



21 March 2024

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-030903**

Thank you for your email of 4 March 2024, asking for information about sensitive claims under the Official Information Act 1982 (the Act). I will provide a response to each of your questions in turn:

**I would like to know what services, agencies and non-governmental organisations have a contract with ACC to provide sexual harm support services to children and young people within the Auckland region and what services they are contracted to provide.**

Suppliers funded by ACC to provide Integrated Services for Sensitive Claims (ISSC) in the Auckland region can be found on ACC's Find Support website here: [www.findsupport.co.nz/find-a-therapist?Competency=4,5,6,7&ContractRegion=2](http://www.findsupport.co.nz/find-a-therapist?Competency=4,5,6,7&ContractRegion=2). The search results can be filtered to show Suppliers that have Providers with expertise supporting children and young people affected by sexual abuse or assault.

Further, ACC contracts Health New Zealand-Te Whatu Ora Auckland to provide a sexual violence specific service, Sexual Abuse Assessment and Treatment Services. That contract is available on our website, here: [www.acc.co.nz/assets/contracts/sexual-abuse-assessment-treatment-service-schedule.pdf](http://www.acc.co.nz/assets/contracts/sexual-abuse-assessment-treatment-service-schedule.pdf)

Further information on the services available to children and young persons can be found, here: [www.starship.org.nz/directory-of-services/te-puaruruhau-\(child-protection\)/](http://www.starship.org.nz/directory-of-services/te-puaruruhau-(child-protection)/).

We note that you have referred to 'Sexual Harm Support Services' in your request. The Ministry of Social Development contracts these specific services, as opposed to ACC. However, you can find further information about those services, here: [www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/family-and-sexual-violence/specialist-services/crisis-support.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/family-and-sexual-violence/specialist-services/crisis-support.html).

**What is the average wait time before a client can access the required support service?**

Wait times to see a provider under the ISSC contract will vary significantly throughout New Zealand; both from region to region and within the same region, depending on the client's requirements, the provider's gender, cultural background, area of expertise, and time of day or days for appointment.

Area	Average wait times (weeks)
Rodney District	6.5
North Shore City	5.0
Waitakere City	16.0
Auckland City	13.5
Manukau City	11.4
Papakura District	15.3
<b>Auckland Region</b>	<b>11.7</b>

#### *Notes about the data*

- The data provided is not representative of all clients who access Integrated Services for Sensitive Claims. For example, many Suppliers do not have waitlists, not all Suppliers report on their waitlist information, not all clients wish to be on a waitlist, some clients may be counted multiple times if they are on multiple waitlists and some clients may access treatment without any wait at all.
- While care has been taken to accurately calculate the average waiting times it is important to note that the data used has been gathered using a supplier survey and is easily impacted by the information provided by each individual responding to the survey. The data may also be subject to data entry error from Suppliers, which can affect both the regional and national average figure. Therefore, the data should be considered indicative only. If one supplier mistypes or enters a '0' value for the average number of weeks that they have clients on their waitlist, this will affect the result for both the region they are operating in and the rolled up national total.
- The data is from Integrated Service for Sensitive Claims (ISSC) Suppliers for the quarter September 2023 to November 2023, and shows the national average in weeks that clients spent on a waitlist.
- The data includes wait times across ISSC, not specifically for a child or young person to access these services.

#### **As this information may be of interest to other members of the public**

ACC may decide to release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

#### **If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



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Government Engagement