

Support options and information for witnesses who may be affected by a workplace incident

WorkSafe New Zealand recognises that being a witness to a workplace incident can affect people differently and this may be a challenging time.

Because you witnessed the incident and may have seen its impact on the victims and others, you may have immediate needs or questions about what support is available.

There are resources and additional support available to help you as a witness during WorkSafe's enquiries and other processes. A WorkSafe inspector will give you information about WorkSafe's role, what to expect for our processes and how we will communicate with you, and will try to answer any questions you may have. You can read more about [Our regulatory approach](#) on our website.

WorkSafe also has victim advisors who work with inspectors assisting with a range of needs, including supporting communication with you, and working alongside our inspectors during our enquiries. They can also support you and provide advice about local support service options and resources.

We want to understand what impact the incident may have had on you so, where appropriate, we can suggest suitable support and practical options for your needs and help connect you to these. If you require information or assistance regarding options available to you, you can let the inspector or the victim advisor know, or email VictimAdvice.Request@worksafe.govt.nz

We acknowledge that, for some witnesses, involvement in this matter may have been distressing, particularly where there has been exposure to traumatic events, and that this can have an impact in different ways.

For more information about what you can expect from WorkSafe, and how we will engage and support you during our processes, see [How we work with victims and people affected by an incident](#)

Sources of help and support information

You may already have people or services supporting you that meet your current needs, but the following organisations can offer information, resources, and support services, or put you in touch with other local support services. You can access directly or a WorkSafe victim advisor can assist you with identifying or connecting with other support services that meet your needs.

Victim Support

If you are directly affected by this incident, as a witness, Victim Support are available free of charge to provide a range of practical and emotional support, including during WorkSafe's enquiries and any court process.

Victim Support can assist with:

- provide emotional support in the immediate aftermath of this incident and ongoing support during formal inquiries
- understanding and accessing practical support services available to you
- help you locate professional counselling services available in your region
- practical assistance through the court process.

Victim Support also have on their website a range of practical resources and information about coping with grief and trauma.

For more information visit [Victim Support - Workplace injuries or death](#) or call 0800 842 846.

The Grief Centre

The Grief Centre has resources available online and other support services available nationally for all within New Zealanders for those coping with loss.

Visit griefcentre.org.nz or call 09 418 1457.

Skylight

The Skylight Trust has resources and other support information available online dedicated to people navigate through life challenges and tough times and build resilience. They also provide a free tailored support pack service, with a strong focus on children and teenagers.

Visit skylight.org.nz or call 0800 299 100.

1737 - Need to Talk?

If you are struggling or feeling overwhelmed and need immediate support or to talk, please call or text 1737. This is a free 24/7 service with trained counsellors who can talk with you and focus on support for your needs.

GP support

You may choose to talk with your GP about support available through your local practice.

Accident Compensation Corporation (ACC)

ACC may be able to assist with covering mental injury resulting from a traumatic event at **work** and other entitlements to support your recovery. Contact your GP for support with lodging a claim. Visit acc.co.nz or call 0800 010 996.

Alternatively, Way Finders is the navigation service for ACC clients. Their role is to make it easier for you to understand your entitlements and support you on your ACC journey. Visit wayfinders.org.nz

Unions

If your work activity was connected to the incident site, you can contact your union for information on support options they offer.