

**Te Tāhuhu o  
te Mātauranga**  
MINISTRY OF EDUCATION



## Wellbeing support service for individuals with an eligible sensitive claim

We understand that making a sensitive claim can cause distress. We're here to help with the wellbeing support service.

This service:

- **Can provide you and your whānau with practical support**, including counselling. We can help with things that would make an immediate difference in your life right now while you are waiting for your claim to be processed.
- **Takes a holistic approach to supporting you** while you're engaging in the Ministry's sensitive claims process. It is a **free, voluntary** service for all current eligible claimants and their whānau.
- **Is a short-term support mechanism** which means the scope is limited to temporary assistance rather than extended or ongoing support. Short-term supports are targeted to help address immediate wellbeing needs by completing a needs assessment with you. When the agreed supports or services have been provided, the service will close, and we will ask for your feedback on your experience of the service.
- **Is not part of your claim review**, and it won't impact any redress package that may be offered to settle your claim.

### Accessing the service

To access the full wellbeing support service, you must:

- Have lodged an eligible sensitive claim
- Currently reside in Aotearoa/New Zealand
- Not be in prison
- Not have already accessed the Wellbeing Service and received the total amount available for supports or services.

The service is open to all claimants with an eligible claim.

It is available to you whether you have requested a rapid payment, a prioritised settlement payment, or if you are waiting for a full review.

### Types of support we can offer

The wellbeing support service works with you to put together an action plan that will improve the wellbeing of you and your whānau. We can support you to access goods and services that will make a real difference in your life today. This could include accessing health, education, welfare, housing, cultural and community support services.

We are flexible with the types of support we can organise for you. It could include:

- Healthcare services including doctor, dentist, rongoā, mirimiri, massage, yoga, hearing aids
- Counselling
- Gym membership

- Specialised services including cognitive therapy, equine therapy, dietitian, family or relationship therapy, music therapy, respite care and diagnostic services e.g. ADHD, dyslexia
- Childcare or access to educational or other support for children
- Referral to services including Housing, Work & Income, Iwi/Local/Community Social Services, Law Centre, budgeting support
- Equipment that supports job-seeking or study, e.g., computer, mobile phone, stationery, home-office set up
- Food, petrol, or clothing vouchers
- Transport costs including flights and accommodation if needed for survivor-centric events
- House maintenance goods or services such as lawn mower, house cleaning
- General goods and equipment such as bicycles, helmets, household furniture, kitchenware, linen, whiteware, sport or hobby equipment (e.g. gardening tools or fishing equipment)
- Birth certificates.

You and your whānau are at the centre, always. We will work with you to make sure you receive the kind of support that you want and need. Not all requests are able to be supported, and we will consider a range of factors as we create an action plan with you. These factors include issues of Ministry liability, effective and appropriate use of public funds, and/or the ability of the request to improve the immediate wellbeing of you and your whānau.

## Counselling

Your full wellbeing support service can include a series of counselling sessions, which many claimants find helpful while going through our sensitive claims process. You do not have to use these counselling sessions all at once. You are welcome to choose which counsellor to see, and we will pay them directly. If you are interested in accessing counselling, let us know.

If you reside in prison, access to counselling is available. You need to already have an existing counsellor you wish to work with or have the support of the prison to assist in locating a suitable counsellor. Our role in supporting counselling for claimants in prison is limited to funding counselling sessions. These may be paid for directly by the Ministry upon receipt of invoice from the counsellor. You can access other parts of the full wellbeing service when you leave prison if your claim is still being processed.

For claimants residing outside Aotearoa/New Zealand, access to counselling is also available, however, other supports and services are not due to the complexities in providing these outside the country. The role of the Ministry is limited to only funding counselling sessions. These will be paid for directly by the Ministry upon receipt of invoice from the provider.

## Working with you

We will work with you to find the right people and services to support you and your whānau to improve your wellbeing.

