



9 November 2023



Kia ora 

Your Official Information Act request, reference: GOV-028692

Thank you for your email of 31 October 2023, asking for the following information under the Official Information Act 1982 (the Act):

...the minutes of the meetings held from January 2022, between Accident Compensation Corporation (ACC) and New Zealand Association of Counsellors (NZAC) in relation to Evolving the Integrated Services for Sensitive Claims (ISSC).

Since January 2022, ACC has met with NZAC on 11 occasions

Those engagements were as follows:

- ACC/NZAC meeting – 16 February 2022.
- ACC/NZAC meeting – 11 May 2022.
- ACC/NZAC meeting – 17 August 2022.
- ACC/NZAC meeting – 9 November 2022.
- ACC/NZAC meeting – 1 February 2023.
- ACC engagement – Integrated Service for Sensitive Claims - on 17 April (NZAC President attended).
- ACC staff attended a NZAC School Guidance Counsellor hui for an hour on 13 October.
- ISSC kōrero - An update before we start the F2F Sessions in November - on 24 October (NZAC President attended).
- ACC/NZAC meeting – 26 April 2023.
- ACC/NZAC meeting – 19 July 2023.
- ACC/NZAC meeting – 18 October 2023.

Of them, there were two meetings in which the subject of ‘evolving the ISSC’ was discussed and recorded in the minutes, which were the 16 February 2022 and 18 October 2023 meetings. In accordance with section 16(1)(e) of the Act, we are providing the relevant excerpts from those two meetings. As names were not requested, they have been deemed out of the scope of your request and removed.

Further information on the evolution programme is available online

The progress of the sensitive claims evolution programme is available on ACC’s website, here:

www.acc.co.nz/for-providers/provider-contracts-and-services/evolving-integrated-services-for-sensitive-claims/.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC’s website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag
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Government Engagement

Excerpts from ACC/NZAC meeting - 16 February 2022

3.	Actions from Previous meeting <u>Pay rate differences experiences vs qualifications</u> – [Out of Scope] advised that because further qualification is not required to provide services under the ISSC contract, the contract does not take in to account the nuances of individual providers further education and experience. Action now completed. [Out of Scope] advised her main concern was regarding the difference in remuneration for provisional providers that are degree trained vs full named service providers that are diploma trained. [Out of Scope] mentioned that this was something that may be looked into during the evolution of the ISSC contract. ACTION: [Out of Scope] to raise this issue with ISSC evolution team
8.	Any other Business ACC advised NZAC to please register to attend ISSC evolution Hui, [Out of Scope] has emailed this to NZAC attendees.
7	<u>Remuneration for Provisional Providers vs Full Named Service Providers</u> [Out of Scope] to raise this issue with ISSC evolution team

Excerpts from ACC/NZAC meeting - 18 October 2023

	ISSC Evolution – [Out of Scope] provided the following updates: Key areas of the Contract - The first phase is around people's entry into the system, we've called this first phase One Front Door. - We're working with MSD and have engaged Whakarongorau to look at designing a Front Door that's common to both organisations and provides one place to go for direction for the services needed. - This will include a Wait List management function to make the experience more supportive. - We're also looking into creating a Tech function like an APP that enables the user to provide their availability. NZAC: asked with regards to the contractual changes that are coming, if there will be any impact on councilors rates and equity for councilors who are already delivering services under the current contract?
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- **ACC:** advised there will be no changes at this stage.

Supportive Assessment stream

- We've created two options:
- One straight forward assessment based on a questionnaire.
- Second a more complex assessment where a psychiatrist might be required, that will be a decision the provider can make.

Tailored packages

- In the future we'd like to offer more types of services within the program.
- As well as the talk base therapy, that will require the lead provider to work in the talk base therapy field.

Sensitive Claims space we're looking at providing Occupational Therapy.

- There will be two packages:
- One straight forward assessment where the provider releases package.
- Second a more complex package, lead providers will present the plan and negotiate the plan with the client and whānua and any other providers that might be needed.
- Currently there is no change to the provision of the lead provider back to the supplier.

Outcomes

- We're working on capability to enable you to tell us if a particular client is reaching their goals.

Other Streams

- We're working across other streams so we can better integrate with our other colleagues across MSD, Oranga Tamariki, Te Whatu Ora so that clients have a seamless experience across organisations, and how technology can support this.
- Children and rangatahi is one of the work stream we're looking at.

Working with Māori

- We're looking at more flexibility for whānua support and streamlining the assessment process. Rongoā won't be part of this particular service.
- We still have our Kaupapa Māori Health team working on services for Māori initially and potentially open for others.

Action: [Out of Scope] to invite [Out of Scope] and [Out of Scope] to the pre-engagement sessions overview meeting- invites sent on 18/10/23

Preparing the market for new ACC sensitive claims contract

After two years of engagement with the sexual violence sector to evolve the support ACC provides to survivors of sexual violence through the Integrated Services for Sensitive Claims (ISSC), ACC is getting ready to go to market with its new ISSC contract in April 2024.

To prepare the market for the ISSC contract, ACC will be hosting 23 in-person information sessions in 18 locations across Aotearoa New Zealand beginning 25 October.

During these sessions, participants will learn about upcoming changes to the ISSC and how to apply to tender for the new ISSC contract. These half-day sessions are open to existing ISSC suppliers and providers, and any organisations interested in tendering for the new contract.

To learn more and register, visit: <https://www.acc.co.nz/ISSCsessions>

Helpful links:

[Evolving the Integrated Services for Sensitive Claims](#)

[Provider Updates](#)

Email: ISSCevolution@acc.co.nz

ACC ^[Out of Scope] noted in a previous meeting a while back ^[Out of Scope] invited ACC to attend an NZAC Ropu but at the time ACC was unable to attend. However, ACC would be happy to attend if there was an opportunity and share what the engagement session are about.

Action: NZAC ^[Out of Scope] to rise at NZAC November hui as an agenda item for ACC to attend a NZAC Ropu in 2024.