



## Moving to the new Sensitive Claims Service and what it means for kiritaki (clients)

### *Guidance and Frequently Asked Questions*

On Sunday 1 December 2024, we will launch the new Sensitive Claims Service. This replaces the Integrated Services for Sensitive Claims (ISSC) contract.

As we move to the new Sensitive Claims Service, your treatment and services will continue as normal, and you do not need to do anything.

However, if your provider will no longer provide services under the new Sensitive Claims Service, they will work with you to ensure you can continue receiving treatment.

To help answer questions you might have about the move to the new Sensitive Claims Service, we've developed some Frequently Asked Questions below.

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### Frequently Asked Questions

#### **What are the differences between the ISSC and the new Sensitive Claims Service?**

We've made changes to improve access, outcomes and experience for people who use this service.

Here are the key changes:

- We've made the assessment process easier so you can access support and treatment quicker.
- We've moved away from a one-size-fits-all approach. Instead, providers will collaborate with you to create a customised support plan based on your unique needs.
- We've introduced more flexibility in the type of support you can access. You'll be able to access talk therapy (e.g. counselling) along with rehabilitation services and other services we offer.
- We're also increasing the support you can access after you've achieved your recovery goals to help you maintain your progress for years to come.

#### **Why is the service changing?**

The Integrated Services for Sensitive Claims (ISSC) has been providing support to many survivors of sexual abuse and assault since 2014. However, changing needs and an ever-changing environment required us to look at how we could make the service better for more people.

That's why in 2021 we started engaging with a wide range of individuals and organisations involved in supporting survivors of sexual violence to identify major areas of improvement. We worked collaboratively to see how we could strengthen key areas of the service.

#### **Will my support stop on 1 December 2024 when the new Sensitive Claims Service begins?**

No, we're working with your provider, and the organisation that holds the contract with us (referred to as 'supplier'), to plan what needs to happen to ensure you can continue receiving treatment and services. Our

goal is to make the process as easy as possible, so that it doesn't impact on the services you're currently receiving.

### **How will I be moved into the new Sensitive Claims Service?**

Your provider will manage this process with you and will talk to you to determine what needs to happen. You will be moved to the new service gradually and at an appropriate time. For example, that could be at the time of a check in or when a report is submitted to us. This will happen sometime between 1 December 2024 and 31 May 2025. During this time, there should not be any disruption to the services you're receiving.

### **What happens if my provider is not continuing to deliver services under the new contract?**

If your provider will not continue to provide services under the new contract, they will have until 31 May 2025 to continue supporting you. If your support needs to continue beyond 31 May 2025, your provider will work with you and your supplier to confirm another provider. This will happen sometime between 1 December 2024 and 31 May 2025.

However, if your provider decides to stop delivering services from 1 December 2024, they will talk to you beforehand to figure out next steps. If you would like to continue receiving support, your provider will work with your supplier to help you find another provider.

### **I have been asked to agree to change suppliers – what does this mean?**

Your provider may ask you to agree to change suppliers. This will happen if your provider is staying on to provide services but needs to change the organisation they work under. The supplier is the organisation that holds the contract with us. You should not expect to see any difference in the support you receive because of this change.

### **Will I still be able to access the supports I was already receiving under the old contract?**

Yes. The biggest change you may notice is that there is a wider range of supports under the new Sensitive Claims Service. Your provider will work with you to determine what services and supports are most appropriate for your recovery.

### **I heard that I can access other supports and services from dieticians, physiotherapists and occupational therapists under the new contract. How do I access those supports?**

Yes, under the new contract, your provider can bring on other providers like physiotherapists, occupational therapists, social workers, and dieticians. Once you have been moved to the new Sensitive Claims Service, your provider will work with you to determine the types of supports you'll need to achieve your recovery goals. These other supports and services can only be accessed once your claim has been moved to the new Sensitive Claims Service and approved for cover.

### **Who do I contact if I have any questions about moving to the new service?**

If you have any questions or concerns, please contact your provider or your ACC recovery partner.