

Pathway into the Sensitive Claims Service through Safe to talk

Base Service Overview for ACC Approved Suppliers

8 August 2025



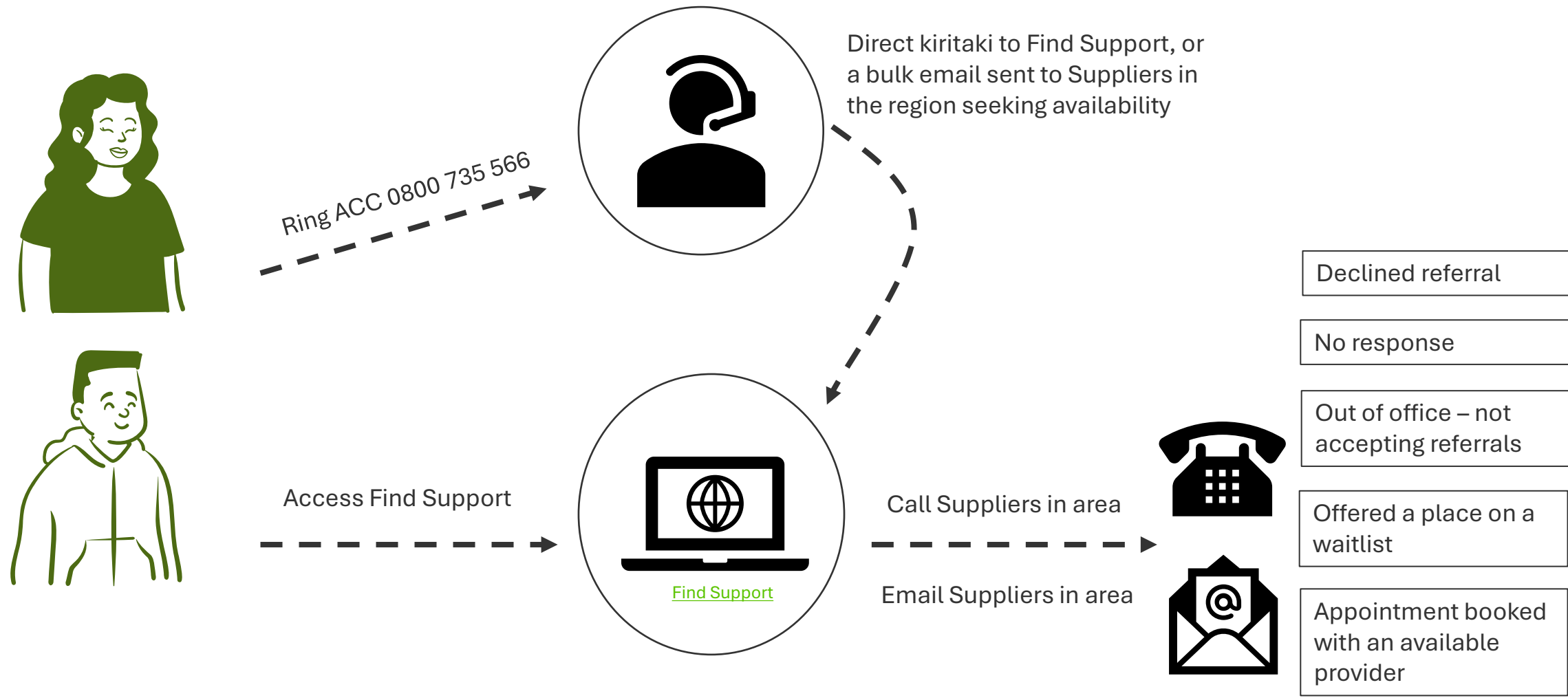
Whakarongorau
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New Zealand
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Services//



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

Current State

Find Support is the key entry point for survivors to seek support through the current ISSC, and when launched in 2014 was an effective way to give survivors control of the process to engage with a supplier best suited to their needs.



