Injury at Work Process

If an injury occurs, remember that it's essential to notify your supervisor right away and seek first aid if needed. Our dedicated team at Wellnz is here to support you in recovery and rehabilitation. We're committed to working with you to ensure a smooth return to work.

Tell a Supervisor & Seek First Aid

Notify a supervisor as soon as the injury occurs and seek immediate first aid if necessary.

Access Medical Treatment

If necessary, seek medical treatment quickly from a hospital, emergency clinic, doctor's surgery or registered health provider, to receive a diagnosis and obtain the treatment necessary.

Inform Profile

Ensure Profile is informed of your injury or accident as soon as practical. This also needs to be recorded on the appropriate work injury reporting documentation at your workplace. This will be required to verify your claim as a work related injury.

Complete an ACC Claim Form

An ACC45 (Injury Claim) Form will be completed by a Medical Provider. If you have had a work injury this will be indicated on the form with Profile as an employer. You will receive your copy which we need to sight ASAP, at most within two days of your injury.

Send Claim to Profile

All initial claim data and correspondence (eg ACC45 or other form, staff injury/accident investigation reports) medical reports) should be passed on to Enterprise immediately. Please advise your doctor or medical professional to send their documentation to Wellnz (see prior page). Note that surcharge fees apply for ACC-related treatments and tests, which you will need to pay.

Work with Wellnz

If you need time off work a Wellnz Case Manager will be in contact with you promptly. They will help facilitate your rehabilitation and ensure that you receive your entitlements. Ensure that you communicate with Wellnz promptly.