



Providing support for a sensitive claim

Through the Sensitive Claims Service, we provide support for anyone in Aotearoa New Zealand, including visitors to the country, who has experienced sexual abuse or assault in New Zealand.



Defining a sensitive claim

An ACC claim for a mental injury or physical injury caused by sexual abuse or assault is a sensitive claim. We can provide cover for a sensitive claim if:

- there was a sexual abuse or sexual assault event, or certain criminal acts, listed in Schedule 3 of our legislation,
- the kiritaki (client) has a mental injury or physical injury caused by the sexual abuse or assault, and
- the event occurred in New Zealand, or while travelling overseas if the kiritaki was 'ordinarily resident' in New Zealand when the event occurred (see the full definition of ordinarily resident).



Who can lodge a claim?

A sensitive claim can be lodged by a medical practitioner, nurse practitioner, nurse or paramedic in a GP clinic, or through a specialist sexual assault medical service.

A claim can also be lodged by contacting a Sensitive Claims Service therapy provider. Kiritaki can find an ACC therapy provider at www.safetotalk.nz.

The role of providers

Sensitive Claims Service providers play an important role in helping kiritaki determine what support they require and what pathway of support might best achieve independence. They coordinate treatment and rehabilitation options, not only with ACC but with other healthcare providers, organisations, and agencies.

After a claim is lodged

Once a claim is lodged with us, the Sensitive Claims Service provider will help navigate the kiritaki through three possible pathways.

- Short Term support to Wellbeing, where we can fund up to 14 hours of therapy and up to 30 hours of other support services. For some, this may be all the support they need, while others may require more treatment and support.
- A Cover and Wellbeing Plan, followed by a Tailored Support to Wellbeing Package (A) for kiritaki whose needs aren't considered complex.
- A Specialist Cover Assessment, followed by a Tailored Support to Wellbeing Package (B). This pathway is used to determine cover for a mental injury caused by sexual abuse or assault and provides a formal diagnosis, followed by recommended rehabilitation and treatment options.

You can find more information about these pathways in the Sensitive Claims Service Operational Guidelines.

Support available for sensitive claims kiritaki

Kiritaki can access a wide range of supports, including talk therapy, support from other specialists, such as social workers, physiotherapists, occupational therapists, speech language therapists, registered nurses and dieticians. If necessary, they can also access other support services, such as group-based therapy. Each package is tailored to meet the specific needs of kiritaki.

Find out more

More information for providers is available on our website:

[Working under the Sensitive Claims Service](#)



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Prevention. Care. Recovery.

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