

Market event

Primary Care

19 February 2025



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.



Karakia

Whāia, whāia

Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

Kia puta ki te whai ao

Ki te ao mārama

Haumi e, hui e

Tāiki e

Striving to do what is right

Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

Nau mai, Haere mai

Welcome to ACC's Primary Care Market Event

Meet the team



Chris Ash
Head of Health
Partnerships



Dr Dilky Rasiah
Manager Strategic Clinical
Advice & Governance
Acting Chief Clinical Officer



Dr Pete Watson
Senior Clinical
Advisor



Stafford Thompson
Manager Health Sector
Engagement & Performance



Merian Graham
Portfolio Manager



Leigh Aston
Portfolio Advisor



Codie Bedford
Health Partner

Note: This session
is being recorded

Questions



Use the Q&A at the
top of your screen

Access the content



We'll share the slides,
recording, and Q&A

Agenda

1 Purpose

2 Primary Care today

3 Impact on the Scheme

4 The opportunity

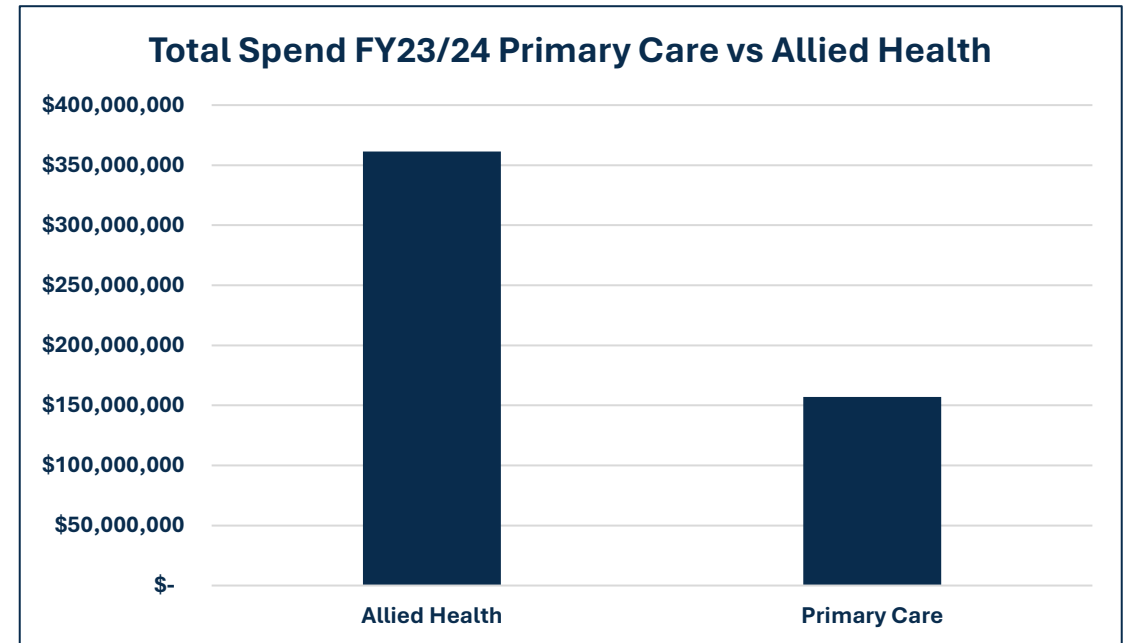
5 Q&A

1. Purpose

We want to improve how we work with the health sector

We're starting with you because of your key role in injury recovery

- Our focus for 2025 is about **how we work** with the health sector
- We're starting with Primary Care because:
 - You play a **key role** in injury recovery;
 - You are of **strategic importance** to ACC;
 - You are the **main entry point** and key **referral pathway** for the Scheme;
 - We acknowledge we've **underinvested** in Primary Care.
- We need to find **new and better** ways of working together



2. Primary Care today

We understand the pressure you are under

As well as your importance in keeping patients and community safe and well

Primary Care sector under pressure

Including from: Uncertain financial sustainability, constrained workforce, high reports of burnout, increased pressure for care in the community

Impacts your ability to...

