

Sensitive Claims Services

Working with you,
for you

Solora Healthcare and Rehabilitation

Solora delivers tailored rehabilitation and homecare services in local communities. Previously known as Medibank Health Solutions NZ, Solora works with a network of registered healthcare providers across the country to provide high-quality services, working alongside New Zealanders, after an injury.

Solora is proudly contracted by ACC to provide Sensitive Claims Services and Home Care and Community Support Services.

We aim to provide high-quality support and welcome any feedback about your experience. If you would like to provide feedback email us at sensitiveclaims@solora.nz

Phone 0800 276 802

Email sensitiveclaims@solora.nz

Visit www.solora.nz



Solora is a wholly owned subsidiary of
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GET THE SUPPORT YOU NEED

Solara Healthcare and Rehabilitation works with a network of ACC registered sensitive claims providers across New Zealand. Each has been providing high-quality services for many years for people who have experienced a mental injury as a result of sexual abuse or sexual assault.

Our providers are highly skilled therapists who can offer services tailored to your needs. They are experienced at helping people of any age and gender, and from different backgrounds and cultures.

They will talk with you to understand your situation and the specific support you need, then build a plan with you for the outcomes you want. This may involve working with other providers and services too.

We organise for a trained therapist with the right skills and experience to provide the support you need.

Your privacy

Protecting your privacy is important to us. We'll keep your personal information safe and confidential, and only the necessary people that need to see it will have access to it.

Professional and qualified support

We have carefully selected our sensitive claims therapists to ensure you receive professional assistance. All our therapists are screened for qualifications, have an annual practising certificate, and a clean Police check.

Helping you find extra support

You may want to bring whānau or other support people to your sessions with a therapist. Sometimes you might find you need different kinds of support like talking to a social worker or access to cultural services. We can help you access these services if you need them.

When you're ready to talk, let us know. You can talk confidentially with one of our coordinators who will help you find the support you need. Contact us anytime, 24 hours a day on 0800 276 802

