

Supplier Drop in Session

Sensitive Claims Service

27 May 2026 & 28 May 2026



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

ACC 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 Mental Injury Portfolio

Welcome to the Sensitive Claims Service Supplier Drop in session



Brett Harris
Supplier Manager



Clare Foster
Supplier Manager



Dianne Jopson
Supplier Manager



Mollie Reich
Supplier Manager



Tracey Brunie
Supplier Manager



Ari Kennerley
Portfolio Advisor



Thomas Treloar
Portfolio Advisor



Travis Judd
Portfolio Advisor



Ruby Meres
Portfolio Manager –
Mental Injury



Selena Dominguez
Manager Mental Injury



Melissa Cross
Principal Advisor

Note: this session is not
being recorded

Questions



Use the chat to ask questions



We'll share the slides with you after
this hui



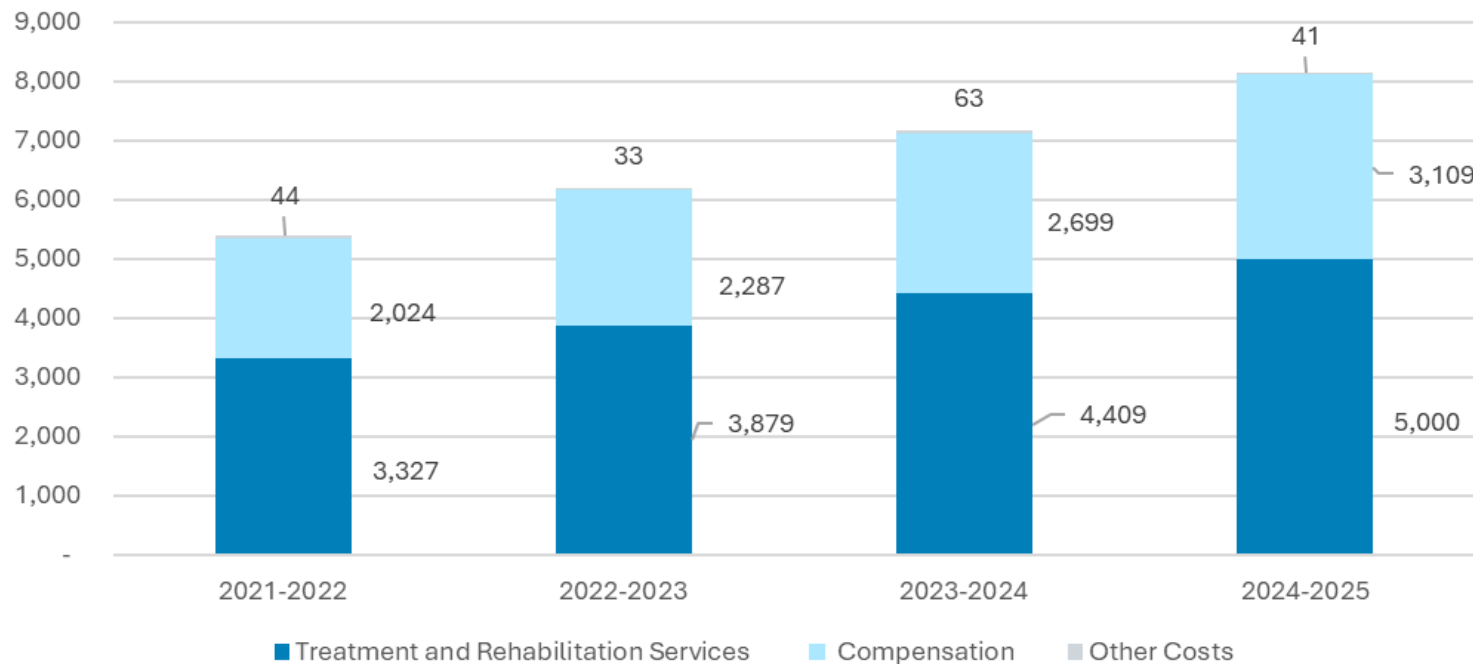
AI and AI tools are not permitted
during this drop in session as
consent has not been obtained.



The challenge

Rapidly increasing costs are putting pressure on the Scheme and sustainability of ACC benefits.

Claim Cost by Type



“...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

Problem statement: We’re seeing more people requiring time off work due to injury, and their average time to recover and return to work and independence, is getting longer.



Our Turnaround Plan

In January 2026 we released a plan to turn performance around and deliver better recovery outcomes for injured New Zealanders.

