

# Social Rehabilitation Assessment Services

17 APRIL 2024

---

Presented by

**Kay Conafray, Portfolio Manager**

**Reeba Kurian, Procurement Specialist**

**Daniel Adams & Tim Robertshaw,  
Engagement & Performance Managers**

---



**He Kaupare. He Manaaki.  
He Whakaora.**

**prevention. care. recovery.**



# Karakia timatanga



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*

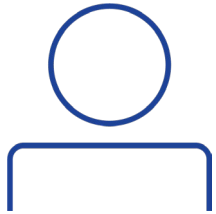
*Undertaking to act justly*

*Being considerate of everyone*

*That it may improve the lives of all*

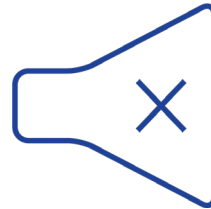
# Welcome

## Welcome to the pre-tender hui for our Social Rehabilitation Assessment Services



Video

Please feel free to leave your video on – we like seeing your faces!



Mute

You will be automatically muted when you enter the room and throughout the presentation.



Questions

We will have time at the end for questions, please enter questions in the Q&A section.

# Agenda

1

Definitions & Background

2

Social Rehab Assessment  
Overview

3

Key Contract Changes

4

Tender Overview

5

Detailed Tender Process

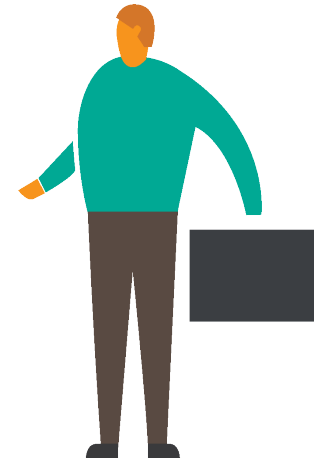
# Definitions



Client or  
Kiritaki



Supplier or  
Vendor



Provider or  
Assessor

# What is an Assessment?

- A report which is provided by an independent expert to help ACC understand what we can do to maximise kiritaki independence and reduce barriers to returning to living life.
- ACC's 'eyes on the ground' giving us insight into a moment in a client's journey.
- Helps to track a client's progress and anticipate needs.

---

# Social Rehabilitation Assessments Overview

1

# What are Social Rehabilitation Assessments?

- Communication and Assistive Tech. Assessment
- Education-Based Rehabilitation Assessment
- Housing Modification Assessment
- Social Rehab Needs Assessment
- Support Needs Assessment
- Wheelchair and Seating Assessment





# Utilisation of the Service

Financial Year	2021	2022	2023
Communication and Assistive Tech. Assessment	561	617	625
Education Based Rehab Assessment	373	344	413
Housing Modification Assessment	2,082	2,132	2,334
Social Rehab Needs Assessment	12,252	11,263	11,747
Support Needs Assessment	1,419	1,340	1,668
Wheelchair & Seating	2,236	2,160	2,289

# Utilisation of the Service

Client Region	CATA	% of clients	EBRA	% of clients	Housing	% of clients	SRNA	% of clients	SNA	% of clients	W&S	% of clients
Auckland Region	194	31%	126	31%	509	22%	3,080	26%	455	27%	569	25%
Bay of Plenty Region	81	13%	41	10%	201	9%	914	8%	108	6%	233	10%
Canterbury Region	59	9%	52	13%	284	12%	1,398	12%	205	12%	308	13%
Gisborne Region	10	2%	2	0%	35	2%	191	2%	30	2%	27	1%
Hawke's Bay Region	15	2%	5	1%	122	5%	464	4%	52	3%	93	4%
Manawatu-Wanganui Region	24	4%	19	5%	181	8%	765	7%	121	7%	170	7%
Marlborough Region	4	1%	2	0%	23	1%	146	1%	12	1%	27	1%
Nelson Region	4	1%	4	1%	35	2%	122	1%	9	1%	25	1%
Northland Region	30	5%	17	4%	170	7%	741	6%	117	7%	141	6%
Otago Region	41	7%	36	9%	103	4%	556	5%	75	4%	81	4%
Southland Region	24	4%	20	5%	78	3%	329	3%	43	3%	60	3%
Taranaki Region	14	2%	10	2%	75	3%	358	3%	42	3%	61	3%
Tasman Region	3	0%	0	0%	29	1%	150	1%	22	1%	36	2%
Waikato Region	70	11%	54	13%	267	11%	1,379	12%	176	11%	268	12%
Wellington Region	43	7%	20	5%	198	8%	1,057	9%	183	11%	170	7%
West Coast Region	7	1%	4	1%	21	1%	72	1%	11	1%	13	1%

---

# Key Contract Changes

2

# The Contracts

- ✓ Our current contracts for all six services expire on 30 November 2024 with no Rights of Renewal available.
- ✓ ACC will be retendering for service providers.
- ✓ All contracts will contain minor improvements and changes.



# Thank you for your Feedback!

## Key Themes:

- Named-provider model is not working
- Contract timeframes are not achievable
- Prior approval of time to trial equipment impacts on client outcomes
- Quality of referrals has an impact on the assessment
- Communication about inter-related contracts (e.g. MRES) needs to be better managed



# Global Contract Changes

The following changes have been made across all six Social Rehabilitation Assessment contracts:

Named Service Provider model

The new contracts do not require assessors to be named. Suppliers will be responsible for ensuring that assessors meet the required qualifications and expertise.

Contract Timeframes

All timeframes have been reviewed and amended.

Prior approval of time to trial equipment

We have removed prior approval of assessor time to trial equipment. ACC will still need to approve the equipment via MRES.

# Global Contract Changes

The following changes have been made across all six Social Rehabilitation Assessment contracts:

## Quality of referrals

All referral forms and report templates are under review.  
We are making it a priority to ensure that any safety risks are clearly articulated

## Communication about inter-related contracts (e.g. MRES)

Looking to establish a regular cadence of updates on all services, shared Webinars with other services to ensure key changes are communicated.

Removed Telehealth as separate service items

Updated terminology (e.g. DHB to Health NZ - Te Whatu Ora)

Simplified Supplier reporting

Additional requirements regarding Information Security and Health & Safety responsibilities

# Pātai?

What's in the Q&A?

Any other questions?





---

# Tender Overview

3

# Two Stage Tender

## Stage -1

Mode: Written Application

Medium: GETS website

Documents used:

Request for Application (RFA)

Response to Request for Application

Pass/ Fail methodology

## Stage - 2

Mode: Interview/ Kōrero

Medium: Microsoft Teams

Documents used:

Case study document

Pass/ Fail methodology

**IMPORTANT:** You can apply for one or more services

# Timelines

Action	Indicative date
<b>STAGE ONE:</b>	
Tender release	01 May 2024
Last date for questions	10 May 2024
Tender closing date	10 June 2024
Evaluation	June – July 2024
<b>STAGE TWO:</b>	
Supplier kōrero/presentations	August 2024
Evaluation	Aug-Sep 2024
Due diligence	Aug-Sep 2024
Suppliers notified of outcome	Sept 2024
Debrief for unsuccessful participants	Nov 2024
Contract Start Date	01 Dec 2024



# Support options for businesses

- [connected.govt.nz](https://connected.govt.nz)
- Commerce Commission
- Inland Revenue
- [business.govt.nz](https://business.govt.nz)
- If you're a >50% Māori owned business you can also approach Te Puni Kōkiri.  
Email: [supplierdiversity@tpk.govt.nz](mailto:supplierdiversity@tpk.govt.nz)



---

Pātai?

---

# Detailed Tender Understanding

4

# GETS - Government Electronic Tender Service | Supplier Login

NEW ZEALAND GETS.GOV.TZ

Create account Purchaser log in **Supplier log in**

Search Tenders

SEARCH »

Advanced Search

You are not logged in.

**ONLINE SERVICES**

- Create account
- Future opportunities
- Current tenders

**Register as a Supplier**

Anyone can register to create a GETS account, allowing you to receive notices, subscribe, and respond to opportunities published on GETS. If you already have a RealMe log in you can register now or visit [www.gets.govt.nz](https://www.gets.govt.nz) to create one.

[Register now](#)

Registration information

**Register as a Purchaser**

New organisations

If you are a new organisation or entity (an agency) wanting to post tenders on GETS you need to complete an eligibility assessment. Please complete an application on the [New Zealand Government Procurement website](#). The information provided will assist NZOE to assess the agency's eligibility.

**Create a RealMe login**

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

[Create a RealMe login](#)

**Supplier log in**

Search Tenders

SEARCH »

Advanced Search

You are not logged in.

## Register as a Supplier

Anyone can register to create a GETS account, allowing you to receive notices, subscribe, and respond to opportunities published on GETS. If you already have a RealMe log in you can register now or visit [www.realme.govt.nz](http://www.realme.govt.nz) to create one.

