



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

Getting help after someone dies from an injury



Getting help after someone dies from an injury

If someone in your family dies from an injury, ACC may be able to help cover your financial needs. We understand this is a very difficult time so we'll do everything we can to make it easy for you to deal with us.

This brochure explains how we may be able to help and what you need to do to apply for help.

For more information

ACC information online

www.acc.co.nz

Claim information freephone

0800 101 996

We have interpreters who can help you talk to us.

How it works

ACC cover applies if a death is caused by an accident, a work-related disease or infection, or medical treatment.

The support we can provide applies regardless of life, funeral or other insurance policies that may apply. Support is also available regardless of how the injury occurred:

- no matter what the person was doing (eg at work, at home, while driving)
- whether it was someone else's action or something they did that led to the injury
- no matter how old the person was
- wherever in New Zealand the injury happened.

The families of New Zealand residents fatally injured on a short trip overseas, or the families of visitors who are fatally injured in New Zealand, may also qualify for ACC support.

The financial support we provide

The types of financial support we may be able to provide include:

- a funeral grant to help with funeral and/or memorial costs
- a survivor's grant – a one-off non-taxable payment to the partner, children under 18 and other eligible dependants
- childcare payments to help look after children under 14
- weekly compensation for wages that would have been brought into the family.

These grants and payments are adjusted for inflation each year. For current amounts see 'Grants and payments to help when there's a death by injury' (ACC2403). This is available:

- online at **www.acc.co.nz**
- by calling **0800 101 996**
- at any ACC branch.

Who we can help

Our financial support may be available to:

- Partners:
 - spouse (ie partner from marriage)
 - civil or de facto unions
 - if you lived together or your partner supported you financially
 - partners living apart temporarily may also be covered (eg because of work, health or imprisonment)
- Children:
 - natural or adopted
 - born up to a year after the person died
 - children the person acted as a parent for may also be covered (eg a partner's children from a previous relationship, or a foster child)
- Other eligible dependants:
 - anyone who was financially dependent on the person who died because of a mental or physical disability.

How to apply for financial support

Before we can provide you any financial support we need to confirm the death is covered by ACC.

The first step is to make a claim. You can do this by talking to your funeral director, contacting your nearest ACC branch or by calling 0800 101 996.

We'll help you make a claim and do everything we can to make applying simple.

Someone outside your immediate family can make the application (eg a friend, member of your extended family, the funeral director, your minister or priest).

We also have Māori, Pacific and Asian advisors who can provide cultural support and interpreters who can help you talk to us.

Once we've received your claim, we'll contact you or your representative to discuss the financial support we may be able to provide. We'll also tell you what the next steps are.

We'll move as quickly as we can to get support in place. But to help us help you, we recommend making a claim as soon as possible.

The Code of ACC Claimants' Rights

The Code of ACC Claimants' Rights (or 'Code') helps guide how ACC works with people making claims. It sets out what you can expect in your dealings with us and specifies your right to:

- be treated with dignity and respect
- be treated fairly and have your views considered
- have your culture, values and beliefs respected
- a support person or persons
- effective communication
- be fully informed
- have your privacy respected
- make a complaint.

The Code encourages positive relationships between ACC and clients by promoting mutual trust, understanding and respect.

Visit **www.acc.co.nz** or ask us if you'd like a copy of our summary brochure about the Code, or a copy of the full Code legislation.



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