

WPQ 32293 (2025). Helen White to the Minister for ACC: How many therapy sessions have been accessed by individuals who have experienced sexual assault since 27 November 2023, broken down by session length?

The below table shows the number of therapy sessions, broken down by session length, that have been accessed by sensitive claims clients from 27 November 2023 to 2 July 2025

Session length	Sessions provided
Up to 30 minutes	12,245
30 minutes to 1 hour	713,522
1 hour to 90 minutes	72,902
90 minutes to 2 hours	19,580
More than 2 hours	2,239
Total number of sessions	820,488

Notes:

- For this question, ACC provided data about specific services delivered under the Integrated Services for Sensitive Claims (ISSC) contract and Sensitive Claim Service (SCS) contract. The new Sensitive Claims Service Contract was launched in December 2024. The new contract streamlines the assessment process for survivors and moves away from a one-size-fits-all approach.
- It is important to note that a transition period was enabled until 31 May to allow clients to be moved from the ISSC to the SCS.
- Data has been generated using selected codes under both contracts to provide the average and number of 'therapy sessions'. This includes short term support and support to wellbeing (ISSC)/ tailored support to wellbeing (SCS) delivered by a named service provider. It excludes supporting services and group-based therapy etc.
- The data doesn't include group-based therapy, whānau sessions, social work, and other supporting services under ISSC. This also doesn't include therapy provided for sensitive claim clients under other contracted or regulations services, nor does it include services that have occurred in the date range but that ACC has not yet been invoiced for.
- The number of sessions provided has been estimated based on the number of service payments made by ACC. Usually suppliers provide ACC with one invoice line item per session, however in some cases suppliers will aggregate sessions together when invoicing, so these data should be considered indicative only.
- The length of sessions is provided to ACC when the supplier invoices for services. The service items included in this report are billed at an hourly rate, and suppliers provide the quantity of hours for each invoice line item.