



Question & Answers from the Supplier Drop-in Session on the new pathway into the Sensitive Claims Service through Safe to talk

Here are responses to questions we received during the Supplier Drop-in session held on 8 August 2025 about the new pathway into the Sensitive Claims Service through Safe to talk. We have themed the questions into topics.

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Pathway into the Sensitive Claims Service through Safe to talk

What is the new pathway into the Sensitive Claims Service through Safe to talk?

The new Safe to talk - Sensitive Claims Pathway will facilitate access to the Sensitive Claims Service and support survivors to find an available ACC therapy provider.

What is Safe to talk?

Safe to talk is the nationwide helpline, run by Whakarongorau and funded by MSD, that provides free and confidential support and information to anyone affected by sexual harm. Through Safe to talk, people affected by sexual harm can get advice and support from trained specialists and be connected to support services in their community. Safe to talk is available 24/7 through text, webchat, phone, email and via www.safetotalk.nz.

What does the new service offer?

Survivors will be able to contact Safe to talk via text, webchat, phone or email for help finding an ACC therapy provider. Safe to talk will work directly with organisations that have ACC therapy providers to confirm their availability and connect survivors with them for therapy.

Safe to talk will also offer a check-in service to ensure survivors can get regular updates on progress to find an appropriate ACC therapy provider and navigate them to other supports they may need while they're waiting.



What is the 'check in service'?

The check-in service offers support for kiritaki (clients) who have made a request for support and are waiting to have their referral accepted by a supplier. This includes regular contact with kiritaki to provide updates on search activity, signposting to other services, checking if their needs have changed and ensures they know that searches are continuing to happen on their behalf.

Workforce

Who is Whakarongorau Aotearoa?

Whakarongorau Aotearoa // New Zealand Telehealth Services (previously Homecare Medical) is the social enterprise running the government-funded free to the public, 24x7 national telehealth services across seven digital channels.

The services are supported by 12 clinical teams of registered nurses, mental health nurses, psychologists, psychotherapists, psychiatrists, counsellors, doctors, paramedics, poisons officers, health advisors, family and sexual harm professionals, and emergency triage nurses. Around 600 staff work from contact centres in Auckland, Wellington, and Christchurch and from their homes across Aotearoa.

The services they run are co-funded by Te Whatu Ora / Health New Zealand (in partnership with Te Aka Whai Ora / The Māori Health Authority), the Ministry of Social Development, the Accident Compensation Corporation (ACC), and the Department of Corrections.

Who are the Safe to talk coordinators?

A diverse team of non-clinical coordinators who support survivors and kiritaki seeking support through the Safe to talk - Sensitive Claims Pathway.

How many Safe to talk coordinators are there?

To start the service, there are 12 dedicated Safe to talk coordinators, supported by a Safe to talk Manager, People Leader, and a Relationship Lead.

What is the role of the Relationship Lead?

The Relationship Lead will support the effective implementation and update of the Safe to talk - Sensitive Claims Pathway across the sector. This includes establishing and maintaining relationships between Safe to talk and suppliers.

Will Safe to talk take over the role of ACC Recovery Partners?

No. This new service provides support for survivors to find a Sensitive Claims Service lead service provider. Once a claim is lodged with ACC, the kiritaki is assigned an ACC Recovery Partner who will support them whilst they are engaged in services through ACC.

Find Support

Will Find Support still be available?

Yes, the Find Support website will still be available with a directory of the organisations that have ACC therapy providers for survivors who wish to continue to manage the process themselves.



Is the Find Support website going to be developed to show supplier and provider availability?

We have decided to retain the Find Support website in the meantime to provide a directory of suppliers that hold a contract with ACC.

There is further work underway with Whakarongorau to consider and develop a longer-term solution about how we collect and display availability information. This will be part of future enhancements to the service.

Suppliers

Can Sensitive Claim Service suppliers still manage their own waitlist?

Yes, suppliers can continue to manage their own waitlist.

How will suppliers get referrals from Safe to talk?

As part of the base service the Safe to talk coordinators will send requests for support to suppliers that hold the geographical area where the kiritaki is located.

Suppliers will be asked to provide their overall availability to ensure that the Safe to talk coordinators do not send requests to suppliers that have no current availability.

As further enhancements are introduced, we expect there will be greater ability to support suppliers to provide up to date availability information.

Will suppliers still receive referrals directly from ACC?

No. Once we have fully transitioned to the Safe to talk - Sensitive Claims Pathway suppliers will no longer receive referrals from ACC. We expect there will be a short period after going live on 1 September 2025 where suppliers may receive referrals from both Safe to talk and ACC.

Will the service capture the availability of providers?

As part of the base service, we will look to collect limited information manually where possible. As part of future enhancements to the service we will work with Whakarongorau to consider and develop a longer-term solution about how we collect and share availability information.

Will Safe to talk be liaising directly with suppliers or providers?

