

Support for victims and their families

Christchurch, March 2019



ACC is the organisation that runs the Government's scheme for providing help when people are injured. Everyone in New Zealand is covered by the scheme. This includes children, students, people in or out of work, the retired and visitors to New Zealand. Whether you have been injured or have lost a loved one, ACC is here to help. We will work with you and your family to ensure you get the help you need.

How to get support

If you're in hospital, the staff there will have submitted an ACC claim for you. They will provide you with the treatment you need and we will be in contact with you shortly.

If you have been injured, or are a family member of someone who has been injured please get in touch with us, so that we can explain and organise the support that's available. You can:

- Visit us at the ACC Christchurch branch, located at The BNZ Centre, Level 2, 101-111 Cashel St, Christchurch. We are open 8.30am – 5pm, Monday to Friday.
- Phone us on 0800 080 273 (international +64 7859 8678)
- Email us at christchurchresponse@acc.co.nz

Additional general information on ACC support is also available on our website: www.acc.co.nz.

Support available if you have been injured

If you have been injured, as well as paying for your medical care, there are a number of ways we can support you while you recover. This includes:

- **Compensation for loss of earnings.** We pay up to 80% of your income as weekly compensation if you are unable to work because of an injury we are covering.
- **Help at home.** We can provide support with cleaning and looking after your home while you are injured and support with personal care activities such as showering and dressing.
- **Childcare.** We can support with caring for your children while you are injured. Help is available at home or at a playcentre or kindergarten. We can also provide care to help an injured parent with tasks they can't do for their child because of an injury, for example dressing and washing.
- **Counselling.** We can provide counselling and mental health support if it is needed. More broadly, anyone experiencing distress who needs support can access help via the National Telehealth Service: Free call or text 1737 any time. Visit: <https://1737.org.nz/>

Support available for families who have lost a loved one

Our support includes:

- **Helping with funeral costs.** We pay a funeral grant of up to \$6,219 towards funeral and memorial costs and this is topped up by the Ministry of Justice to a total of \$10,000 for victims of murder. You

don't pay any tax on this. You can choose to have the funeral or memorial in New Zealand or overseas.

- **Survivor grants for families.** Families may also be able to receive a one-off payment to the deceased's partner, children and dependants. We pay:
 - \$6,668 to the spouse or partner
 - \$3,334 to each child under 18 or other dependants. If the child or dependant is under 16, this money will go to their parent or caregiver. You don't pay any tax on this.
- **Ongoing support for children in New Zealand.** If the deceased had children, families can get weekly payments to help with childcare for five years or until the child turns 14. The amount depends on how many children under 14 are being cared for. You won't pay tax on these payments, but it may affect help you get from Work and Income. If the child has a disability, we can see if payments can continue for longer.
- **Weekly compensation for families.** If the deceased was earning an income in New Zealand when they died, you may be able to get compensation for the loss of that income to support the family. We pay up to 80% of what the deceased was earning. This money is available to support the deceased's spouse or partner, their children and, may be available to their parents or other relatives who were dependent on them. If a dependant lives overseas, they may still be able to receive payments. Payments depend on people's circumstances.