

An Important Message to All Enterprise Employees about Your Workplace Accident Insurance Arrangements

Please read this important information carefully and ask if you do not understand any aspect.

Enterprise Recruitment & Profile Group workplace injury claims are handled by **Wellnz**, an independent third party provider, who works in partnership with Enterprise & Profile Group. **Wellnz** is an established claims handling company. It handles a range of clients including Enterprise's, and claims' handling is its core business. **Wellnz** is staffed by specialist Case Managers with one Case Manager assigned to manage all of Enterprise's workplace claims. In the event of a workplace accident our Case Manager will facilitate your rehabilitation to assist you to return to work and independence and organise for any financial entitlements to be calculated and paid to you (from Enterprise payroll) in a timely manner.

In the event that you suffer an injury as the result of a workplace accident please refer to the following information and follow the process outlined below:

- Please ensure your workplace Supervisor as well as your Enterprise/ Profile Recruiter is informed of your injury or accident as soon as practical. Ensure this is recorded on the appropriate work injury reporting documentation on site. This will be required to verify your claim as a work related injury.
- If necessary, seek immediate medical treatment quickly from a hospital, emergency clinic, doctor's surgery or registered health provider to receive a diagnosis and obtain the treatment necessary. If it's an ACC claim **you will need to settle the surcharge fees** and Enterprise (via ACC) will settle the subsidised portion of costs.
- An ACC45 (Injury Claim Form) will be completed by a Medical Provider. Ensure you explain your **Employer is Enterprise Recruitment/ Profile Group**, not the site where you're working. If you have had a work injury this will be indicated on the form and you will receive your copy. **This needs to be sighted by Enterprise immediately, at the latest within 2 days of your injury.**
- All claims data and correspondence, such as ACC45 form, workplace injury/accident report, medical reports, accounts and invoices should be sent to **Wellnz**, at the address shown below. Or scan/photograph and send to your Enterprise/ Profile Recruiter. This will ensure prompt handling and payment if applicable. Please advise your doctor or medical professional to send their documentation to **Wellnz**.
- If you need time off work, our **Wellnz Case Manager** will be in contact with you promptly. They will facilitate the rehabilitation and ensure that you receive your entitlements.

Wellnz Contact Persons:

Case Manager: Sweta Deshmukh OR Coordinator: Kerry Williams

Post: PO Box 2057, Christchurch

Email: enterprise@wellnz.co.nz

Tel: 03-964-0925 Fax: 03-964-4541

Free Phone: 0508 INJURY (465 879)



Rehabilitation and Return to Work

It is important to return to work as soon as possible after an injury. Research has shown that the longer a person is off work the less likely they're able to return to suitable employment. You may be entitled to vocational and/or social rehabilitation to help you back to work and independence. Other entitlements may include medical and dental treatment, prescription costs, transport to treatment and rehabilitation, financial help and supporting your independence in your daily activities. These are only some examples.

Your Case Manager will contact you to discuss your entitlements and will help you with your return to work. Your Case Manager will also liaise with your Enterprise Recruiter and treatment providers regarding alternative duties which could be undertaken as you recover and gain strength.

You may choose to have a representative/support person involved during any part of the rehabilitation process.

Accident Reporting

You will be required to complete an accident report. This needs to be verified to confirm your claim. For a serious harm injury, we must also report this to Work Safe New Zealand. Enterprise may need to take remedial action to try to ensure this accident does not happen again.

General Information

If you hold down more than one job when you are injured, you may be eligible to claim entitlements including loss of earnings from your other job, provided you are incapacitated for that employment.

- Enterprise & Profile undergoes an annual audit by ACC. If Enterprise/ Profile fails to maintain accreditation in the Accredited Employers Programme you are still covered by ACC.
- Wellnz is entitled to ask you about your medical history as it relates to your work capacity or eligibility to cover under the current legislation. For instance, you may be asked whether you have or have had any particular type of injury caused by work related gradual process, disease or infection, or if you have any medical conditions likely to contribute to such an injury.
- You can ask Wellnz how they intend to use that medical history information. It cannot be used to discriminate against you and must remain bound by the current privacy legislation.
- The Injury Prevention Rehabilitation and Compensation Act 2001 specifies the amounts your employer can contribute to certain treatment providers. It is common for providers to charge in excess of these amounts. This is known as a surcharge and is payable by the injured employee. If you are uncertain if a surcharge applies, please contact Wellnz.
- Note: If you have private medical insurance, please check your policy as it may cover all or part of any surcharge.

Generally, a decision on your claim will be issued to you within 21 days of the claim being lodged. If your claim is for a gradual process injury, Wellnz will issue a decision within two months of the

claim being lodged. In some instances an extension will be required to these time frames. If an extension is required you will be informed in writing.

While you are waiting for your ACC claim to be accepted following injury, you may ask Enterprise to pay you any annual leave owed. If later you qualify for ACC weekly compensation, while you are off work, this leave can be reversed by Enterprise payroll.

ACC Code of Claimant Rights

The ACC Code of Claimant Rights was formally introduced on 1 February 2003. The code specifies how you should be treated once you have lodged a claim and outlines your rights. The code does not involve complaints about entitlements. The code is available in several languages and Enterprise or Wellnz can provide you with further information about the code. If you would like to raise a concern or lodge a complaint under the code, please contact Enterprise or Wellnz first to discuss your situation, as often a quick and easy resolution is achievable. You do, however, have the right to contact the ACC Complaints Officer directly to lodge a complaint and you can do this on the number below.

Statutory Entitlements

You are entitled to the same statutory benefits as those provided directly by ACC, including:

- Medical Treatment: Access to necessary medical care for your injury. We will pay for approved medical treatments – you are required to cover any surcharges.
- Rehabilitation Services: Support aimed at your recovery and return to work.
- Weekly Compensation: Financial support if you're unable to work due to your injury. This is paid at 80% of your preinjury earnings.

These entitlements are outlined in the [Accident Compensation Act 2001](#).

Challenging A Claim Decision

If an unfavourable decision is issued to you regarding any aspect of your claim and you are not happy with this decision, you can challenge the decision. You should first contact Wellnz to discuss your concerns. Wellnz will explain the decision and the reason it was made. Your employer has appointed **Jo Aldridge, People & Capability Manager**, as a designated employee disputes manager and you can contact her on 039481507 or jo.aldrige@enterprise.co.nz to discuss any concerns you may have. You have the right to discuss your concerns with an employee representative.

If you or your representative remain unsatisfied with the original decision you have the right to formally challenge this decision, provided you apply in writing within three months of the date the decision was issued. Your written request detailing your concerns needs to be forwarded to Wellnz. You should also inform Ian McPherson, Enterprise Recruitment Chief Operations Officer, of your decision to request a review. Wellnz will lodge the review with Dispute Resolution Services Ltd, an independent review organisation. You and/or your representative may attend the review hearing, and the reviewer must make a decision within 28 days of the hearing and notify you of this decision in writing. If the decision is not in your favour, you can file a notice of appeal in the District Court. If after another court hearing, you think the District Court's decision is wrong in law, you can make further legal appeals.

If you are unhappy or concerned that your employer or Worknz are not giving you the information they are obliged to, or are not treating you fairly, please contact:

The Regulator phone 0800 862 466 or
The ACC Complaints Investigator phone 0800 650 222