He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

PAYE EMPLOYEES

Guide 1 of 3

Read time: 5mins

Your first weekly compensation payment

Your guide to financial support while you recover
He whakamārama mō te pūtea tautoko i a koe e whakarauora ana

This guide explains what to expect when receiving your first weekly compensation payment from ACC, including timing, payment amount, and what your employer needs to do.

Key takeaways | **Ngā kōrero matua**

- You usually become eligible for weekly compensation on day 8 after your injury.
- If your injury happened at work, your employer must pay you for the first 7 days.
- Your first payment from ACC may not be paid on your chosen payday.
- You may get up to 80% of the income you earned before your injury, before tax and deductions.
- There are short- and long-term rates depending on how long you receive weekly compensation.

How to apply | **Me pēhea te tono mai**

1 Talk to your employer

If your injury happened at work and you're a PAYE employee, your employer must pay you for the first week. If it happened outside of work, talk to them about using sick or annual leave.

2 Wait for ACC approval

We need to approve your weekly compensation application before any payments can be made.

3 Check your bank account

Once approved, payments go directly to your account.

4 Log in to MyACC

Use my.acc.co.nz to view past and future payments, check your claim information, upload any new medical certificates and update your details.

Your first payment from ACC

- Covers the time from when you became eligible for weekly compensation (usually day 8) to the payment date
- If this isn't your first time off work for the same injury, or it's for approved surgery, payment may be available straight away
- Your payment may be up to 80% of your average weekly income in the 4 weeks before your injury, this is before tax and deductions (eg student loan, KiwiSaver or child support)

After your first payment

- Future payments are made weekly on the day you chose in your application
- Your payment amount may change depending on your employment type, how long you receive weekly compensation and if you earn other income
- You'll keep getting payments while your health provider certifies you're not ready to go back to the job you were doing before your injury — whether that means your usual hours, duties or both
- You'll need to provide regular medical certificates

What to expect | **Ngā kawatau**

Day 1: Injury and treatment

You visit a medical centre. They send ACC your injury claim and medical certificate.

Day 2: Claim accepted by ACC

You get a text confirming your injury is covered. We may also send you a code to register for MyACC.

Day 3: Apply for weekly compensation

You log in to MyACC and submit your application — or call us on 0800 101 996 to apply.

Day 4 onwards: We process your application

We gather info from you, your employer, and Inland Revenue. You become eligible for weekly compensation from day 8.

Your first payment is made

Once approved, your first payment covers from day 8 to the payment date. You'll get a notification, usually by text or email.

We can't give an exact payment date, but straightforward applications are processed faster.

Regular weekly payments start

These are paid weekly on your chosen payday. You can track them in MyACC.

Things to note

- Timeframes and amounts may vary depending on your situation.
- Minimum and maximum payment amounts are set by law.
- See examples in our guide *Calculating weekly compensation for employees.* Explore this and more on our website at acc.co.nz/weekly-compensation

Frequently asked questions | **Ngā pātai auau**

When will I receive my first payment?

Once your application is approved, your first payment is processed. While we can't guarantee an exact date, straightforward applications are processed faster. You'll receive a notification, usually by text or email.

Do I need to provide medical certificates?

Yes, you'll need to provide regular medical certificates to continue receiving weekly compensation. You can do this online using MyACC or by emailing us.

What if I work in more than one job?

We'll calculate your weekly compensation separately for each job. We then add them together to give your total weekly compensation rate. If any earnings could apply to more than one calculation, we'll only use them once in the way that gives you the highest overall benefit.

What are the short-term and long-term rates?

Short-term rate: Applies to the first 4 weeks. Based on your average weekly earnings in the 4 weeks before your injury.

Long-term rate: Applies after 4 weeks.

Permanent employees: Based on total income from your current PAYE job, divided by number of weeks worked (up to 52).

Non-permanent employees: Based on total income from all non-permanent PAYE jobs, divided by 52, regardless of weeks worked.

Different rules apply depending on your situation. Talk to us about your situation.

Need support?
Kei te kimi āwhina koe?

The contents of this guide may change. Our website has the most current information.
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ACC website
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