



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

Getting help if you've been injured while travelling overseas





For more information

ACC information online

www.acc.co.nz

Claim information freephone

0800 101 996

We have interpreters who can help you talk to us.

Help with an injury that happened overseas

Although overseas travel is an adventure, injuries are always a possibility.

Fortunately, ACC can usually help if you return home with an injury that happened overseas.

The treatment and support we can provide applies whether you were travelling:

- on business
- on holiday or your OE
- to visit friends or family.

ACC help is normally available if your overseas trip was up to six months long.

You can usually get ACC help:

- no matter how you got injured overseas – while inside your hotel room or while out and about sightseeing, driving etc
- no matter how old you are
- no matter whose fault it was - whether it was someone else's action or something you did that contributed to your injury.

We may also be able to help with:

- injuries caused by medical treatment
- the mental effects of a sexual assault or abuse
- some work-related health problems and mental injuries.

Extension for business travel

If you were travelling on business and paying income tax in New Zealand, ACC help applies even if you were away more than six months.

If you decided to extend your trip by up to six months once your work overseas finished, ACC help applies, provided you've come back to New Zealand to live.

How to make a claim

If you need ongoing treatment or support for your injury when you're back in New Zealand, you should visit a health professional as soon as possible. They will help you fill out an ACC claim form and send it to us.

If you received a medical report when you were treated overseas please provide a copy to your health professional to give to us.

Within a few days of receiving your claim, we'll contact you to let you know whether or not your claim has been approved.

Try to make your claim as soon as possible after you get back to New Zealand. We may not be able to help if you wait more than 12 months from the date you were injured.

How we can help

We may be able to provide you with a range of help starting from the time you get back to New Zealand. This help will depend on your injury and your situation but could cover:

Treatment – We can contribute to a wide range of medical and related costs, including doctor's visits, treatment from various other health professionals, surgery, X-rays, prescription costs etc.

Managing at home – If you're having trouble managing at home following your injury, we can arrange various types of help for things like housework, your personal care and childcare.

Your work situation – We may be able to pay you loss of earnings compensation if you need time off work when you return home, because of an injury you received overseas. It doesn't matter if you were overseas on holiday or business, but you must still have been in paid employment in New Zealand at the time of your injury.

If you choose to take a break from work for travel reasons, with ACC TimeOut you can still be entitled to compensation for loss of earnings if you get injured. To find out more phone us on 0508 426 837 or visit www.acc.co.nz

Getting to and from the places you need to be – If you need to travel to get to work or treatment, we can help cover the costs of transport and in some cases, overnight accommodation too.

Serious injury – If your injury is more serious, we may be able to pay you a lump sum amount and fund things like car and home modifications.

What ACC doesn't cover

Usually we don't cover overseas treatment costs. Also, we don't cover things like disrupted travel plans and lost deposits, assisted or emergency travel home, or travel for a relative. These are all things good travel insurance will cover.

Please also note that illness and age-related needs aren't covered by ACC.

The Code of ACC Claimants' Rights

The Code of ACC Claimants' Rights (or 'Code') helps guide how ACC works with people making claims. It sets out what you can expect in your dealings with us and specifies your right to:

- be treated with dignity and respect
- be treated fairly and have your views considered
- have your culture, values and beliefs respected
- a support person or persons
- effective communication
- be fully informed
- have your privacy respected
- make a complaint.

The Code encourages positive relationships between ACC and clients by promoting mutual trust, understanding and respect.

Visit www.acc.co.nz or ask us if you'd like a copy of our summary brochure about the Code, or a copy of the full Code legislation.





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