



Starting the conversation: Recovering at work after an injury

For supervisors/team leaders

Use these conversation prompts to help you talk with your injured employee about their injury and recovery at work.

It takes a team effort to recover at work. By playing an early and active role, you can help your injured employee recover better and get back to their job sooner, and keep your business moving.

If you need support, contact ACC on 0800 101 996. Make sure you have your employee's consent first and the claim number handy.

1 Supporting your employee

"How are you?"

"How's your whānau?"

"If I need to talk to ACC or your GP to support your recovery here at work, do I have your consent?"

3 Staying connected

"How's your recovery going?"

"When's your next appointment and what do you expect will happen during this appointment?"

"Stay connected with work and your co-workers, as this will help your recovery."

2 Gathering information

"To support you, I need you to keep me updated on your progress and when things change."

"Tell me about your injury – when and how did it happen?"

"Please share a copy of your medical certificate with me."

"What do you need? Have you requested support from ACC?"

"The ACC website (acc.co.nz) has information about supports available, like weekly compensation, and you can use their online service MyACC (my.acc.co.nz) to request the things you need and provide information to them."

4 Recovering at work

"We want to help you remain at work while you recover. We can modify your hours/duties or look for other tasks you could do."

"We can help your GP understand the demands of your job by giving them information about the tasks you do, and possible alternative tasks as well."

"We'll work together on a recovery at work plan and include any restrictions noted on your medical certificate."

