He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

Questions and answers about the Patient Reported Experience Measures (PREMs) survey

These Q&As provide more information about the PREMs survey that was launched in November 2026. If you have any concerns about the survey, or additional questions, contact your Recovery Partner or call our 0800 number (0800 735 566).

What is the survey about?

This survey asks about your experience of receiving support through the Sensitive Claims Service. We want to understand what worked well, what could be improved, and whether the service helped you feel supported. The survey focuses on your experience of the service and the support you received.

Why am I being invited to take part?

You have been invited because you are receiving, or have recently received, support through the Sensitive Claims Service. Not everyone will receive a survey at the same time. Invitations are sent to kiritaki (clients) at specific points during their recovery journey so we can learn from their experience.

Do I have to complete the survey?

No. Taking part is completely voluntary and will not affect your ACC claim, treatment, support, or future services. You can stop completing the survey at any time.

How will my feedback be used?

Your feedback will help ACC understand what is working well and where improvements may be needed. We combine your responses with feedback from other kiritaki to identify trends and opportunities to improve the Sensitive Claims Service for current and future kiritaki.

Will my therapist or provider see my responses?

No. Your therapist, provider, or supplier will not be able to view your individual survey responses. Your responses are confidential. We will combine your feedback with responses from other people and report insights in a way that does not identify you. By taking part in this survey, you agree to ACC using your responses for analysis. If there's concern for your safety or someone else's, we may act on that information.

Is this survey assessing my therapist?

No. The survey is not designed to assess the performance of individual therapists, providers, or practices. Instead, it helps ACC understand the overall experiences of kiritaki receiving Sensitive Claims Services and identify opportunities to improve the service.

Will I be asked about my experiences of sexual abuse or assault?

No. The survey does not ask you to disclose or revisit your experiences of sexual abuse or sexual assault. The questions focus on your experience of the support and services you received.

Is my information confidential?

Yes. Your responses are confidential. We will combine your feedback with responses from other people and report insights in a way that does not identify you. By taking part in this survey, you agree to ACC using your responses for analysis. If there's concern for your safety or someone else's, we may act on that information.

Can ACC identify me from my responses?

ACC may know who received a survey so we can manage invitations and reminders. However, your name will not be linked to your responses in reports, and comments are anonymised before being shared. However, if there's concern for your safety or someone else's, we may act on that information.

How long will the survey take?

The survey is designed to be short and easy to complete. Most people should be able to finish it in just a few minutes.

What kinds of questions will I be asked?

You will be asked about your experience of the service, including things such as:

- whether you felt listened to and respected
- how well information was explained to you
- whether the support met your needs
- whether you felt culturally safe and supported, and
- your overall experience of the service.

Why is ACC collecting this information?

We want to hear directly from kiritaki about their experiences. Your feedback helps ACC understand the quality and effectiveness of the Sensitive Claims Service and supports ongoing improvements for people who use the service now and in the future.

What are PREMS?

PREMS stands for Patient Reported Experience Measures.

These are questions about your experience of receiving care and support. PREMS help organisations understand how people experience a service, not just whether their health or wellbeing improves.

What if completing the survey raises concerns or difficult feelings?

Your wellbeing is important. If completing the survey brings up concerns or distress, support information is provided alongside the survey invitation. You can stop the survey at any time and choose not to continue.

Who can I contact if I have questions?

If you have questions about the survey, you can contact your Recovery Partner or our 0800 number (0800 735 566). Additional information and support options are also available through the survey information page.