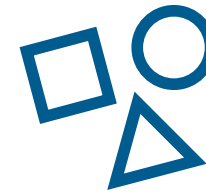
The priority areas are:



Putting clients first with care that leads to lasting recovery



Getting New Zealanders back to work and independence



Resetting ACC and getting back to basics.

We need continued support from the health sector, from providers, from employers, and from all New Zealanders, to get injured people better faster and ensure we protect the Accident Compensation Scheme for the long term.

Sensitive Claims Service

We've been supporting kiritaki in this service for more than 16 months



Funded more than **\$250 million** worth of services to more than **44,000 kiritaki**



Supported more than **2,100 new kiritaki** through Cover and Wellbeing services



On average more than **800 kiritaki** are accessing **Maintaining Wellbeing services**.



Approved more than **600** new named service providers. Nearly 3,000 are approved on a contract



768 Service Providers have delivered services under the Tailored Support to Wellbeing Packages.



You reported an **average of 20 weeks** for kiritaki to access services across all regions. This reflects strong demand for services.



Observed a sustained improvement in the quality of reports, tracking at over **80%** since **July 25**



Identified and recovered more than **\$420,000 worth of waste and abuse**

**What does engagement
look like moving
forward?**

What does engagement look like moving forward?

Send your feedback to us at mentalhealth@acc.co.nz

Mental Injury Portfolio
(System Commissioning
and Performance)

At least **three**
supplier drop ins
per year

Quarterly generated
performance reports
and review

Regulatory and
Professional Body
engagement

Additional supplier
engagement as
agreed between
ACC and Suppliers

Mental Injury Team
(Client Recovery)

Two regional hui
per year

Psychology Advisor
Forums

Monthly

What's happening and what's coming up

Planned contract variation

- Due ~September 2026.
 - **In scope:** Refine clauses, language and guidance, possible addition of pre-cover DNAs
 - **Out of scope:** additional changes resulting in a financial impact to the service i.e. increasing the number of hours available for services.
- If you have any feedback for us to consider, please email us mentalhealth@acc.co.nz by **12pm 15 June 2026**

Annual Declarations

- Are due soon. You have until 1 July to complete this.

Six monthly reporting due soon (Jan 26 – June 26)

- You have until the last business day of July to complete

Outcome Measures

- A recent change to Eos, ACC's claims management software, has stopped the automated process of sending outcome measure requests.
- This has now been resolved, and you may note a small spike in the number of requests being sent out.

ISSC Evolution Inbox

- This inbox is now officially closed following the end of the Evolution work programme.
- For general sensitive claims queries, contact MentalHealth@acc.co.nz

What's happening and what's coming up

We are making some operational improvements

- We want to ensure that Mental Injury Recovery works in a way that best supports and enables kaimahi to deliver great kiritaki outcomes and meet our performance objectives.
- We are planning the approach and timeframes to implement operational improvements in Mental Injury Recovery.

Safe to talk – sensitive claims pathway highlights:

- **Workforce nearly doubled:** Safe to talk sensitive claim's effective staffing has nearly doubled, increasing from 8.15 FTE to 15.8 FTE over the past three months.
- **Email volumes:** most emails are now being responded to within one working day. This supports timely communication with both kiritaki and Suppliers offering available capacity.
- **Phone timeliness:** Average phone wait times have reduced by around 50%. While peak periods (typically middle of the day) can still create some delays, there are now other times of the day when kiritaki are getting through within two minutes!
- **Check in service:** Safe to talk are now offering kiritaki check ins between four and eight weeks, depending on individual kiritaki needs.



Little Matters

Raising a future *free from* child sexual abuse.

Celebrating the *little everyday matters* that help whānau to be **more safe** and **more thriving**.

And in doing so, become *one of* the ways that helps to prevent sexual harm, **before** it happens.

Who it's for: parents, caregivers, families of young children (under 12 years).

What you'll see:

- Content on **Instagram** and **Facebook** – 160+ bits of content from launch to December 2026.
- Trauma-informed **moderation and management** of social media channels.
- **Evidence-based framework:** 10 “little matters” people can choose from, adapt, build on.
- **Toolkit** to support local delivery and integration into existing services and programmes.
- Links to **Safe to talk** for support related to sexual harm.

@LittleMattersNZ on Instagram and Facebook

Watch the [launch video](#)

Any questions? LittleMatters@acc.co.nz

Keep up-to-date



Website

www.acc.co.nz/sensitive-claims



Provider Update e-newsletter

www.acc.co.nz/provider-news



Ask us questions via email at:
mentalhealth@acc.co.nz

Safe to Talk:
[Sensitive Claims](#) | [Safe to talk](#)

pātai? questions?

Ngā mihi – thank you

ACC karakia

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Ngā mihi nui – many thanks