No, Safe to talk will not liaise directly with providers. The Safe to talk coordinators will liaise directly with ACC approved suppliers to manage requests for support.

Will suppliers still be able to receive referrals directly from kiritaki or other referrers like Police and DHBs?

Yes. Suppliers can continue to receive referrals directly from kiritaki or other referrals like Police or DHBs.

Using the service

How do kiritaki contact Safe to talk?

Kiritaki can access the service via telephone, text, webchat or email. The key contacts are:



Phone: 0800 044 334

Website: Sexual Harm. Do you want to talk? | Safe to talk (online chat)

Text: 4334

Email: support@safetotalk.nz

From here, kiritaki will be directed to the Pathway to Sensitive Claims Service or Safe to talk clinical team.

Do kiritaki have to use Safe to talk?

No, kiritaki have the choice to use Safe to talk or find a supplier on their own.

Can kiritaki still contact ACC directly for support to find a provider?

Yes, kiritaki can still contact ACC seeking support.

ACC will provide the kiritaki with information about Safe to talk. If the kiritaki needs help connecting with Safe to talk, ACC will submit a request to Safe to talk on behalf of the kiritaki. The Safe to talk coordinators would then initiate the request for support process.

How are calls to the Safe to talk coordinators triaged?

The Safe to talk coordinators will:

- ascertain the reason(s) the kiritaki is contacting the Safe to talk and what information or support they are seeking;
- identify any immediate risks or actions required;
- provide information about the Sensitive Claims Service and other options;
- obtain informed consent;
- consider whether the Service is appropriate or requested by the kiritaki;
- receive confirmation for the kiritaki to enter the Service; and
- collect information to support a request for support.

Is a clinical response available where required?

Yes. Safe to talk have a clinical team that is available 24/7. Where required, kiritaki can be transferred to the clinical team for support whilst engaged with the service.

Can people using the service stop at any time?

Yes, kiritaki can request to exit the service at any time. Their consent is obtained at every step of the service.

What happens if someone contacts the service outside of hours?

The Safe to talk – Sensitive Claims pathway is available Monday – Friday 8:00am – 8:00pm and Saturdays 10:00am – 6:30pm.

Outside of these hours, kiritaki can continue to access support via the Safe to talk Clinical Team where clinical support is required. If the kiritaki is seeking support to access sensitive claims, there is a process in place to generate a callback with a Safe to talk Coordinator for when the Service is open.

Requests for Support (Referrals)

What information will Safe to talk share about kiritaki as part of a request for support?

At the initial search stage, the information shared with suppliers includes:

- age
- gender
- pronouns;
- location
- any provider preferences
- ability to travel
- any other non-identifiable information the kiritaki requests to be shared as part of the initial search.

Where a request has come from ACC to Safe to talk, additional information may be available:

- whether they are a returning kiritaki;
- care indicator; and
- safe contact.

Suppliers may request further information following the initial search stage. Any additional information provided to a supplier to confirm acceptance of a referral for sensitive claims must be agreed to by the kiritaki.

How will the referral process work from Safe to talk to suppliers?

The referral process is:

1. The Safe to talk coordinator will send a Request for Support form to a supplier that meets the request from the kiritaki and has indicated availability in the geographic area.
2. The Request for Support form will only contain non-identifiable information and other information consented by the kiritaki. At a minimum, it may only be kiritaki age, gender, location and ability to travel.
3. The Request for Support will be sent via email, and all suppliers will be provided with their own unique password to access the form.
4. The supplier has five (5) business days to consider the Request for Support. The supplier can request additional information.
5. The supplier will either accept or decline the request via email, with the specific ID number and any information to support the offer to the kiritaki.
6. For accepted requests, the Safe to talk coordinator will contact the kiritaki as soon as possible and get their consent to send any additional information to the supplier. The kiritaki can choose to either accept or decline the supplier.
7. For declined requests, the Safe to talk coordinator will continue to search for a supplier for the kiritaki.
8. Once the kiritaki has accepted a supplier's offer, the Safe to talk coordinator will send a Referral form to the supplier with the ID information and any additional information consented to by the kiritaki.



9. The supplier has two (2) business days to contact the kiritaki to confirm the first appointment (as per the Sensitive Claims Service contract requirements). Safe to talk will then exit the kiritaki from the search process.

The Service also has processes for out of area requests and for returning kiritaki.

Will referrals include information about risk?

Yes, where this information is provided and consented to by the kiritaki it would be included.

Where a request has come from ACC to Safe to talk, care indicator information will be available.

Will Safe to talk be facilitating searches for assessors?

No. These will continue to be managed by ACC rather than being referred to Safe to talk. Safe to talk does not manage referrals to find an assessor.

Can suppliers still conduct their own screening calls of clients to ensure suitability before accepting a referral?

