

9 October 2024

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Kia ora Rachel

**Your Official Information Act request, reference: GOV-035603**

Thank you for your email of 2 October 2024 asking for the following information under the Official Information Act 1982:

*I am seeking any policy information regarding changes to Sensitive Claim services re Sexual Trauma ACC's Integrated Services for Sensitive Claims (ISSC) Services Contract is changing as at 1 December 2024 and therapists have been advised that new services will be made available for sexual violence/trauma and child sexual abuse victims.*

*What services will be covered by ISSC? Please provide changes in policy information in relation to the above changes.*

**Our response**

ACC has not made any changes to its policy around sensitive claims. The ACC website has information about the changes that will be made regarding the new contract in December 2024. You can find this here: [www.acc.co.nz/for-providers/provider-contracts-and-services/integrated-services-sensitive-claims/evolution](http://www.acc.co.nz/for-providers/provider-contracts-and-services/integrated-services-sensitive-claims/evolution)

**As this information may be of interest to other members of the public**

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12)

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement