




# View claim information (continued)



5. Click  to close the claim record
6. If there are more than one records expanded/opened, click **Collapse all** to close all records



Accident Date 	Claim	Employee name	<a href="#">Collapse all</a>
17 Nov 2023	10059410243	Ms Beatles Band	
CLAIM INFORMATION			
Accident date	17 Nov 2023	Date cover decision was made	30 Nov 2023
Claim lodgement date 	28 Nov 2023	Date of first incapacity (DOFI) 	17 Nov 2023
Claim type	Work-related		
Injury description	Lumbar sprain		
Accident description	fell down stairs		

# View claim information (continued)

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

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

17 Nov 2023	10059410243	Ms Beatles Band	^
<b>CLAIM INFORMATION</b>			
Accident date		Date cover decision was made	30 Nov 2023
Claim lodgement date 		Date of first incapacity (DOFI) 	17 Nov 2023
Claim type			
Injury description	Lumbar sprain		
Accident description	fell down stairs		

17 Nov 2023	10059410243	Ms Beatles Band	^
<b>CLAIM INFORMATION</b>			
Accident date	17 Nov 2023	Date cover decision was made	
Claim lodgement date 	28 Nov 2023	Date of first incapacity (DOFI) 	
Claim type	Work-related		
Injury description	Lumbar sprain		
Accident description	fell down stairs		

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

## 1. Return to work date

## 2. Work capacity status

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

## 3. Duration of the work capacity status

## 4. Restrictions

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

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

RETURN TO WORK ?

Return date1 Nov 2023

1

FITNESS FOR WORK Current ?

Work capacity statusFit For Selected Work

From1 Jun 2023

To31 Oct 2023

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

2

4

FITNESS FOR WORK Past ?

Work capacity statusFully Unfit

From3 Mar 2023

To31 May 2023

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	<div><ul style="list-style-type: none"><li>• Lifting</li><li>• Prolonged Walking</li><li>• Heavy Physical</li><li>• Prolonged Standing</li><li>• Repetition</li></ul></div> <span>1</span>

# View Fitness for Work information – Restrictions (continued)

2. 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	<div><div><ul style="list-style-type: none"><li>• Lifting</li><li>• Vibration</li></ul></div><div><ul style="list-style-type: none"><li>• Heavy Physical</li><li>• Prolonged Walking</li></ul></div><div><ul style="list-style-type: none"><li>• Repetition</li><li>• Other ?</li></ul></div></div>

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

2

# View Fitness for Work information – Restrictions (continued)

3. 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 <span>Past ?</span>	
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 from your employee if you require any further information

**FITNESS FOR WORK** **Future** ?

Work capacity status **1** Fully Unfit to fit for some work

From 2 Mar 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 **2** Fully Unfit

From 1 Mar 2022

To 31 Mar 2022

Employee's current work capacity

**FITNESS FOR WORK** **Past** ?

Work capacity status **3** Fit For Selected Work

From 7 Sep 2020

To 2 Nov 2020

Employee's previous work capacity

Restrictions

- Lifting
- Prolonged Standing
- Heavy Physical
- Prolonged Walking

# Key Questions

# Key questions

Question	Answer
<b>What claims information can you view as part of Recovery at work</b>	<p>Once you have clicked Confirm in the Privacy Confirmation step, you can view the following claim details:</p> <p><b>Claim information</b></p> <ul style="list-style-type: none"><li>• Claim number</li><li>• Employee name</li><li>• Accident date</li><li>• Date cover decision was made</li><li>• Claim lodgement date</li><li>• Date of first incapacity (DOFI)</li><li>• Claim Type</li><li>• Injury description - This will only display approved injuries of work related. claims that are not motor vehicle related. This will not be displayed for the following:<ul style="list-style-type: none"><li>• Non work related claims</li><li>• Work related claims that are motor vehicle related</li></ul></li><li>• Accident description – This will only be displayed for work related claims that are not motor vehicle related. This will not be displayed for the following:<ul style="list-style-type: none"><li>• Non work related claims</li><li>• Work related claims that are motor vehicle related</li></ul></li></ul> <p><b>Fitness for work information</b></p> <ul style="list-style-type: none"><li>• Return to work date</li><li>• Work capacity status (Fully Unfit or Fit for Selected Work)</li><li>• Duration of the work capacity status</li><li>• Restrictions (This will be displayed only if the employee’s work capacity status is Fit for Selected Work)</li></ul>



# Key questions

Question	Answer
<b>What claims are displayed as part of Recovery at work</b>	<ul style="list-style-type: none"> <li>Claim is work or non-work related and accepted by ACC               <ul style="list-style-type: none"> <li>Note: For non-work claims, there should be weekly compensation set up and being paid</li> </ul> </li> <li>Claim where the employee has not changed their employer since the accident date</li> <li>Claim is for an accident that happened in the last 12 months</li> </ul>
<b>What claims are NOT displayed as part of Recovery at work</b>	<ul style="list-style-type: none"> <li>Claims where the medical certificate shows Fully Fit work capacity status</li> <li>Certain claim types won't show in MyACC for Business for privacy reasons. Examples of these include serious injury and work-related gradual process claims.</li> </ul>
<b>When will non-work claims be displayed as part of Recovery at work?</b>	<ul style="list-style-type: none"> <li>Claim information will be visible when the employee has a Fully Unfit work status on their medical certificate and has applied for weekly compensation and this has been set up by us.</li> <li>If the employee moves or starts with a Fit for Selected Work medical certificate, the claims information will only show when they have applied for weekly compensation and submitted earnings information to us. The earnings information may be time worked that week, or confirmation of no alternative duties and zero hours worked. If they do not submit earnings information, on a Fit for Selected Work medical certificate, the claim information will not show – even if it was previously showing on a Fully Unfit medical certificate status</li> </ul>