Suppliers may request further information following the initial search stage. Any additional information provided to a supplier to confirm acceptance of a referral for sensitive claims must be agreed to by the kiritaki.

If the supplier requests to conduct their own screening call, this will need to be consented to by the kiritaki.

What are the escalation pathways?

Safe to talk coordinators have a structured approach for identifying, managing, and escalating any concerns that may arise during engagement with kiritaki.

Safe to talk coordinators are supported to maintain high standards of care, ensure service continuity, and promote timely resolution of problems. The Safe to talk coordinators have defined escalation pathways, roles, and responsibilities, while at the same time supported to act confidently and collaboratively when addressing challenges.

Escalation pathways include:

- Shift supervisor/ People Leader/On call case advisor
- Safe to talk clinical team
- Escalation pathway for children under 16 years of age
- Secondary escalation – Regional sexual harm support service providers
- Other support services
- Crisis or emergency services
- Break glass (emergency services).

Can suppliers 'op-out' of receiving requests for support if they have no capacity?

Yes, suppliers can advise Safe to talk via the dedicated supplier phone line or email if they don't have capacity to receive requests for support.



Will Safe to talk send referrals to multiple suppliers in an area and how will it work to manage responses (noting suppliers needing to hold that space open)?

Yes, as part of the initial search stage, Safe to talk will send requests for support to more than one supplier in the area the kiritaki is located.

Where multiple suppliers respond to confirm they can accept a request for support, Safe to talk will contact the kiritaki as soon as possible to advise of the options available to them (and how long they can expect to wait for a first appointment with a supplier where that is known).

Once the kiritaki has confirmed their preference, a Safe to talk coordinator will advise the supplier selected by the kiritaki, and any other suppliers who indicated they could accept the request for support, confirming another supplier has accepted the request.

How will Safe to talk decide which supplier they refer to where there are multiple suppliers in an area?

Safe to talk will consider:

- suppliers that hold the geographical area the kiritaki resides in;
- any available information Safe to talk holds on the availability of suppliers;
- the professions and skillsets of providers working under suppliers; and
- kiritaki provider preferences and travel requirements.

Can a claim number be included in the referral information (where there is one available)?

Where this information is available for returning kiritaki (from requests from ACC), and with consent of the kiritaki, this information can be shared once the request for support is accepted.

Will care indicators be provided?

This would only be available on requests that have been submitted from ACC to Safe to talk.

Waitlist

Does the service offer a waitlist?

Yes, Safe to talk will manage a national waitlist for those kiritaki requesting a supplier through the Sensitive Claims Service.

Can suppliers transition their clients from their waitlist to Safe to talk?

Kiritaki on an existing supplier's waitlist choose to seek support through Safe to talk once the service goes live.

Suppliers with an existing waitlist can inform kiritaki they can contact Safe to talk for help finding an available supplier. Kiritaki can stay on the supplier waitlist and also contact Safe to talk. Where they are on both it's recommended the kiritaki notify Safe to talk or the supplier once they have confirmed a provider through a supplier.

In the coming months, Safe to talk will contact suppliers about how their waitlist can be transferred to Safe to talk. This will require agreed communications, timing, and privacy considerations.

Does this service replace current supplier waitlists?

No. Suppliers can still choose to manage their own waitlist.

Supplier and Provider availability

Will the service collect availability information?

Yes, this is the intent. Once the service is launched, Safe to talk will be encouraging suppliers to provide their overall availability.

There is further work underway with Whakarongorau to consider and develop a longer-term solution about how we collect and display availability information as part of future enhancements to the service.

Is the five-day referral process, and two days to contact the client working days or any days?

This is business day, as per the requirement of the [Sensitive-Claims-Service-Service-Schedule.pdf](#), refer to Part A, Clause 4.2 for the supplier schedule on receiving referrals.

Can suppliers share their preference for clients (e.g. only work with children) to ensure a good fit from the start?

Yes, suppliers can share any relevant information with Safe to talk through the dedicated Relationship Lead or by contacting Safe to talk.

Will provider expertise be shared (EMDR, DBT)?

No, ACC does not collect this information as part of the provider application process.

Will suppliers communicate with Safe to talk about the availability of their providers?

Yes, that is the intent. All communication will be between Safe to talk and suppliers (not providers).

How will Safe to talk ensure the best supplier/ provider match is made with the kiritaki?

The ability to support best match will grow as the service increases its functionality and technology solutions over the next few years. When the service first starts it will be a relatively manual process based predominately on supplier holding specific geographical areas and current availability provided by suppliers.

As a supplier, can I directly contact Safe to talk to advise if I have capacity to accept new kiritaki and referrals?

Yes, suppliers can directly contact Safe to talk to let us know if you have capacity to accept new kiritaki.

As a supplier, how do I contact Safe to talk?

There will be a direct and dedicated phone number and email address for suppliers. The details will be shared directly with suppliers prior to the go live date.