



Summary

Objective

Use this guidance when assisting a deceased client's family with an accidental death claim.

- 1) Assisting the client's family
- 2) Informing the applicant of the need to contact the spouse or next of kin

Owner

Name Withheld

Expert

Name Withheld

Procedure

1.0 Assisting the client's family

- a** In most accidental death claims, ACC will have some contact with the bereaved and must treat them sensitively and professionally. Work within the Code of ACC Clients' Rights (the ACC Code) to ensure that the applicant and surviving spouse or next of kin are provided with the highest practicable standard of service and fairness.

Accidental death claims, including work-related accidental death claims, are lodged and registered at the Registration Centre using an ACC21 Advice of an accidental death or ACC045 from providers. The Accidental Death Unit should contact the applicant and surviving spouse or next of kin, if applicable, to:

- ask if they would like help completing the ACC21
- explain ACC's decision-making process and timeframes
- obtain the information needed to make the cover decision
- explain what other information ACC needs to determine cover, eg coroner's report
- identify any further information needed to determine eligibility
- answer any questions the applicant may have.




You should provide the bereaved with a mix of both verbal and written information to ensure that they have some personal contact with ACC but also the opportunity to refer to written material.

If appropriate, discuss the information available and offer to send those relevant to the applicant.

ACDIS01 How we can help after someone dies from an injury (141K)– provides details about financial assistance from ACC.

The following booklets can be ordered through Wickliffe:

- ACC1014 Death without warning - a resource for people of different ages. It includes advice about the types of people that they will have to deal with and about dealing with grief
- ACC1108 Everybody hurts sometimes - this book helps children who are dealing with grief
- ACC1109 The journey through - this book helps teenagers to work through issues, including grief.

-  ACDIS01 How we can help after someone dies from an injury
-  ACC21 Advice of accidental death
-  Alternative method of collecting information for an accidental death claim

2.0 Informing the applicant of the need to contact the spouse or next of kin

- a** If the applicant is not the spouse or next of kin, explain that we need to contact the spouse or next of kin to discuss the assistance we can provide and obtain contact details for the spouse or next of kin.

If it is not clear whether there is a surviving spouse, children or other dependants, verify this with the applicant or executor of the estate.