



A resource for primary care providers

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



Defining a sensitive claim

A sensitive claim is an ACC claim for mental and/or physical injury caused by sexual abuse or assault. ACC can provide cover for a sensitive claim where:

- there has been a sexual abuse or sexual assault(s) event, or certain criminal acts as listed in Schedule 3 of the Accident Compensation Act,
- 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 if the event occurred outside of New Zealand, 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 general practice clinic, or through a specialist sexual assault medical service.

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

How to lodge a claim

To lodge a sensitive claim:

- use the read code SN571 (sexual abuse) or use 'Z'
- add any other relevant injury codes as needed
- write 'sensitive claim' in the accident description. There's no need to describe the event(s) in detail
- if the exact date of injury or event is unknown, ask the kiritaki to provide the most accurate date they recall. An approximate date is acceptable.

After a claim is lodged

Once a claim has been lodged, an ACC recovery team member will contact the kiritaki to talk through the next steps in the sensitive claims pathway. If the kiritaki is ready to engage with a lead provider, ACC can connect them with Safe to Talk to help find a suitable provider. Kiritaki can also connect directly with a therapy provider through **Find Support**.

If the kiritaki does not wish to be contacted by ACC (for example, due to safety reasons), please note this in the description field of the ACC45 form.

Support available for sensitive claims kiritaki

Kiritaki can access talk therapy after a sensitive claim is lodged. Sensitive Claims Service providers play an important role in helping kiritaki understand their support needs and identify the pathway most likely to support them to achieve independence.

Once cover is accepted, additional support may be available to kiritaki including services provided by social workers, physiotherapists, occupational therapists, speech language therapists, registered nurses, and dietitians.

For more information about the Sensitive Claims Service including financial entitlements that may be available, please encourage kiritaki to contact ACC or to visit our website:

Support if you've experienced sexual abuse or assault.

Support is also available through the Sexual Abuse Assessment and Treatment Service (**SAATS**), which provides specialist sexual assault medical services. A local specialist service can be found through the **MEDSAC** service directory.

For more information

Links mentioned in this document

- **Ordinarily resident definition**
www.legislation.govt.nz/act/public/2001/49/en/latest/#DLM99494
- **Find Support**
www.findsupport.co.nz/
- **ACC website:**
www.acc.co.nz/im-injured/what-we-cover/support-after-sexual-abuse-and-assault
- **SAATS**
www.acc.co.nz/for-providers/treatment-recovery/recovery-services-directory#s
- **MEDSAC directory**
www.medsac.org.nz/support-for-individuals/service-directory

For questions

If you have any questions please contact **Providerhelp@acc.co.nz**

