

May 2023

VICTIM SERVICES TEAM

Support information for bereaved families

May we at WorkSafe New Zealand offer our condolences to you and your family on the tragic loss of your loved one. We appreciate that this can be an extremely traumatic time, and a period for focusing on what is best for you and your family.

To assist you and your family during this difficult time, we would like to make you aware of the resources available to you to inform and assist you through the investigation and any other processes. You may have received us a copy of WorkSafe's *Information for bereaved families* brochure explaining what to expect when WorkSafe investigates. Please let us know if you need a copy. More information about WorkSafe can also be found on our website: [How we investigate](#)

An inspector will contact you to explain WorkSafe's role as a regulator, our process and will confirm how and when we will communicate with you to keep you updated as decisions are made. More information about what to expect from WorkSafe can be found on our website: [How we work with victims](#)

WorkSafe also has Victim Advisors that assist inspectors with a range of needs, including advice on the availability of local support services for the families of victims of workplace fatalities. Although Victim Advisors work alongside inspectors, the role is not the same as an inspector, but to give advice and help connect families to support services when needed, and to support clear and accurate communication between WorkSafe and the family while WorkSafe undertakes its regulatory role.

If you need support now or at any stage during future interactions with WorkSafe, or if you require information or assistance regarding support services or the options available to you, please make contact with us. This could be during the investigation, possible court processes if charges are laid, or at the coronial stage. Contact can be through the Investigating Inspector or by contacting a Victim Advisor directly by email: VictimAdvice.Request@worksafe.govt.nz

We are here to help.

If you don't want direct contact with WorkSafe about support, below is some useful information sources that may assist you that you can access directly in your own time:

- Victim Support NZ: [Workplace injuries or deaths](#) or contact them on 0800 842 846
- Ministry of Justice [Victims Information](#) or contact Court Services for Victims on 0800 650 654
- Coronial Services [Get help after someone dies](#)
- WayFinders: a navigation service for ACC clients. Their role is to make it easier for you to understand your ACC entitlements and support you on your ACC journey: www.wayfinders.org.nz

Also, if you or a family member are struggling or feeling overwhelmed and need immediate support or need to talk please call or text **1737**. The [1737 – Need to Talk?](#) is a free service available 24/7 with trained counsellors able to talk with you and focus on support for your needs.

Victim Support also have on their website practical resources and information about coping with grief and trauma: victimsupport.org.nz

If at any stage you would like to connect with WorkSafe about your needs you can contact the WorkSafe Victim Services Team by email: VictimAdvice.Request@worksafe.govt.nz