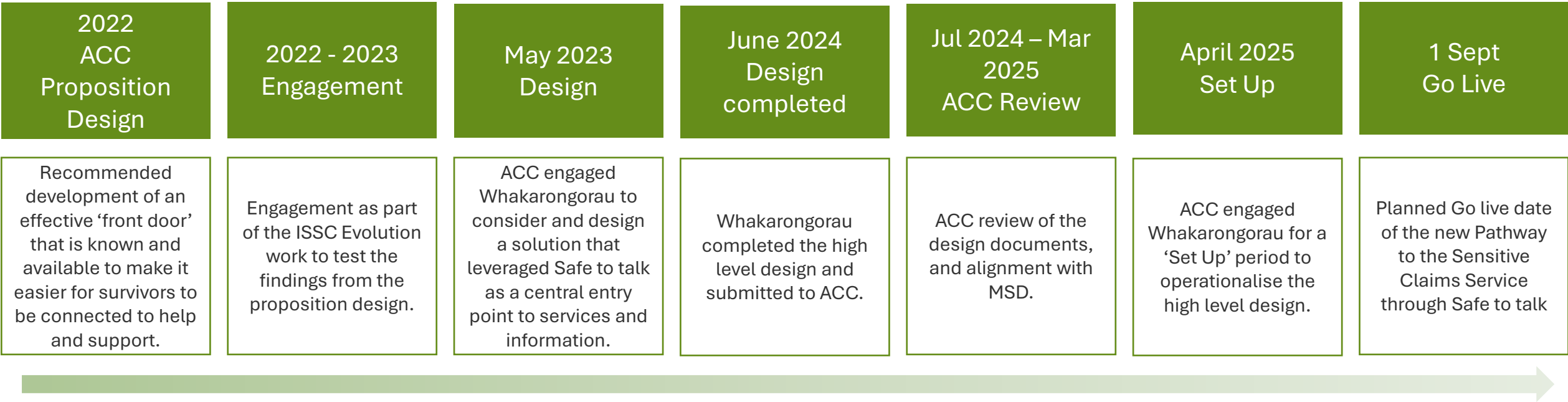
Seeking support - current state

What's the problem?

- Find Support provides no information on Supplier and Provider capacity.
- Survivors contacting multiple Suppliers, many resulting in a declined referral.
- Being matched with a provider that is not best placed to meet their needs.
- There is no clear path for survivors to gain information about what to do and they navigate the complex system alone.
- Depending on which 'avenue' a survivor takes (i.e. Supplier vs GP) the support and guidance can be very different.
- The process of finding an ACC-funded therapist feels unsupportive and demoralising and the wait time can be long and uncertain.
- The lack of visibility of available therapists means that survivors are making multiple attempts to find a therapist only to be told the provider has no availability each time.
- ACC has no real visibility on demand for services and availability.

Seeking support – opportunity for change

What we have done



Seeking support – future state

What's the benefit?

- There is a clear path for survivors to gain information about what to do and are supported through a complex system.
- Survivor has one point of contact, can be referred to the most appropriate service (including the Sensitive Claims Service).
- Over time there will be more information about the capacity of suppliers to accept referrals.
- Greater ability to survivors being matched with a provider best placed to meet their needs.
- A consistent response can be provided, with no wrong door.
- Survivors will feel supported to find a therapist, and if required to wait will be supported through that time.
- Provides survivors greater control and autonomy through the process. Reaching out for help is hard, but to fail at the first hurdle to seek support is devastating.
- ACC will have greater visibility of demand for services and availability of the contracted workforce.

Safe to talk Pathway to Sensitive Claims

- Create an effective entry point for kiritaki into the Sensitive Claims Service
- Utilise *Safe to talk* brand/ pathway
- Improve client experience as they enter the service
- Efficiently and effectively connect kiritaki with suppliers.