[Register now](#)

### Registration information

Registration only takes a minute with your RealMe log in details. We will request the following additional information from you:

- Registered business or trading name.
- Address details, country, and time zone.
- Personal details including first/last name, email, and telephone number.

Once completed, we will send you an email to confirm your account activation. Please follow the link in the email to activate your account.

If you are new to GETS, we encourage you to read the FAQ and guidance in the [supplier user help](#) section of GETS.

### RealMe®

RealMe is a service managed by the Department of Internal Affairs. RealMe is designed to make it easier for people to access and use online services that adheres to New Zealand Government security, identity, and privacy legislation.

- You do require a RealMe log in to create an account and subscribe to opportunities on GETS.
- You do not require a verified RealMe identity when creating an account or subscribing to opportunities on GETS.
- Please visit [realme.govt.nz](http://realme.govt.nz) to learn more, or access support for your RealMe log in.

- Once completed, we will send you an email to confirm your account activation. Please follow the link in the email to activate your account.

If you are new to GETS, we encourage you to read the FAQ and guidance in the [supplier user help](#) section of GETS.

RealMe®







GETS.GOV.T.NZ

[GETS](#) > [Accident Compensation Corporation](#) > [Advance Notice: Social Rehabilitation Assessment s...](#)



Te Kaporeihana Āwhina Hunga Whara

## ONLINE SERVICES

[Create account](#)

[Future opportunities](#)

## Advance Notice: Social Rehabilitation Assessment services

### Details

RFx ID : 29044858

Tender Name : Advance Notice: Social Rehabilitation Assessment services

Reference # : Notice: Assessment services

Open Date : Tuesday, 19 March 2024 1:00 PM (Pacific/Auckland UTC+13:00)

Close Date : Tuesday, 30 April 2024 2:00 PM (Pacific/Auckland UTC+12:00)

Tender Type : Notice of Information (Advance Notice) (NOI)

Tender Coverage : Sole Agency [?]

Categories : ■ 85000000 – Healthcare Services

## Overview

The purpose of this Notice is to provide advance notification to the market on Accide

The current contracts are expiring on 30th November 2024 and new contracts will be

The following services are applicable under this tender:

- Communication and Assistive Technology Assessment (CATA)
- Education Based Support Assessment (EBRA)
- Housing Modification Assessment (HMAS)
- Social Rehabilitation Needs Assessment (SRNA)
- Support Needs Assessment (SNA)
- Wheelchair and Seating Assessment (W&S)


ACC is looking for suitable suppliers to apply for the above mentioned 6 services. Su

The RFA is intended to be released via the Government Electronic Tenders Service (GI

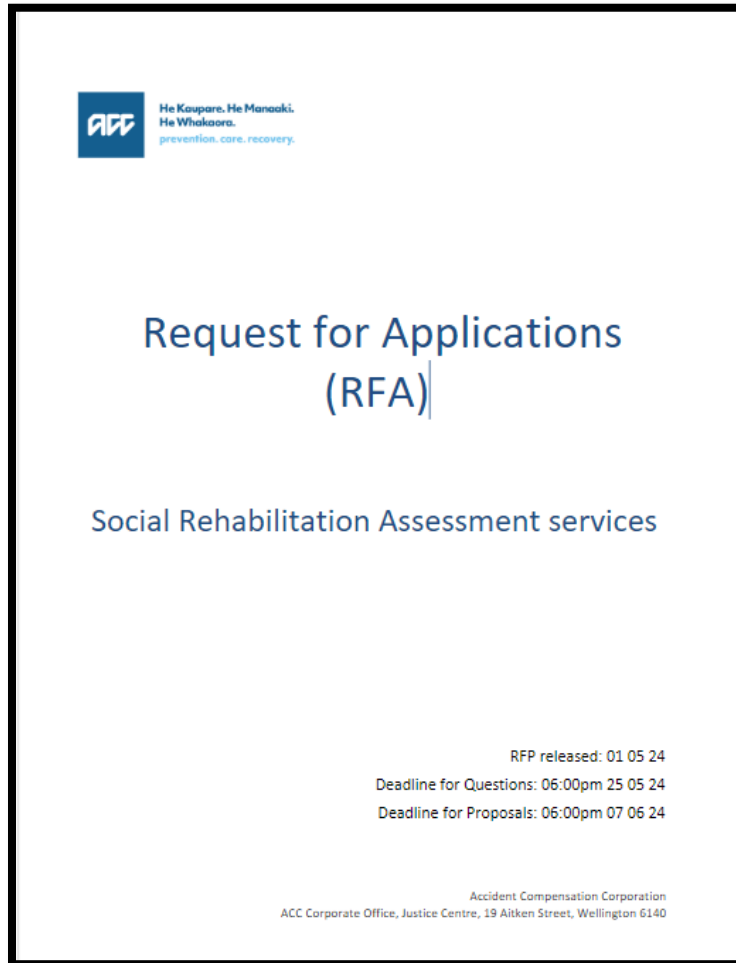
We are hosting a pre-tender webinar in April, please copy and paste this link on your  
<https://teams.microsoft.com/j3YGhdGnW0eQHPwcli9Jag,K0Hdy3DbIEe2fc1c222f496a>

