

## Question & Answers from the Supplier Drop-in Session on the Safe to Talk Pathway to Sensitive Claims Service

Here are responses to questions we received during the Supplier Drop-in session held on 26 November 2025 on the Safe to talk Pathway to Sensitive Claims. We have themed the questions into topics.

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### Wait lists

#### **Will the Safe to talk Pathway to Sensitive Claims Service replace supplier managed waitlists?**

Under the Safe to talk Pathway to Sensitive Claims Service, suppliers may continue to manage their own waitlists if they prefer. Kiritaki (clients) can also approach suppliers directly for support, rather than going through Safe to talk.

#### **Can suppliers transfer their waitlists to Safe to talk Pathway to Sensitive Claims Service?**

No, not at this stage. However, if a supplier has a kiritaki on their waitlist who wishes to engage with the Safe to talk Pathway to Sensitive Claims Service, they can contact the service to initiate that process.

### Wait times

#### **Why is the Safe to talk Pathway to Sensitive Claims Service not available 24/7?**

This was a decision made by ACC based on the times people would predominately contact the service, and when suppliers would be available to receive requests for support. It's important to note that Safe to talk is still available where immediate support is required.

The Safe to talk Pathway to Sensitive Claims Service is open:

- Monday to Friday between 8am and 8pm
- Saturdays between 10am and 6:30pm.

On Sundays and Public Holidays, the Safe to talk Pathway to Sensitive Claims Service is closed.

Safe to talk still operates 24/7 every day of the year providing emotional support by trained sexual harm specialists. It is only our Pathway into the Sensitive Claims Service that has these more limited hours.

### **What is the average wait time for people to get through to a Safe to talk Coordinator?**

The Safe to talk Sensitive Claims Pathway offers multiple ways for kiritaki to connect, including phone, email, text, and webchat.

Wait times can vary across these channels depending on contact volumes and the time required to manage outbound support.

In November 2025, the average call wait time was approximately 35 minutes. We are actively working to reduce this and improve accessibility, ensuring kiritaki can reach the service as easily as possible.

### **Is data being collected to track the average wait time from a client contacting the service to having a successful referral?**

Yes, data is being collected to track how kiritaki move through the service. This includes information on the reason for the contact, the outcome of the contact and the number kiritaki successfully connected with a supplier.

## **Requests for support and referrals**

### **Why are Request for Support password protected where there is no identifiable information?**

The initial referral request, known as a 'Request for Support,' is sent to all suppliers who match the preference of the kiritaki and have indicated availability. To maintain privacy and security, these requests are currently password protected, even though they contain only limited, non-identifiable information. We appreciate the feedback shared during the session suggesting that password protection may not be necessary in these circumstances. We will review this recommendation and assess whether changes can be made, including any associated timeframes.

### **Can additional information be included in the initial Requests for Support?**

Yes, consideration can be given to including additional non-identifiable information in the initial Request for Support.

We will consider the feedback that you provided at the session and work with ACC to confirm what additional non-identifiable information can be included (where that information is available and the kiritaki consents).

### **Can the region/ city of the client seeking support be included in the subject line of the email with the Request for Support?**

Yes, this change was implemented in October 2025 following feedback from suppliers. If you are receiving Requests for Support without the geographical area included, please let [pauli.bosch@whakarongorau.nz](mailto:pauli.bosch@whakarongorau.nz) know.

**What happens once a supplier indicates they have availability to accept a request for support?**

Once a supplier confirms they have availability to accept a request for support, an offer is made to the kiritaki. If the kiritaki agrees to proceed, a referral is sent to the supplier which includes additional identifiable information.

If upon receiving the referral, the supplier identifies an issue with being able to accept the referral (e.g. conflict of interest), the supplier can decline the referral.

If further information is required beyond what is available in the referral, the supplier can contact the kiritaki to discuss further before proceeding and initiating the Getting Started sessions under the Sensitive Claims Service.