KŌRERO MAI KA ORA

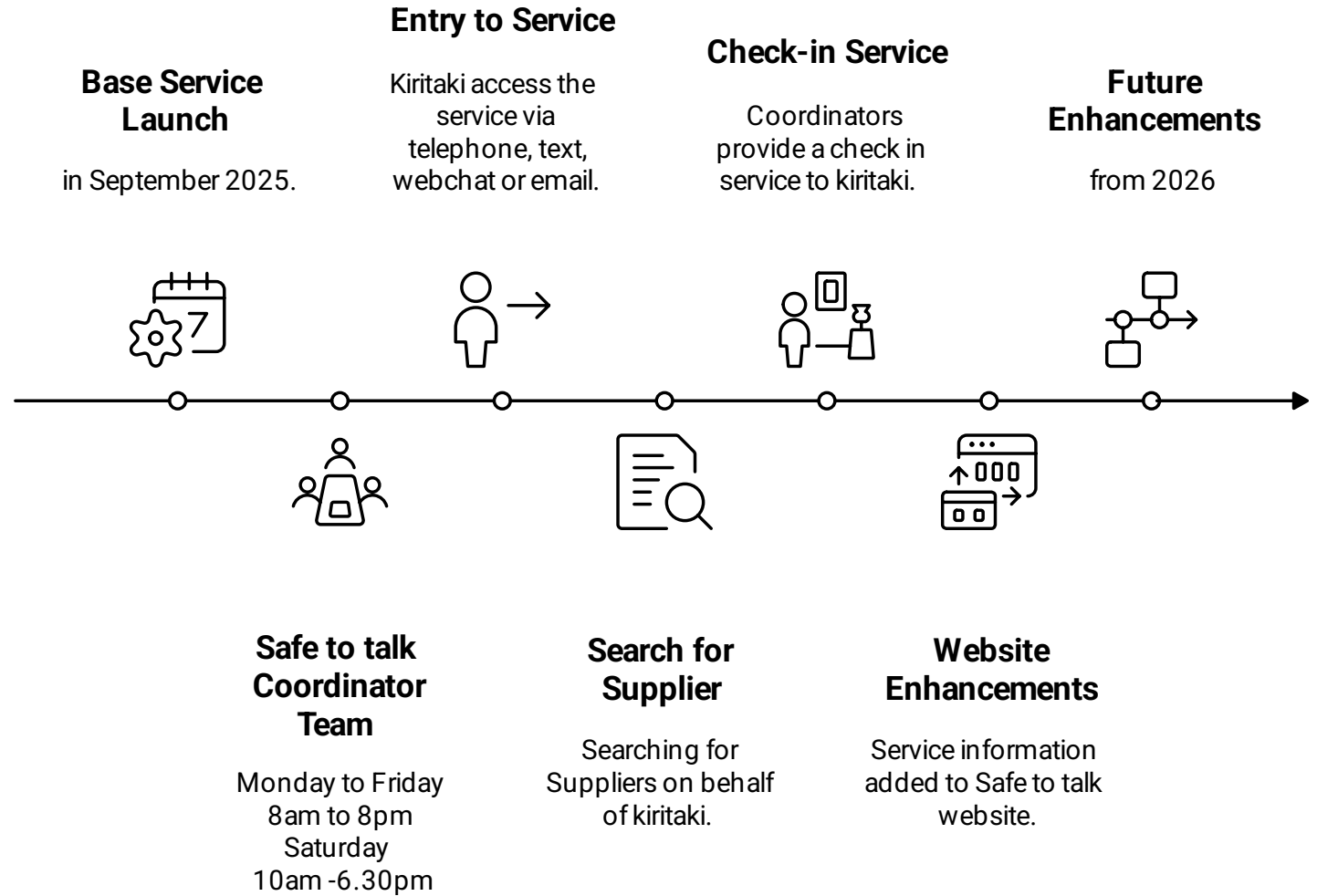
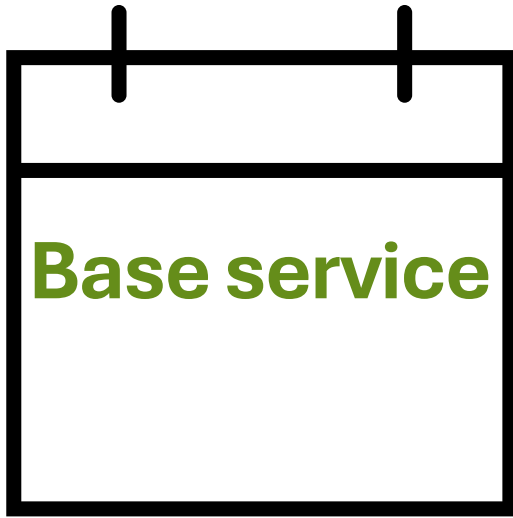
SAFE TO TALK

