



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara



# Help for injuries

*Your easy guide to getting help from ACC if you've been injured*



# How to get help from ACC if you've been injured

## First, get treatment

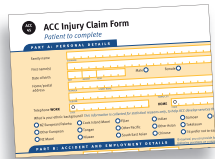
The first step to getting help from ACC is to visit a health professional, eg a doctor or accident and emergency department.



## Making a claim

As well as treating your injury, your health professional will help you fill out an ACC claim form.

They will also send or email the form to ACC.



## What will you need to pay?

You will usually be asked to pay part of the cost of your visit. ACC will pay the rest, direct to your health professional, if your claim is accepted.



## What happens next?

Once we've received your claim form, we'll contact you by letter or phone to tell you if your claim has been accepted.



## The ways ACC can help

The help you can get from ACC depends on your injury and situation so please talk to us. The help we can provide can include:

- Treatment costs
- Prescription medication costs
- Compensation for lost earnings
- Help to get back to work
- Transport to and from treatment
- Recovery aids and equipment
- Help around the home
- Childcare.

If you need on-going or follow-up medical care, ACC will work with you and your health professional to make sure you get the support and treatment you need. If we can't accept your claim, we'll tell you the reasons why.

### Help for injuries

**ACC information online** [www.acc.co.nz](http://www.acc.co.nz)

**Claim information freephone** 0800 101 996

**ACC branches** Listed in the 'Government department contacts' section of the phone book.

We have interpreters who can help you talk to us.

## What is ACC?

We're here to prevent injuries in the community and workplace, and to help people who get injured.

You may qualify for help from ACC, whether or not you're working, a student, retired, or a visitor from overseas. It doesn't matter how or where you get injured – eg at home, at work, on the road or during sport or recreation.



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[www.acc.co.nz](http://www.acc.co.nz)

0800 101 996