# Key questions

Question	Answer
<b>What is date of first incapacity (DOFI)</b>	<p>DOFI is the date of first incapacity and will be the earlier of two dates below:</p> <ul style="list-style-type: none"> <li>• First date your employee was medically certified unfit for work due to their injury</li> <li>• First date your employee took time off work to receive treatment for their injury”</li> </ul> <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>
<b>Where is the Fitness of Work information from</b>	<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>
<b>What restrictions can be selected from the medical certificate</b>	<ul style="list-style-type: none"> <li>• Prolonged standing</li> <li>• Prolonged sitting</li> <li>• Prolonged walking</li> <li>• Driving</li> <li>• Posture</li> <li>• Lifting/forceful movements</li> <li>• Heavy physical work</li> <li>• Repetition</li> <li>• Temperature</li> <li>• Vibration</li> </ul>

# Key questions

Question	Answer
What does a “Future” badge mean?	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>The restrictions displayed in MyACC for Business may appear in different formats.</p> <p>Why are the formats different?</p>	<p>The value in the <b>Restrictions</b> field is based on what the medical provider has indicated in your employee’s medical certificate</p> <ul style="list-style-type: none"><li>• If the medical provider selected one or more of the restrictions available in the medical certificate, then this will appear as <a href="#">bullet points</a> in MyACC for Business</li><li>• 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 <a href="#">bullet points + Others</a> in MyACC for Business.<ul style="list-style-type: none"><li>• 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></ul></li><li>• 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 <a href="#">message will appear in MyACC for Business to request the full medical certificate directly from your employee to confirm specific restrictions</a>. This exact details will not be displayed as this may contain sensitive or confidential information.</li></ul>



# Key questions

Question	Answer
<b>What are the next steps for you once the employee's work capacity period is nearing completion?</b>	<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"><li>• 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</li><li>• 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.</li></ul> <p>For more information on how you can support your injured employee's recovery at work, please refer to <a href="https://acc.co.nz/working-with-us-to-manage-employee-injuries">Working with us to manage employee injuries (acc.co.nz)</a></p>
<b>What is the difference between the Claims Report and Recovery at work in MyA4B</b>	<p><b>Claims Report</b></p> <ul style="list-style-type: none"><li>• 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</li><li>• You can view the costs that have been incurred against the claim and general information about the claim itself</li></ul> <p><b>Recovery at work</b></p> <ul style="list-style-type: none"><li>• 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</li><li>• You can view the claim information and fitness for work information in this report</li></ul>



# Key questions

Question	Answer
<b>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)</b>	<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>
<b>What should you do if you see a claim in the list:</b> <ul style="list-style-type: none"><li>• For a person who was never employed by your workplace</li><li>• With incorrect claim information</li></ul>	<p>Please contact ACC:</p> <ul style="list-style-type: none"><li>• 0800 222 096</li><li>• <a href="mailto:workinjury.inquiries@acc.co.nz">workinjury.inquiries@acc.co.nz</a></li></ul>
<b>What should you do if a claim is missing from the list?</b>	<p>Please contact ACC:</p> <ul style="list-style-type: none"><li>• 0800 222 096</li><li>• <a href="mailto:workinjury.inquiries@acc.co.nz">workinjury.inquiries@acc.co.nz</a></li></ul>



# Key questions

Question	Answer
<p><b>I viewed my employee's work claim in Recovery at work and I would like to challenge it.</b></p> <p><b>I have not received the work claim notification letter yet. What should I do?</b></p>	<p>Please contact ACC:</p> <ul style="list-style-type: none"> <li>• 0800 222 096</li> <li>• <a href="mailto:workinjury.inquiries@acc.co.nz">workinjury.inquiries@acc.co.nz</a></li> </ul> <p>Note: Claim notification letter will only be sent for work related claims</p>
<p><b>What Recovery at work enhancements may be considered in the future</b></p>	<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"> <li>• Ability to filter claims by employee name and claim ID</li> <li>• Ability to sort claim by employee name and claim ID</li> <li>• View the work claim notification letter in MyACC for Business</li> <li>• 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)</li> <li>• Allow user to download the claims (CSV)</li> <li>• Show changes in the employee's claim information (via alert or banner in MyACC for Business)</li> <li>• Allow user to "unconfirm" the Privacy Confirmation</li> </ul> <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 <a href="mailto:MyACCforBusiness@acc.co.nz">MyACCforBusiness@acc.co.nz</a></p>

# Contact us



MyACC for Business live chat



[acc.co.nz](https://acc.co.nz)



0800 222 776



email [myaccforbusiness@acc.co.nz](mailto:myaccforbusiness@acc.co.nz)