Launched in 2018, Safe to Talk offers support via phone, text, webchat & email.

Staffed by a team of dedicated trauma-informed professionals experienced in the sexual harm sector, the service provides survivor centred brief emotional & crisis support.

Current volume is approx. 10K contacts per year which are funded through the Ministry of Social Development (MSD).

Delivery of the base service



The *Safe to talk* Coordinator team

- A team of non-clinical coordinators who support kiritaki in the Pathway to Sensitive Claims Service
- Recruitment of workforce focused on diversity and representation of communities of need identified in service design
- Dedicated learning programme provided to the team before service launch, including:
 - Overview of Sensitive Claims
 - Pathway to Sensitive Claims policies and processes
 - System training
 - Transferring kiritaki to *Safe to talk*'s clinical team when needed.

Entry to Service

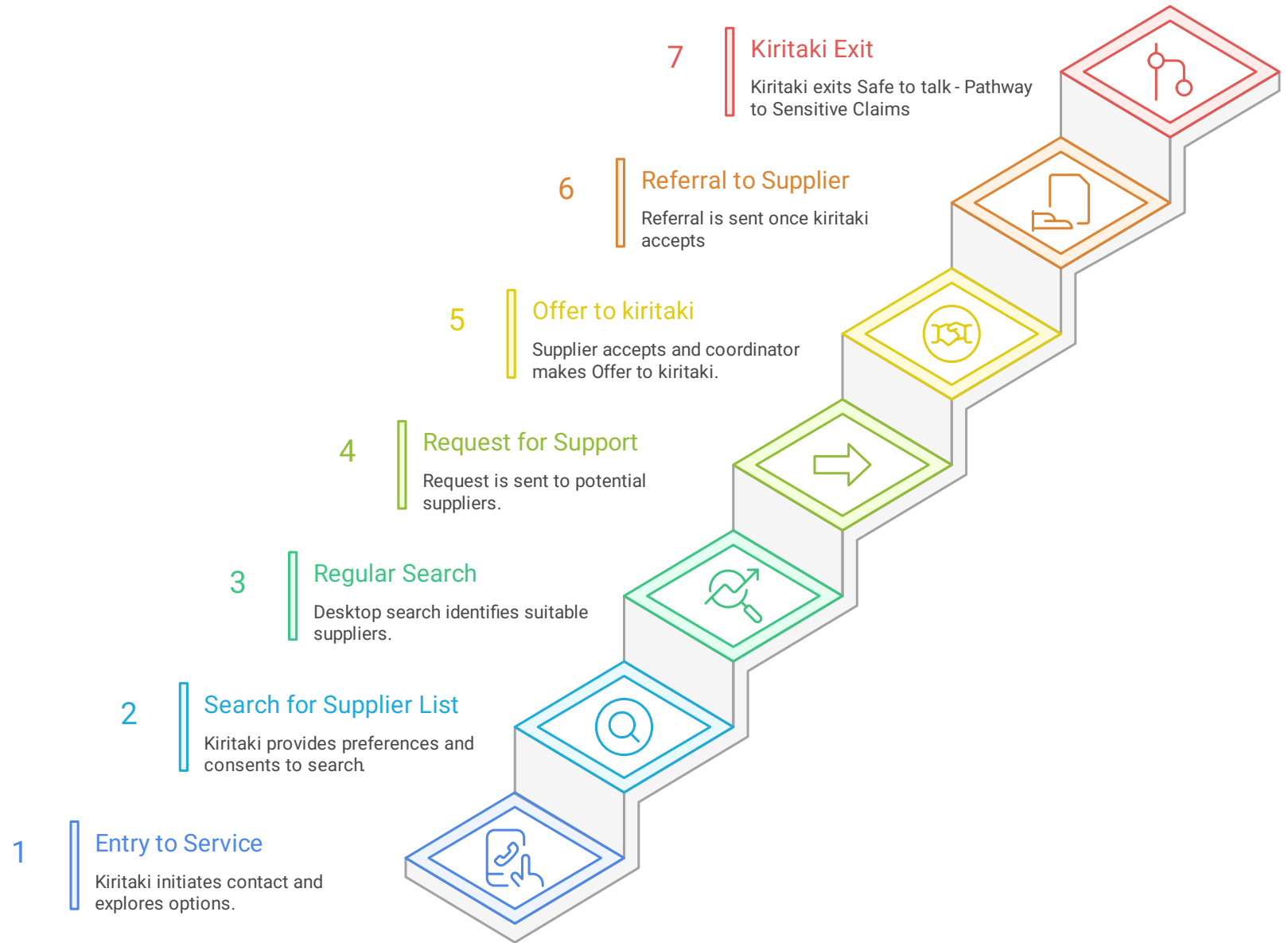


The 'Search for Supplier'

- Consent process to do the Search for Supplier
- Safe to talk Coordinator team actively searches for a supplier on behalf of the kiritaki
- Supplier availability information kept up to date by team
- Kiritaki are placed in our system, so we have visibility of their search details (date initiated, provider preferences, search activity to date)
- 'Request for Support' sent to suppliers who may have availability
- When a supplier indicates they have availability, Safe to talk Coordinator team contacts the kiritaki.
