

Workplace injury

employee

Information



Recover
AT WORK

ANZCO
FOODS

We understand that having a work-related injury or illness can be a challenging time.

ANZCO Foods are here to support you through the recovery process, while encouraging a focus on rehabilitation and return to work.

To provide you appropriate assistance, we need to know about your injury.

What should I do if I have a work-injury?

- Make sure you seek first aid or emergency treatment as soon as possible.
- Follow health and safety procedures including the reporting of your injury to your supervisor/manager.
- Go through this pack to make sure you are aware of responsibilities.
- Take this pack with you if you are seeing a qualified medical treatment provider.
- Return any paperwork issued to you by your qualified medical treatment provider to your supervisor/manager or work-injury claims officer as soon as possible so that we can identify what other assistance you may need.

What about my pay?

If your work-injury has been accepted, we will pay you first week.

You will be paid for the duties that you work.

Your entitlement to weekly compensation will be paid if your claim has been accepted. Payment is calculated according to ACC Act 2001.

If you have any questions about your pay speak to your supervisor/manager or work-injury claims officer.

What about work?

We recognise that doing meaningful work while recovering from injury is better for you physically, mentally and financially. We will provide alternative duties or a graduated return to work plan wherever possible.

If you are unable to continue your normal duties, we have alternative duties register to assist your qualified medical treatment provider in certifying what range of duties you can do.

If required, ANZCO will provide a return-to-work provider to develop a plan that gradually returns you to your pre-injury role that is physically sustainable for you.

There is strong evidence that returning to work following a work-injury or illness aids recovery.

Who do I contact if I need further information?

In the first instance, contact your supervisor/manager or work-injury claims officer.

If your work-injury claim is being managed by Work-Aon, they can be contacted on **0800 185 400**.

If your work-injury claim is being managed by ACC, these are the ways you can contact them:

Phone: **0800 222 096**

Email: **workinjury.inquiries@acc.co.nz**

Registering at: **myacc.co.nz**

ACC Code of Claimants Rights

The ACC Code of Claimants Rights applies for anyone with a claim for personal injury under the ACC Act 2001.

Please visit the website **www.acc.co.nz** for further information.

Disputes/Complaints

If your work-injury is being managed under ANZCO's Accredited Employer Programme and you have a complaint or concern about your work-related injury, please contact your supervisor/manager or employee representative in the first instance.

Otherwise, our Complaints Manager can be contacted on **027 281 4911**.

What are my responsibilities?

Keep your supervisor/manager or work-injury claims officer updated on your recovery.

If you are cleared for suitable duties, your supervisor/manager or work-injury claims officer will discuss these with you. It is expected that you attend the duties provided. These duties may be different from your normal role.

Book appointments outside of working hours. If this is not possible, you should discuss this with your supervisor/manager or work-injury claims officer.

ANZCO's Responsibilities

- Provide first aid and assistance at the time of injury
- Investigate reported injuries
- Ensure timely treatment
- Support employee's recovery and return to work
- Provide alternative duties
- Treat employees with respect

Supplementary Information

- Referral to Doctor/Physiotherapist
- Consent form
- Alternative Duties Register
- Third Party Provider Information