



 Read time: 3 mins

Your role in the recovery at work journey

Your employee is injured

- ✓ Your employee must let you know they've been injured.
- ✓ Make sure they seek treatment as soon as possible – if they haven't already.
- ✓ Their doctor or health provider will lodge a claim with us.
- ✓ If the injury happened at work, check they've reported the accident.
- ✓ Visit the 'Recovery at work' tab on MyACC for Business, our online service. If your injured employee is receiving weekly compensation from ACC, you can access information about their work and non-work related claims (some exclusions apply).

Start open and regular communication with your employee

- ✓ Ask how they're doing and how the injury is impacting them and their family. Get a feel for their needs and how they want to approach their recovery, which may include involving a support person. Use the conversation guides on our website as a starting point.
- ✓ Check in to see what's happening with their treatment and what's next.
- ✓ Seek their consent if you wish to speak to ACC and/or their health provider about their recovery. Ask for a copy of their claim form and/or medical certificate. If you're seeking information from ACC about your employee, you'll be asked to verify your identity.
- ✓ Talk about how you'll support their recovery at work.

Can your employee work?




No – fully unfit

Give your employee information about the workplace, their job, and suitable/available duties to pass on to their health provider. This is so the provider understands what the employee could do safely at work and they can issue a Fit for Selected Work certificate when appropriate.



Yes – fit for some work

Develop a recovery at work plan with your injured employee.

Download our recovery at work plan template - acc.co.nz/recoveryatwork 





Yes – fully fit

Continue to check in with your employee as they fully recover.



The recovery at work process

Create a recovery at work plan with your employee

- ✓ As a starting point, talk through the tasks and demands of their usual job – what they can do safely and what they should avoid doing for now. Think about how you can modify their work environment, duties, or work hours in the short-term. See our quick guide 'Adjusting duties, workload, or hours for an injured employee' at acc.co.nz/recoveryatwork  for more ideas.
- ✓ Check what their medical certificate advises and match tasks with what the health provider outlined they can do. If you need more clarity or information, ask your employee for their consent to contact their health provider about the injury.
- ✓ Work together to make a recovery at work plan using the template on our website acc.co.nz/recoveryatwork.  Write down duties, actions, responsibilities, and timeframes so everyone is clear who is doing what, and when.
- ✓ Talk through how you'll manage your employee's pay. We'll pay up to 80% of their income as weekly compensation if they can't work or perform all their usual work activities. If they're gradually increasing work duties/hours, they can receive income from both you and ACC up to 100% of their usual weekly earnings.
- ✓ Invite them to meetings or events – keep their connection to work going even if they're unable to attend for work tasks.
- ✓ Check if they need help getting to and from the workplace. ACC may be able to help with transport. They can request this online through MyACC.

Monitor your employee's recovery at work

- ✓ Continue to check in with them to see how they're doing and if they need any support.
- ✓ If you need help, contact us. We can provide advice or refer for a vocational rehabilitation service, if needed.