Otherwise, once a supplier has received a referral, the kiritaki is exited from Safe to talk Pathway to Sensitive Claims Service and the supplier has two (2) business days to contact the kiritaki to confirm the first appointment (as per the Sensitive Claims Service contract requirements).

The process is outlined in the [Sensitive-Claims-Service-Operational-Guidelines.pdf](#) (see section 2.4 Referrals to Safe to talk Pathway to Sensitive Claims Service).

**Can a full referral be sent to suppliers in the first instance, rather than the current two-step process of a Request for Support (with non-identifiable information) followed by a referral with more information?**

No, this approach would mean identifiable information would be sent to multiple suppliers as part of the initial search which increases the privacy risk for kiritaki.

**When a supplier indicates availability for a Request for Support, what is the expected timeframe to receive a response from Safe To Talk Pathway to Sensitive Claims Service?**

Once a supplier indicates availability for a Request for Support, the Safe to talk Pathway to Sensitive Claims Service contacts the kiritaki to advise of their options and how long they can expect to wait for a first appointment with a provider, if that is known.

The time it takes for Safe to talk Pathway to Sensitive Claims Service to respond to a supplier can depend on how quickly contact it made with the kiritaki.

We appreciate the difficulty for suppliers to hold spaces open for any length of time and we are looking at ways to make this part of the process more efficient to reduce any time lag.

**Will a care indicator be included on the Request for Support or Referral?**

An ACC care indicator is only used when ACC is aware of previous behaviour from kiritaki that would mean they may pose a safety risk.

Where a referral is generated from ACC to the Safe to talk Pathway to Sensitive Claims Service and a care indicator has been activated, ACC will share this with Safe to talk Pathway to Sensitive Claims Service and it will be included in any Requests for Supports sent to suppliers.

Where a kiritaki self-refers to Safe to talk Pathway to Sensitive Claims Service, Safe to talk can only provide the information collected through that interaction with the kiritaki.

**If there is an ACC care indicator in place, what is the process to discuss what the ACC care indicator is about?**

This would only apply where the referral has been generated by ACC. Kiritaki are encouraged to make contact directly with Safe to talk Pathway to Sensitive Claims Service in the first instance.

Where a Request for Support indicates that an ACC care indicator is activated, the supplier considering accepting the referral can request further information from Safe to talk Pathway to Sensitive Claims Service.

The Safe to talk Pathway to Sensitive Claims Service will notify ACC of the request, and ACC will provide suppliers and those delivering services with any relevant information ACC hold, to help mitigate health and safety risks and to aid the supplier and those delivering services to decide if they wish to continue doing so.

ACC can provide this information in writing or via phone, as soon as we become aware that kiritaki is accessing services, or when ACC receives new information about kiritaki that indicates they may pose a risk (as per the guidance in [Sensitive-Claims-Service-Operational-Guidelines.pdf](#)).

Where a kiritaki goes directly to the Safe to talk Pathway to Sensitive Claims Service, ACC will notify a supplier of any risk on receipt of the Engagement Form where ACC has that information available.

**Can the Request for Support form provide a date of birth, instead of age in years, months and days?**

We can take this request away and consider this further with ACC to supply as part of the initial Request for Support a date of birth rather than age.

**Can the Request for Support form contain mandatory fields including new or existing claim (including claim number), gender, ethnicity, provider preference, provider skill set?**

Yes, we can take this request away and consider further with ACC. The level of information shared at this stage currently includes:

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

The minimum level of information to initiate a search on behalf of a kiritaki is:

- age;
- gender;
- location; and
- ability to travel.

#### **Do ACC still find providers for kiritaki?**

ACC's Recovery Partners focus is on supporting kiritaki once they have a claim lodged and are engaged with a provider. Prior to 1 September 2025, ACC's Administration team would send requests to suppliers for available providers. This no longer occurs with the launch of the Safe to talk Pathway to Sensitive Claims Service, except in some specific circumstances where ACC may be required to support a kiritaki (e.g. kiritaki in prison).

