



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

# The Sensitive Claims Service

Service Providers Resource

Effective 1 December 2024



## Purpose

A service provider is a registered ACC provider who can deliver specified services under the Sensitive Claims Service contract. A service provider is a:

- Occupational therapist
- Social worker
- Physiotherapist
- Speech language therapist
- Registered nurse or
- Dietitian.

This document provides examples of how each service provider can support kiritaki (clients) under the Sensitive Claims Service alongside the lead service provider. Please note this is not a fulsome list and is to provide examples only.

## Occupational therapist

Occupational therapists can support kiritaki alongside their lead service provider to achieve functional goals and gain independence in their communities. Examples may include:

- Education and awareness
  - Educate kiritaki about trauma symptoms and how they can impact on day-to-day functioning.
  - Help kiritaki to understand how sleep, activity, and moods work and how those patterns can be changed to support their hauora (wellbeing).
  - Guide kiritaki to identify what is important to them, what motivates them and then support them to engage in meaningful activities that align with these.
- Anxiety management
  - Implement anxiety management strategies alongside the lead service provider to support kiritaki when going out in the community.
  - Help kiritaki to gradually engage with their lives again including activities they have been avoiding due to anxiety.

For example, starting with going to end of the street, local dairy, meeting at the roadside, and gradually building up to more challenging environments, such as a supermarket, pharmacy, GP clinic, social environments such as the gym or trauma yoga and eventually the workplace.
- Daily routine and goal setting
  - Support the establishment of a daily routine, breaking everyday tasks into small, achievable amounts.
  - Provide tools to support routine, such as using a diary or phone for reminders to stay accountable.
  - Involve whānau so they can support kiritaki with their routines and tools.

## Social worker

Social workers can support kiritaki alongside their lead service provider to eliminate social barriers that prevent them from engaging in treatment. Examples include:

- Supportive guidance
  - Provide an understanding, supportive and validating space to explore barriers to hauora (wellbeing) and support them to find practical solutions to overcome them.
- Accessing community supports
  - Support kiritaki to access resources, benefits and accommodations in their community that they may be eligible for, so they can focus on their hauora (wellbeing).
- Identifying supports in their environment
  - Identify natural/whānau and community supports for the kiritaki and their whānau, which can allow for more time to carry out household tasks, appointments, parenting and schooling support.
- Provide advice and support to kiritaki to understand their rights, such as their rights and responsibilities when accessing support from Ministry of Social Development, and ways to improve their lives.
- Support kiritaki with making decisions.

## Physiotherapist

Physiotherapists can support kiritaki alongside their lead service provider when their mental injury has physical symptoms. Examples include:

- Managing physical symptoms
  - Help kiritaki when their mental injury has physical symptoms such as muscle tension, physical pain, or physical challenges that can't be explained through tests.
- Breathing education
  - Educate kiritaki on the breath and its link with trauma symptoms and overall hauora (wellbeing).
  - Support the therapeutic use of breathing to manage anxiety.
- Physical touch desensitization
  - Support kiritaki to overcome aversions to physical touch through gradual, safe and professional guidance.

## Speech language therapist

Speech language therapists can support kiritaki alongside their lead service provider with communication and swallowing challenges. Examples include:

- Education on trauma and communication
  - Provide education on the link between trauma symptoms and communication challenges, including developing and identifying strategies and tools to support communication with others.
  - Develop and identify strategies and tools to improve communication skills.
- Jaw tension and swallowing support
  - Support kiritaki who experience challenges with jaw tension and swallowing following trauma.
- Support for mutism

- Support kiritaki who have developed a speech impediment or mutism after an event to regain the confidence to express themselves effectively.

## Registered nurse

Registered nurses can support kiritaki alongside their lead service provider with medical advice. Examples include:

- Collaboration with healthcare providers
  - Work alongside general practitioners and other treatment providers to attend appointments, optimise medications and ensure kiritaki receive comprehensive care.
- Incontinence support
  - Help with incontinence issues caused by the traumatic event(s).
- Medication management
  - Explore strategies to ensure medication can be easily managed, such as blister packing, returning excess medication, and setting medication reminders.
- Education
  - Help kiritaki to manage their symptoms and better understand their injuries and/or conditions.
- Observation and guidance
  - Observe and assess kiritaki to provide them and their whānau with information and education to support their recovery.

## Dietitian

Dietitians can support kiritaki alongside their lead service provider with nutrition-related challenges. Examples include:

- Addressing nutrition-related barriers
  - Develop practical strategies to address nutrition-related barriers to recovery.
- Unhealthy relationship with food
  - Develop strategies to support kiritaki who use food as a coping mechanism, eg binge eating.
- Recovery from disordered eating
  - Focus on increasing self-worth and self-care through nutrition to support recovery from disordered eating.
- Nutritional supplements
  - Liaise with the general practitioner regarding consideration of nutritional supplements.