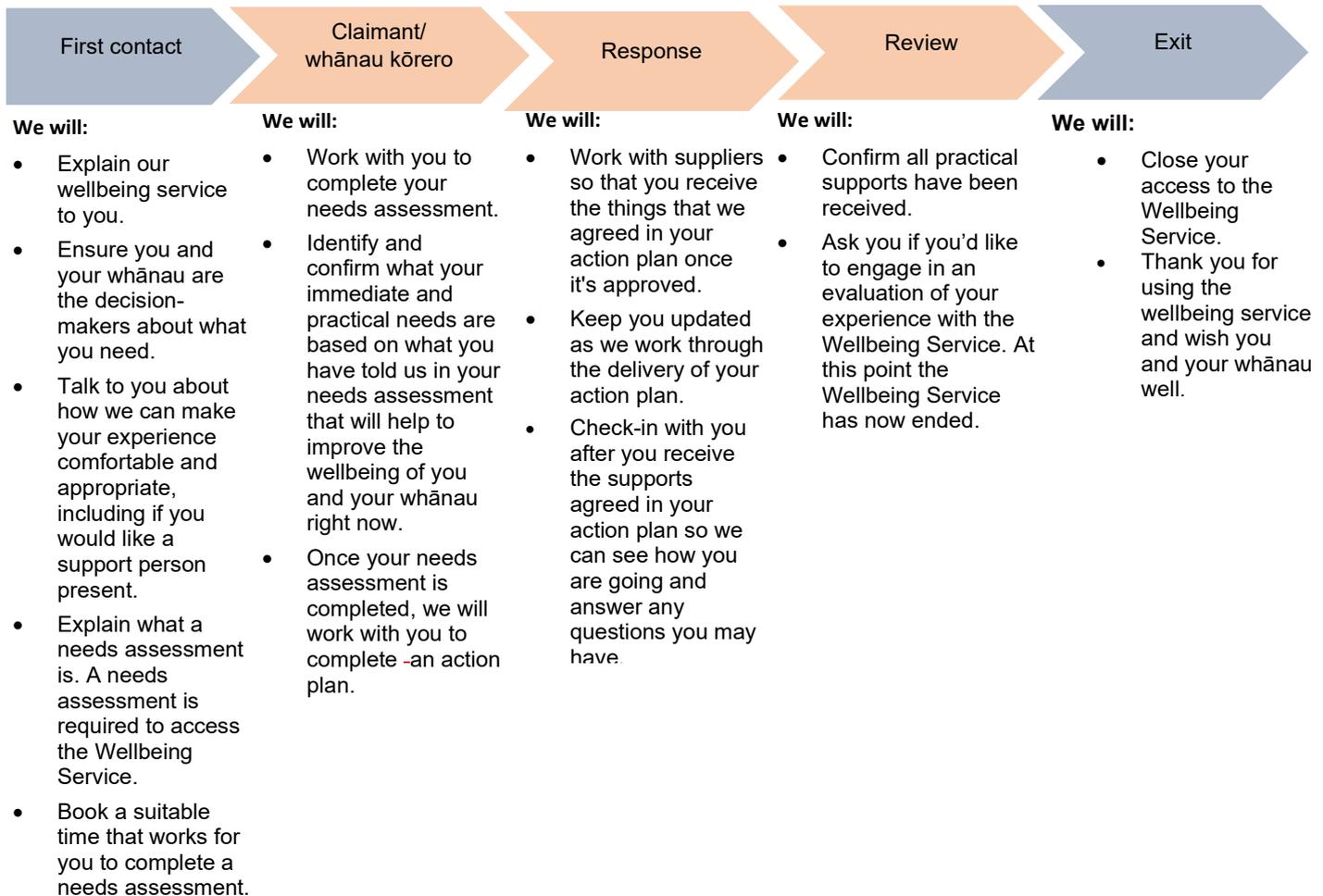
We will be respectful of your culture and values, so talk to us about how we can best engage with you. If you are Māori, we can use a Kaupapa Māori approach in our engagement with you. If this is something you would like, you can talk to us about what that means for you.

If you are unhappy with any of the services you are working with, you can discuss this with us. We are happy to discuss any of your concerns with the service on your behalf.

## If you are deaf, deafblind, hearing impaired, or speech impaired

You can use the Video Relay Service to contact us. You can find information about how this service works at [www.nzrelay.co.nz](http://www.nzrelay.co.nz). If you need a sign language interpreter, we are happy to arrange for you to have the support of your preferred interpreter and will pay for any related costs.

## What happens when you engage with us?



## Maintaining your privacy

We are committed to keeping your information safe. Any information you provide, including your name, contact details, and information about your claim, will be held securely. In accordance with the Privacy Act 2020, information you provide will only be used for the purpose it was collected.

However, if you disclose any matters that create a risk to you or your tamariki, we will refer to the appropriate service to intervene. You will be advised before any actions are taken.

## Contact us

If you have any questions or would like to talk about the support available to claimants, contact our sensitive claims team by:

- calling 0800 663 252
- emailing [wellbeing.service@education.govt.nz](mailto:wellbeing.service@education.govt.nz)

You can also write to us at:

Sensitive Claims  
Te Pae Aronui, Ministry of Education  
PO Box 166, Wellington 6140