He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

Frequently Asked Questions about the Sensitive Claims Service

Can I receive treatment using Zoom, Face time or Microsoft Teams?
In some cases, you may be able to receive treatment through an online service provider, like Zoom, Face Time or Microsoft Teams. Your provider must consider it's appropriate to provide therapy to you via an online service, and you will need to consent to having therapy this way.

What type of support can my family and whānau receive?
We can provide support for your family and whānau. This includes friends, parents, spouses, partners, siblings, flatmates and any other people supporting you.

They can get support to help:

- educate them about the effects of sexual abuse and assault
- process what's happened
- identify coping strategies
- work out ways to deal with younger clients' behavioural changes.

Your therapy provider will work with you to identify what support your family and whānau may need. They'll only be involved if you want them to be.

What if I don't like my therapy provider?
If you decide at any stage that you want to find a new therapy provider, you can choose one that's better suited to you. You can change therapy providers by:

- asking your current therapist or the organisation you've chosen to help connect you with a different therapy provider
- using the search tool on Find Support to find another therapist that may be more suited to what you are looking for, or
- call us on 0800 735 566 and we can help you find another therapy provider.

Can I get help to find a job?
If you are receiving weekly compensation or Loss of potential earnings (LOPE), you may be eligible to receive vocational rehabilitation and support from ACC.
Learn more about how we can help you find employment after an injury

Can I obtain financial support?
Depending on your individual circumstances, you may be eligible to receive financial support. To get financial support, you will need to meet certain requirements, and your claim must be accepted by us. Contact us so we can discuss the options that are available to you and how the process works: 0800

735 566.
Learn more about the types of financial support we offer