ACC Sensitive Claims Service

Support for healing after sexual abuse or assault

Sexual harm can affect how you feel, your relationships and everyday life. CAPS Hauraki supports people to access ACC-funded therapy through the Sensitive Claims Service. Care responds to your needs, culture and circumstances, helping you build wellbeing, independence and confidence in the things that matter to you.

You can reach out in your own time

You can seek support whether the abuse or assault happened recently or many years ago. The service supports tamariki, rangatahi and adults. You do not need a Police report or a GP referral to contact a therapy provider, and you do not need to have an ACC claim already in place.

ACC can support people who experienced sexual abuse or assault in New Zealand, including visitors. It may also cover New Zealand residents harmed while travelling overseas. A provider can help you explore eligibility; you do not have to work this out before asking for help.

Taking the first step

Contact CAPS to discuss support and current availability. You can also ask Safe to talk to help find an available ACC therapy provider, or search ACC's Find Support website yourself. A provider may be a counsellor, psychotherapist or psychologist, or in some cases a psychiatrist.

It is okay to ask about a provider's experience, cultural understanding, language and approach. If they are not the right fit, you can look for someone else. Appointment availability varies; Safe to talk can help you explore options and support you while you wait.

What the first appointments involve

The first two Getting Started sessions focus on getting to know your provider and deciding whether you feel comfortable working together. You can discuss the process before deciding whether to make a claim. Your provider can lodge it for you with your agreement.

Early Supports sessions then help you identify your needs and plan the next steps. Some initial therapy and other support can be funded before ACC decides your claim. The Sensitive Claims Service is fully funded, with no charge to you for the support provided through it.

For some people, short-term therapy may meet their goals. Others need further treatment. Your provider will explain the relevant pathway and any ACC approval needed, rather than expecting you to navigate the process alone.

Care that responds to your needs

Support is planned with you, using clinical knowledge and your own priorities. Depending on your needs and ACC approval, it may include:

- Therapy to understand the effects of sexual harm and develop ways to cope.
- Social work or other specialist support related to your recovery.
- Support for whānau or people close to you, where you want them involved.

Discuss cultural needs, disability access, communication support or practical barriers with your provider. Online appointments may be possible where appropriate and agreed. People with an accepted claim can also ask ACC about rongoā Māori and other recovery services.

Understanding assessment and further support

If you need ongoing treatment, your provider may prepare a Cover and Wellbeing Plan for ACC, using questions and a questionnaire to understand your needs. This pathway does not require an in-depth assessment. Further treatment depends on ACC accepting your claim.

A Specialist Cover Assessment may be needed in other circumstances, including requests for financial support. Your provider will explain why an assessment is recommended and help you prepare. Financial assistance has separate eligibility requirements and is not automatic when someone starts therapy.

After treatment, ask about Maintaining Wellbeing support and how to reconnect if further help is needed.

Your choices and information

You can ask questions, take a break or change therapy providers. Talk about what feels manageable and how you would like ACC to contact you. Ask what information is needed for your claim, who will receive it and the limits of confidentiality, including responsibilities when someone's safety is at risk.

People supporting you can receive sessions to understand sexual harm and learn how to help, if you want them involved. Discuss children's privacy, safety and caregiver involvement with the provider.

Contact and further information

CAPS Hauraki | 07 868 8644
reception@capshauraki.co.nz
ACC Sensitive Claims | 0800 735 566
Safe to talk | 0800 044 334 or text 4334
Safe to talk provides free, confidential sexual harm support 24 hours a day. Its service for finding a therapy provider has separate opening hours.

Call 111 if you are in immediate danger or need emergency help.

ACC | Support after sexual abuse or assault

ACC Find Support | Find a therapy provider

Safe to talk | Sensitive Claims explained

ACC | Sensitive Claims frequently asked questions

Checked October 2026 against ACC, Find Support and Safe to talk. Support depends on needs, eligibility and ACC approval.