



Support for MSD historic claimants

Support is available to claimants who have an open claim with MSD Historic Claims. The support includes:

- Payment for counselling sessions
- Contributions towards your transport to survivor-focused events
- Dedicated wrap-around support service

We want to make sure that everyone with an open claim has access to the supports they need. This means we might not be able to support you with everything that you ask for. However, we'll talk with you about what we can help with and explain your options, to help you make the best decisions for your wellbeing and healing journey.

Counselling sessions

We can pay for counselling sessions to support you as you go through the claims process, if that is what you want. It is recommended that you find your counsellor of choice, and then we can work with the counsellor to pay for your sessions. If you need help with finding a counsellor, we can help you out. We will also need to make sure that your chosen counsellor is a qualified professional and is registered with a recognised counselling organisation or association.

We will also help you with transport to get to your counselling sessions if you need it.

Transport to survivor-focused events

We can support you to attend survivor-focused events by helping you with your reasonable transportation arrangements.

Process when you want to travel to a survivor event

Depending on how you plan to get to the event and what is the most efficient way, we will need some information from you in order to help you.

It is important for you to contact us within enough time to organise your travel needs. The earlier you contact us, the more likely we will be able to support you.

Wrap-around Support Service

The wrap-around support service, Te Huarahi ki te Oranga, was specifically designed to support claimants. The service is delivered by navigators within non-government organisations. It is currently only available in Auckland and Wellington, Horowhenua, Wairarapa and Palmerston North.

Location	Provider
Auckland	Visionwest Community Trust

The navigators help connect you with services and agencies in the community which can help with anything you may need. This could include housing, budgeting, support with other organisations such as Work and Income and ACC, support to find counselling services and much more including help with your claim.

If there is something going on in your life that you would like some support with, you can ask an MSD Historic Claims staff member to refer you or you can contact one of the organisations direct and let them know you're a claimant with MSD Historic Claims.

Your information is safe with us

Any information you give us, such as your name, contact details and information to support your claim will be kept secure. We may need to use your information in order to help you with supports, such as booking transport or referring to the wrap-around support service, but we will always do so with care and confirm the process with you.

All services are confidential, and your information is handled with care.

Other ways you can be supported through the claims process

If you wish for someone to act on your behalf and manage your claim with us, you can fill in a form [here](#). They can help you with your claim in any way that you choose, including having discussions with us about your claim on your behalf.

Accessibility or language support

We can help individual claimants if there are accessibility barriers such as physical disabilities or if a language interpreter is needed.

Contact us

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

- Calling 0800 631 127
- Emailing historicclaims@msd.govt.nz

If you have a staff member already looking after your claim, you can talk with them direct as well.

These are MSD's current supports as at September 2025. We note that there is work occurring across Crown redress agencies on developing a consistent approach to support offerings for survivors engaging in the redress process offered by all redress agencies. This work is due to be completed by 30 June 2026, but initial changes to support offerings to improve consistency may be in place by the end of 2025