- When referral accepted by supplier and kiritaki, they are handed over to the supplier and exited from the service
- Kiritaki can re-engage with the service at any time (e.g. if provider is not a good fit).



Pathway to supplier



The 'Check-in' Service

- Regular (every 4 or 8 weeks) contacts with kiritaki, while they await a supplier
- Update of search activity completed on their behalf, signposting to community services and other support, updating of preferences if necessary
- Choice of channel: voice, SMS, email
- Optional service for kiritaki, with consent
- Helps kiritaki to know we are working on their behalf, and they are not forgotten.

Scenario

Jane opts in for the Check-in service during their initial interaction with a *Safe to talk* Coordinator. They request to be contacted by phone, every 4 weeks, after 5pm a Monday, Wednesday, or Thursday.

Over the past three months, the *Safe to talk* Coordinator team have:

- ☐ Provided updates on supplier search activity
- ☐ Captured additional kiritaki information to support the search process
- ☐ Directed Jane to new information and digital tools on safetotalk.nz and other external support in their community
- ☐ Encouraged/validated Jane's support actions
- ☐ Had ongoing discussions to capture Jane's needs
- ☐ Identified signs of distress during a scheduled Check-in call, and safely provided handover to *Safe to talk*'s clinical team
- ☐ Provided advice re what to expect for when accepting support from a supplier.

