

25 January 2022



Tēnā koe [REDACTED]

Your Official Information Act request, reference: GOV-015964

Thank you for your email of 13 December 2021, asking for the following information under the Official Information Act 1982 (the Act):

I would like the information on the guidelines ACC has with regards to additional support available to ACC Clients who have an accepted sensitive claim.

Please supply the guidelines and provide the Promapp pages.

<https://www.newshub.co.nz/home/new-zealand/2021/11/sexual-violence-the-push-to-change-messed-up-acc-funded-therapy-system-for-survivors.html>

ACC also provides a whole range of different therapies to try, not just your standard counselling session. So far, Eustace has tried dance-yoga therapy, and has been offered day retreats, group therapy, art sessions and breath work.

ACC can provide treatment and rehabilitation

ACC is able to provide entitlements including treatment, vocational rehabilitation (to support a client to maintain employment, obtain employment or regain or acquire vocational independence) and social rehabilitation to clients as defined by the Accident Compensation Act 2001 (the AC Act). Regardless of the type of claim, treatment and rehabilitation is provided to clients in order to maximise the likelihood of returning them to the fullest possible independence.

ACC can provide 'social rehabilitation' as outlined in section 81 of the AC Act. There are eight key aspects of social rehabilitation ACC can provide under section 81, which you can view here:

<https://legislation.govt.nz/act/public/2001/0049/latest/DLM101426.html>

ACC may also provide 'other social rehabilitation' as defined by section 82 of the AC Act in order to assist in restoring a clients independence to the maximum extent practicable. A copy of ACC's 'other social rehabilitation policy' is publicly available at <https://www.acc.co.nz/assets/oia-responses/social-rehabilitation-policy-request-response-gov-006566.pdf>.

As this documentation is publicly available, we are refusing to reproduce it here. This is in line with section 18(d) of the Act.

Integrated Services for Sensitive Claims therapists may be experienced or trained in different treatment modalities such as talk therapy, Eye Movement Desensitisation and Reprocessing (EMDR), or Art Therapy. ACC can contribute towards the cost of treatment where the treatment is for the covered personal injury and has been determined as necessary and appropriate. Due to the various support and treatment modalities therapist can provide, a request for assistance will be considered in line with the

relevant sections of the AC Act 2001 and as being necessary and appropriate for the covered personal injury.

Further information

It is noted that you have previously been provided with the *Individual Rehabilitation Plans Policy* in our OIA response of 18 October 2021 (reference GOV-014295). This policy is also relevant to this request.

You can also access a copy of the document on page 13 here: <https://www.acc.co.nz/assets/oia-responses/request-for-policies-relating-to-return-to-work-gov-007172-response.pdf>.

How to get in touch

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

As this information may be of interest to other members of the public, ACC has decided to proactively 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 here: <https://www.acc.co.nz/resources/#/category/12>.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support