Note: No information from potential respondents is requested nor required from this  
Categories.

Subscribe to this Notice for full access



# Tender documents



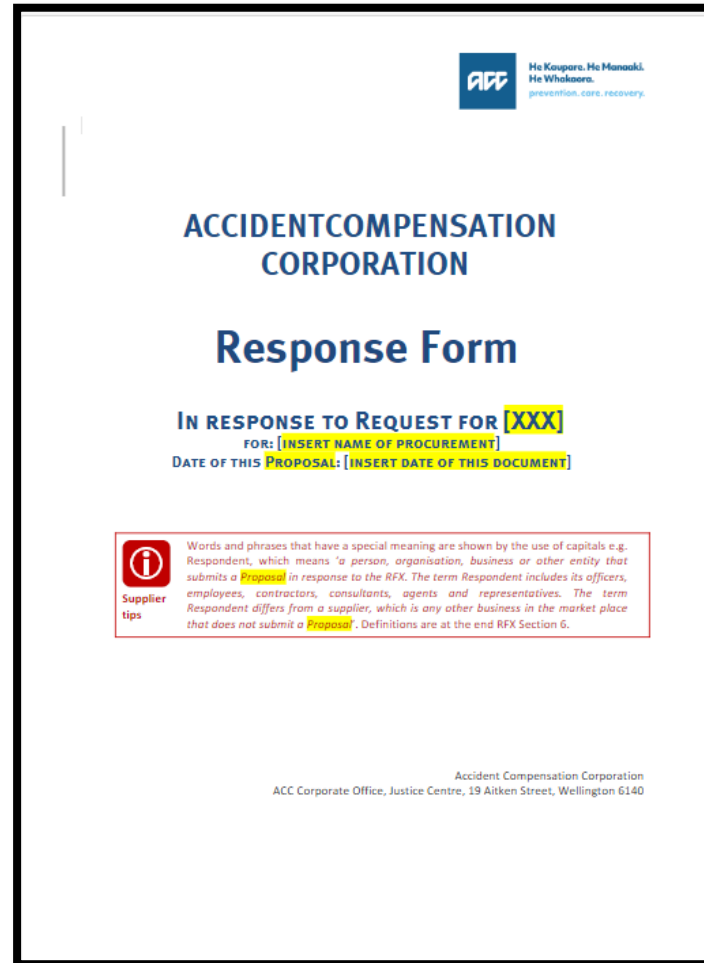
He Kaupare, He Manaaki.  
He Whakaora.  
prevention, care, recovery.

Request for Applications  
(RFA)

Social Rehabilitation Assessment services

RFP released: 01 05 24  
Deadline for Questions: 06:00pm 25 05 24  
Deadline for Proposals: 06:00pm 07 06 24

Accident Compensation Corporation  
ACC Corporate Office, Justice Centre, 19 Aitken Street, Wellington 6140



He Kaupare, He Manaaki.  
He Whakaora.  
prevention, care, recovery.

ACCIDENT COMPENSATION  
CORPORATION

Response Form

IN RESPONSE TO REQUEST FOR [XXX]  
FOR: [INSERT NAME OF PROCUREMENT]  
DATE OF THIS PROPOSAL: [INSERT DATE OF THIS DOCUMENT]

**Supplier tips**

Words and phrases that have a special meaning are shown by the use of capitals e.g. Respondent, which means 'a person, organisation, business or other entity that submits a Proposal in response to the RFX. The term Respondent includes its officers, employees, contractors, consultants, agents and representatives. The term Respondent differs from a supplier, which is any other business in the market place that does not submit a Proposal'. Definitions are at the end RFX Section 6.

Accident Compensation Corporation  
ACC Corporate Office, Justice Centre, 19 Aitken Street, Wellington 6140

---

Pātai?

# Karakia whakamutunga



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*