

# Support for injured and their families

*White Island eruption, December 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.

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.

Anyone experiencing emotional distress who needs support can access help via the National Telehealth Service: Free call or text 1737 any time. Visit: <https://1737.org.nz/>

## INFORMATION FOR NEW ZEALAND CITIZENS AND RESIDENTS

### Support available if you have been injured

If you have been injured, or have lost a loved one, as well as paying for medical care, there are several ways we can support you:

- **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.

### 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 \$6,311 towards funeral and memorial costs. 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:
  - \$6,766 to the spouse or partner

- \$3,383 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.

## INFORMATION FOR INTERNATIONAL VISITORS

### Support available if you have been injured or have lost a loved one

If you have been injured while visiting New Zealand we will pay for your medical care. If you have lost a loved one there are also other ways we can support you:

- **Helping with funeral costs.** We pay a funeral grant of up to \$6,311 towards funeral and memorial costs. 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:
  - \$6,766 to the spouse or partner
  - \$3,383 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.

## HOW TO GET SUPPORT

Phone us on 0800 101 996 (international +64 7306 0100). Email us at [claims@acc.co.nz](mailto:claims@acc.co.nz)

Visit us at the Whakatane branch, 1st Floor, Niederer Plaza, Corner Boon Street & The Strand, Whakatane. We are open 8.30am – 5pm, Monday to Friday.

More information on ACC support is also available on our website: [www.acc.co.nz](http://www.acc.co.nz).