

# Introduction to ACC

Prevention, care, recover



Information for Injured Person



## What is ACC?

ACC is New Zealand's accident compensation scheme. It provides no-fault personal injury insurance cover to all New Zealand residents, and visitors to New Zealand.

Everyone in New Zealand is covered by ACC's no-fault scheme if they're injured in an accident. This includes children, beneficiaries and students. It doesn't matter if they're working, unemployed or retired.

The cover we provide helps pay for the costs of your recovery. This includes payment towards treatment, help at home and work, and help with your income.

Claims must be made through a medical professional and can be made up to 12 months after your injury.

There are some limits to the support we can provide. For example, we can't cover things like illness, conditions related to ageing, and emotional issues.

## If you're injured visiting New Zealand

If you're injured while visiting New Zealand, you may be covered by ACC — it doesn't matter if you're not a resident. You'll receive the same cover as everyone else if you have an injury while visiting New Zealand. You'll still need travel insurance for what we don't cover.

## Translation Services

Your local health provider may have some translation facilities available but these will likely be limited. If you require a translator you may wish to contact Healthline free on **0800 611 116**. They can arrange to talk with you in your language - when your call is answered, tell them you would like an interpreter and the language you'd like to speak in.

Once your claim is active with ACC there are also translation services available, if required.

The number to call to access the translation service is **0800 101 996**.

## What you need to do if your injured



### 1. Seek medical advice

This could be at your doctor (GP), physiotherapist, an afterhours medical centre or the hospital emergency department.

---



### 2. The treatment provider will make a claim

One less thing for you to worry about. They'll fill out the right forms and make a claim to ACC on your behalf.

---



### 3. Pay for part of the appointment

If the injury is covered, ACC pay part of the health provider appointment fees. You'll need to pay the rest. This is set out by the ACC cost of treatment regulations. Ask the health provider about their fees.

If you have a Community Services Card or are a dependant (14 to 17 years of age) of a Community Services cardholder, you may get a lower-cost visit to your GP. Most GPs will also offer zero-fees for children under 14 years.

---



### 4. ACC will confirm if you're covered

If your claim is covered ACC will text you and let you know. They may also send a letter, usually within a week. If you don't already have one, you'll need to find a health provider to provide your treatment, like a physiotherapist.

---



### 5. How ACC support you and your family

Along with financial support if you can't work or have a permanent injury, ACC can pay for things like transport to get you to appointments or work, childcare and help around the home.

## Contact

For more information on ACC go to [acc.co.nz/im-injured](https://acc.co.nz/im-injured)