Keep patients, whānau, and community safe and well

Via your differentiated skillset: Understanding the whole patient, acting as a first point of contact in health system, providing all of life care, focusing on health promotion & prevention.

Contributes to...

Pressure on scheme sustainability

Given your crucial role to ACC: Scheme entry point, key recovery partner, medical certification pathway

We've heard your feedback and have made changes

But we acknowledge there is more work to do



You told us we need to...

Be culturally responsive

Be easier to work with

Simplify return to work processes

Reduce administrative burden

Provide more flexibility

Make you feel valued



So far we have...

Strengthened cultural safety policies

**Provided learning opportunities
and improved resources**

Introduced telehealth rates

Introduced KonnectNet

Expanded GPMRI nationally

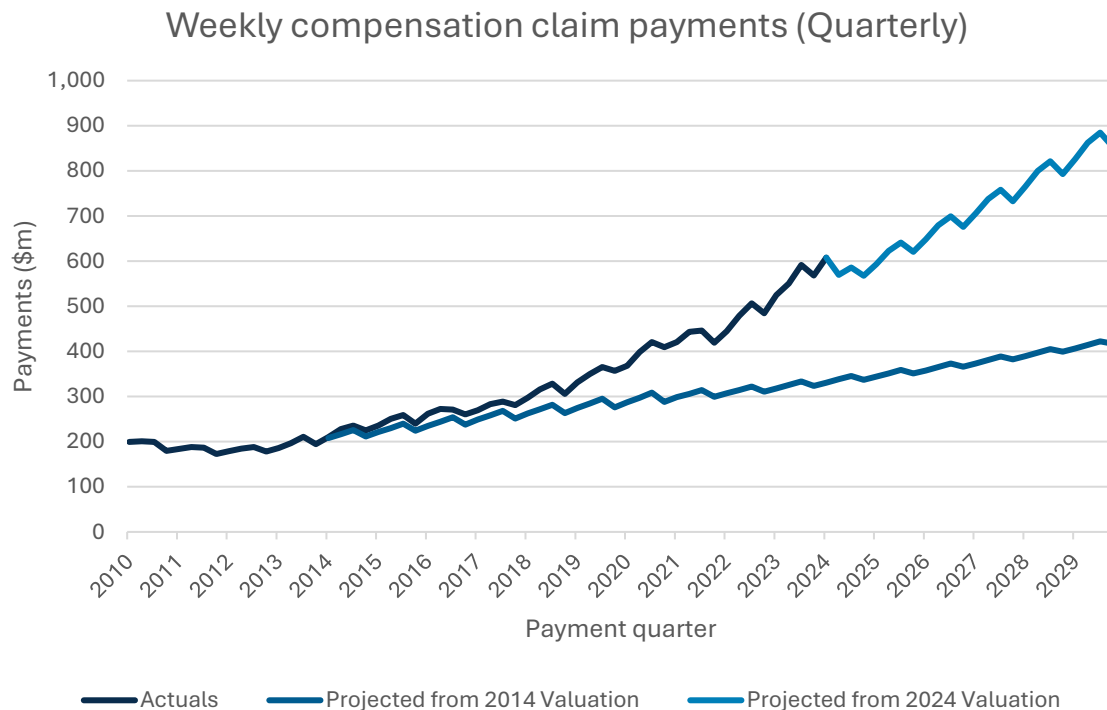
**Adapted our case
management model**



3. Impact on the Scheme

Costs of providing entitlements have grown significantly in the past decade

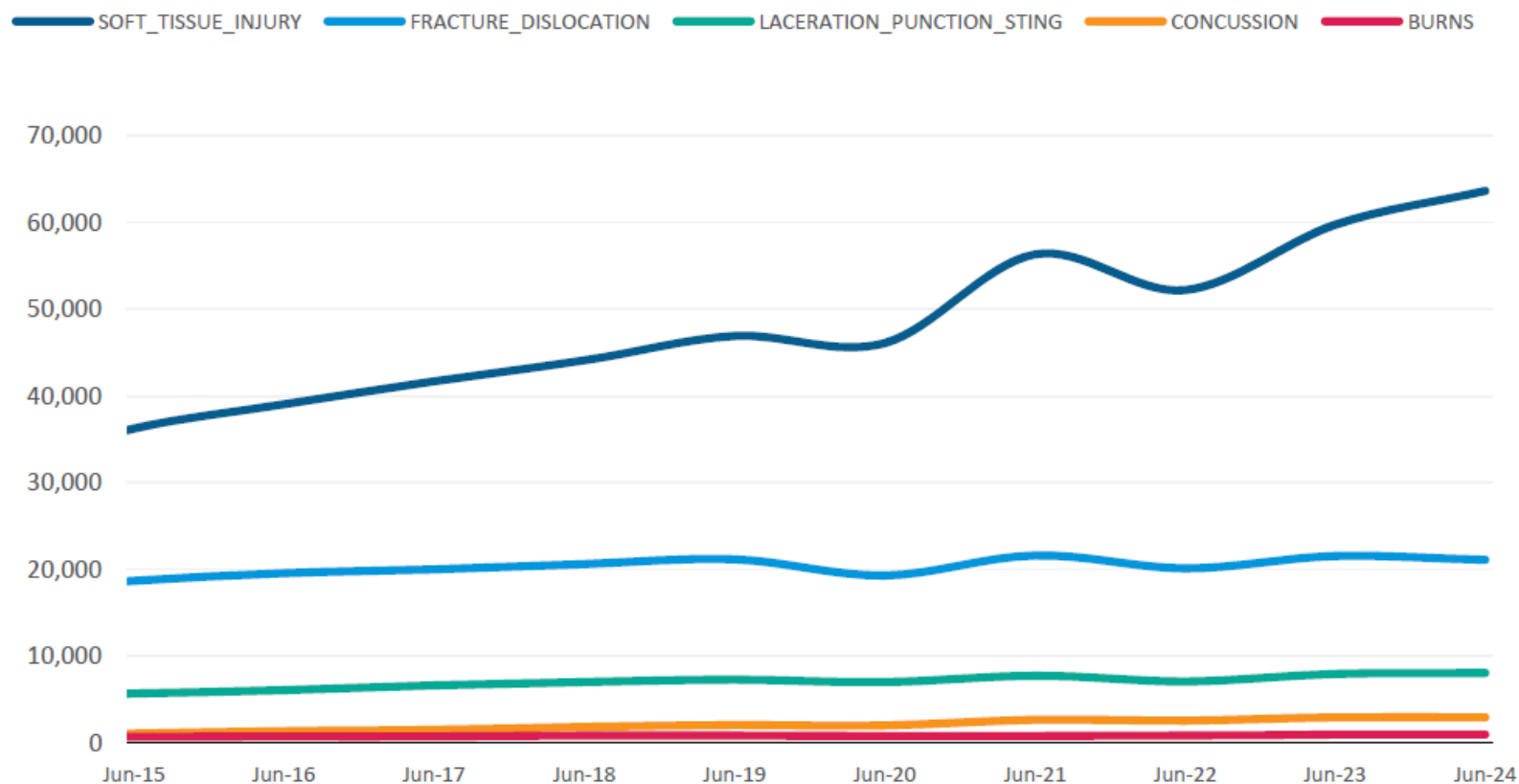
This indicates worse recovery rates for clients and more pressure on the Scheme



“...issues that, if left unaddressed, are likely to result in the next generation having to pay significantly higher levies and taxes to ensure the Scheme remains sustainable.”