#### **Can the ACC Engagement Form be completed by Safe to talk?**

No, the ACC Client Engagement Form cannot be completed by the Safe to talk Pathway to Sensitive Claims Service. Only registered or contracted counsellors, which include psychologists, psychotherapists, psychiatrists and social workers, under the Sensitive Claims Service contract can lodge a claim using the Client Engagement Form.

### **Availability information**

#### **Can suppliers send Safe To Talk Pathway to Sensitive Claims Service the availability of their providers?**

Suppliers are strongly encouraged to share their provider availability with the Safe to talk Pathway to Sensitive Claims Service. This helps coordinators quickly identify suppliers with capacity to accept Requests for Support.

We are working on releasing a standardised availability form to support consistency in how supplier availability is captured and managed across the service.

#### **Is the Supplier availability form available, and where can it be accessed from?**

The supplier availability form was emailed directly to suppliers on 18 December 2025. It can be completed as often as needed, and the link can be saved as a browser favourite for quick access whenever availability changes. This ensures updates can be made promptly and easily.

#### **How does Safe to talk ensure where provider availability is reported this is matched with clients seeking support?**

We use our provider availability spreadsheet to align kiritaki preferences with suitable suppliers and share this information to support effective matching.

When suppliers submit offers of support, we pass on all details provided so kiritaki and therapists can connect directly and confirm whether the match feels right. We rely on suppliers to ensure their therapists are confident and aligned with the preferences shared. In many cases, we also work collaboratively through follow-up emails to confirm the match is appropriate.

Recently, we've observed some challenges where these checks have not always been completed. This presents an opportunity to strengthen communication with suppliers and reinforce our shared responsibility to achieve positive, well-matched outcomes for kiritaki.

## Clinical escalation

### **How are escalations managed between the Safe to Talk Coordinators and the Safe to Talk Clinical team?**

Our Safe to talk (STT) Coordinators manages escalations in accordance with our Escalation Matrix and policy, which provide clear guidance for handling situations effectively and safely.

Escalation processes may include:

- **Warm transfers** to the STT clinical team for cases requiring clinical input.
- **Activation of the break-glass policy** in situations where there is imminent risk and urgent intervention is required.

Escalations are always managed collaboratively and involve the shift supervisor, people leader, or an on-call case advisor. They are never handled in isolation by a single coordinator. This approach ensures that every escalation is supported by the appropriate expertise and oversight, maintaining the safety and wellbeing of kiritaki and staff.

## ACC eligibility criteria

### **Do the Safe to talk Coordinators ensure kiritaki meet the criteria for the Sensitive Claims Service?**

No, this is not the role of the Safe to talk coordinators.

Assessing and confirming that a kiritaki meets ACC's eligibility criteria is done by the Lead Service Provider as part of the Early Supports stage of the Sensitive Claims Service. Where a kiritaki does not meet the eligibility criteria, Support for Next Steps can be accessed.

## Future enhancements

### **Could kiritaki complete a webform that provides the key information to assist suppliers in matching them with an appropriate provider?**

Yes, this is a future enhancement that could be explored further as the service continues to build and grow.

**Are there any upcoming changes or enhancements to the referral system or processes?**

Feedback received during the supplier drop-in session will be reviewed to identify opportunities for enhancing the referral process. Our goal is to streamline communication and reduce delays.

We are also in the early stages of looking at developing a supplier dashboard to improve visibility of referrals and streamline communication.

**How can feedback from suppliers be incorporated into future improvements?**

We value your input and want to ensure suppliers have a voice in shaping the future of the service.

To achieve this, we are forming a Supplier Workgroup that will provide feedback and help guide improvements.

We will soon share details about the consultation process, including timelines and what participation involves.

If you are interested in contributing, we invite you to express your interest in joining the workgroup.

Your insights will help us create a more effective and collaborative pathway for everyone.

You can contact us on our dedicated supplier line or email:

- 0800 308 004
- [safetotalkreferrals@whakarongorau.nz](mailto:safetotalkreferrals@whakarongorau.nz)