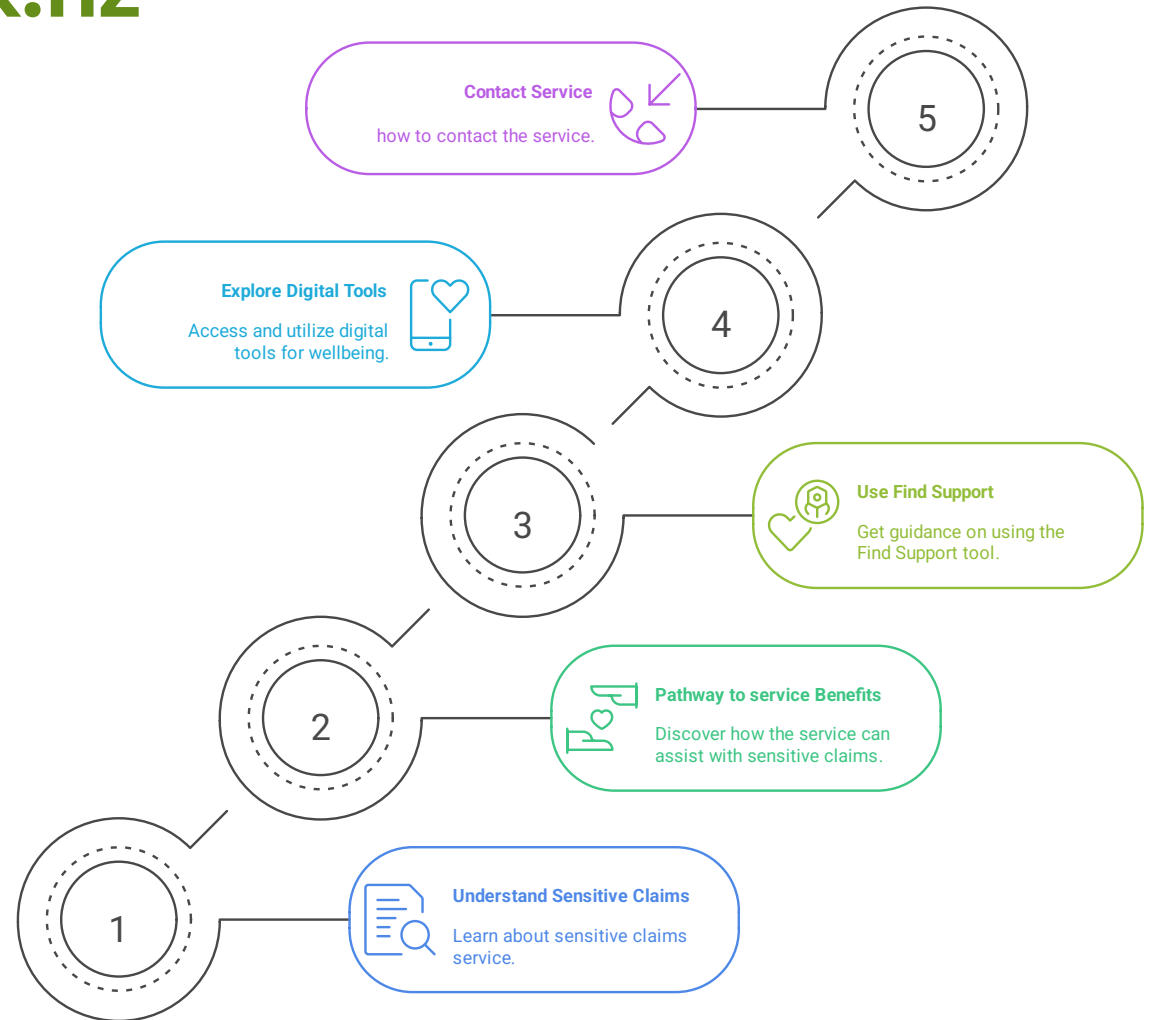


Enhancements to safetotalk.nz

Website updated with new pages for
Pathway to Sensitive Claims service.

This includes:

- Sensitive claims explained
- How the Pathway to Sensitive Claims service can help (includes overview of above service elements)
- Guidance on how to use Find Support
- Digital tools
- Prompts to contact the service.



Working together

- The service will have a dedicated Relationship Lead
- Relationship Lead focus: continuous improvement of suppliers' relationship with *Safe to talk's* Pathway to Sensitive Claims service
- Dedicated phone number and email for supplier contact (Requests for Support, Referrals).