ACC Financial Conditions report

Soft tissue injuries make up an increasing share of weekly compensation volumes



The greatest impact of delayed recovery is on the individual

However, the ripple effects are felt by all of us

Recovery impacted by:

- Whānau situation
- Financial situation
- Wider socioeconomic conditions

Impacts on individual:

- Livelihood
- Relationships
- Physical wellbeing
- Mental wellbeing

Impacts on Whānau:

- Inter-generational consequences
- Strain on relationships

Impacts on society:

- Cost to employers
- Pressure on co-workers
- Increased demand on healthcare

4. The Opportunity

Opportunity one - Your ideas

How can we work differently to improve recovery outcomes



Ideas on how we can
collectively improve
recovery outcomes
– small or large

How do I submit my idea(s)?

Complete the Request for Information (RFI),
available on GETS

Submit your RFI by 16 March to
primarycare@acc.co.nz

Opportunity two – External Reference Group

How can you help shape our next steps



Clinicians and thought leaders to join ACC for an external reference group

How do I become part of this group?

Complete the Expressions of Interest (EOI) available on GETS.

You can nominate someone or yourself.

Submit your EOI by 16 March to primarycare@acc.co.nz

www.gets.govt.nz

Government Electronic Tender System (GETS) online

- Search for ACC
- Look for “Working together to improve outcomes – General Practice”
- Subscribe to the notice to download the EOI or RFI
- Login using your RealMe account
- Raise all questions using the message function on GETS. We will publish the all answers here.
- For any issues or help with GETS, select the ‘supplier help’ link

The screenshot shows the GETS.GOV.NZ website. The top navigation bar includes links for 'Create account', 'Purchaser log in', and 'Supplier log in'. A search bar is also present. The main content area displays 'GETS search results' with a table of tenders. On the left, there are two vertical menus: 'ONLINE SERVICES' and 'POLICIES & INFORMATION'. The 'Supplier log in' link and the 'Supplier help' link in the 'POLICIES & INFORMATION' menu are circled in red. Red lines connect the first and last items in the list on the left to these circled elements.

RFx ID	Reference #	Title	Tender Type	Open Date	Organisation
31082972	EOPSUBPANEL2025	Equipment Subcontractor – ROI	ROI	9:00 AM 17 Feb 2025 (Pacific/Auckland UTC+13:00)	Enable New Zealand
31021296		ACC Voice of Customer Survey Programme	RFP	5:30 PM 5 Feb 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30992153	SCRR 2025	Sensitive Claims Residential Rehabilitation Service (SCRR)	RFT	3:00 PM 31 Jan 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30898821		Advance Notice – Print Technology and Associated Services	NOI	2:00 PM 21 Jan 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30840913	11768	Advance Notice: Registrations of Interest (ROI) – Emergency Air Ambulance Helicopter Service (EAAHS)	FPO	6:00 PM 17 Dec 2024 (Pacific/Auckland UTC+13:00)	Health New Zealand (Te Whatu Ora)
30779171		Transport Services	RFI	2:30 PM 5 Dec 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30755126		Wellbeing Measurement Tool – Request for Information (RFI)	RFI	11:00 AM 2 Dec 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30704547	Vehicle Mods Services Tender	Vehicle Modification Services	RFP	12:00 PM 25 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30628663		Pavroll Registration of Interest (ROI) – Notice of Information (Advance Notice) only	NOI	3:00 PM 13 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30591114		Provision of a Security Operations Centre (SOC) Service	RFP	3:00 PM 8 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation

Next steps

Indicative dates	Activity
21 February	RFI and EOI guidelines available on GETS.
21 February	RFI and EOI submission period open
Send all submissions to primarycare@acc.co.nz Submit all questions via GETS	
16 March	RFI and EOI submission period closes
March	ACC review
April	Update on response and next steps

How you can stay connected

**Working together to
improve patient outcomes**
on acc.co.nz

**Provider Update
newsletters**
[signup on acc.co.nz](https://acc.co.nz)

Share your ideas
gets.govt.nz

Questions?
gets.govt.nz

<https://www.acc.co.nz/for-providers/subscribe-to-our-provider-email-updates>



5. Questions & Answers

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Haumi e, hui e

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Striving to do what is right

Undertaking to act justly

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THANK YOU FOR JOINING US TODAY

Ngā mihi nui

