



Frequently asked questions about applying to ACC's mental injury contracts

These are responses to frequently asked questions about applying to deliver services under the Sensitive Claims Service, Psychological Services, and the Neuropsychological Assessment Services contracts.

General questions

How long does it take for a decision to be made on my application to be a named service provider?

Complete applications will be processed within 20 business days. Incomplete applications will take longer.

Why do I have to provide so much information in a named service provider application to ACC?

We require detailed information in named service provider applications to ensure that kiritaki (clients) receive safe, high-quality care from appropriately qualified professionals.

This process helps ACC:

- **Verify your qualifications and experience:** We must confirm that your education and clinical background meet the standards required for our mental injury contracts. For example, mental injury assessors must hold a New Zealand Qualifications Authority (NZQA) Level 8 or higher qualification in a relevant field. This ensures you have the necessary clinical training in areas such as assessment, formulation, and abnormal psychology.
- **Ensure professional accountability:** Information about your professional body membership, supervision arrangements, and practising certificates helps us confirm that you're working within a recognised and regulated framework.
- **Protect vulnerable kiritaki:** We have a responsibility to ensure that providers working with our kiritaki are competent, ethical, and supported. The application process is designed to assess this thoroughly.
- **Meet legal and contractual obligations:** We operate under specific [regulations](#) and contracts that require review and evaluation before approving named providers.

How does ACC consider if an international professional body is acceptable to ACC?

We can consider membership with a professional body not listed in the contract/application form, as long as the professional body:

- has a [specific and targeted scope](#), focused on a particular provider group, treatment modality, or injury context, relevant to services that ACC funds for kiritaki



- represents a significant proportion of the specified providers, or is acknowledged by most relevant providers to represent their profession in New Zealand
- has frameworks and mechanisms to maintain professional accountability, specific to the relevant profession and to the New Zealand context. This generally includes a profession-specific code of ethics; an effective disciplinary procedure; an effective complaints procedure; requirements for compulsory peer supervision, profession-specific continuing education and professional development; and specific commitments to supporting cultural competence, cultural safety and upholding the principles of Te Tiriti o Waitangi, and
- is a New Zealand based organisation or has a substantive and meaningful [legal] presence in New Zealand.

The applicant or professional body is responsible for providing ACC with the above information for consideration.

Who is responsible for ensuring I receive referrals that meet my expertise and scope of practice?

Suppliers allocate referrals accordingly. Providers need to ensure they do not accept cases beyond their expertise or training, ensuring they work within their scope of practice.

If I receive a referral to complete an assessment for a sensitive claims kiritaki, can the purchase order be issued under my Psychological Services or Psychiatric Services contract instead?

We provide approvals for services undertaken by named service providers based on specific requirements of the Sensitive Claims Service contract. The approval cannot be used to deliver services under the Psychological Services or Psychiatric Services contract.

I have an issue I can't resolve with a Recovery Team Member or their team leader, who would I contact next?

If you find yourself in this situation, and have tried to [resolve issues together](#) with us, please [Contact our provider relationship team](#) for assistance.

My circumstances have changed, who do I contact to put my contract on hold?

You can email Health.Procurement@acc.co.nz and request that your contract be put on hold. Please include your **vendor ID** in the email. When you're ready to resume work with ACC kiritaki, you can contact Health Procurement again to have your contract reactivated.

What mental health contracts can psychology interns work under?

There are provisions under [Neuropsychological Assessment Services](#) and [Psychological Services](#) for psychology interns to provide services to ACC kiritaki given a supervisor is co-located on-site at the relevant service location during their treatment session. Exact eligibility criteria can be found in the relevant Service Schedule linked above. An application form can be found [here](#)



Psychological Services

I am new to providing mental injury assessments on the Psychological Services contract, do I need extra supervision?

There are extra supervisory requirements for applicants new to providing ACC Mental Injury Assessments, which include

- supervision from a supervisor who is an experienced ACC mental injury assessor
- the supervisor needs to be approved by ACC, and
- the supervisor must review and co-sign a minimum of the Service provider's first 10 mental injury assessments prior to the Service provider supplying them to ACC.

The purpose of this is to ensure the new service provider's early reports are of the standard and quality required

What are the supervisory requirements of provisional service providers on Psychological Services?

Provisional service providers must have ongoing supervision with an appropriately qualified and experienced supervisor who has experience treating and assessing kiritaki with psychological problems following physical injury and traumatic incidents, including experience in ACC mental injury assessments.

Suppliers must provide ACC with a summary letter or other document outlining how the below requirements will be met over the provisional period:

- discussion of all cases with the supervisor prior to and following the assessment
- engagement in fortnightly one-on-one supervision with the supervisor
- maintenance of a supervision log which outlines the cases discussed and provides a summary of issues and recommendations for each case, and
- have each Assessment Report and each Treatment Report read and co-signed by the supervisor.

A final supervision report from the supervisor, supervision log, and two anonymised mental injury assessments will be required by ACC once the criteria to work as a named service provider are considered to have been met.

This supervision report and supervision log should be received by ACC within 36 months of approval of provisional status

Can I provide treatment only under the Psychological Services contract?



A named service provider is required to be able to undertake both treatment and assessment services. Assessments include diagnostic services like work-related mental injury, treatment injury mental injury, and mental injury caused by physical injury.

If I do not meet the qualifications required by the contract can my experience be taken into account?

Named service providers must meet all requirements of the contract including membership, qualification, and experience criteria.

Should I be providing Psychological Services to kiritaki under two or more contracts?

It is important that you discuss this situation with the case owner as soon as identified.

Neuropsychological Assessment Services

Will graduates of the Postgraduate Diploma in Neuropsychology at Otago University be able to apply to be a named provider on the Neuropsychological Assessment Services contract?

Yes. Graduates must meet all the requirements of the contract to be approved including the membership, qualification, and experience criteria.

What information needs to be recorded in the supervision log of provisional providers on the Neuropsychological Assessment Service contract?

The log requirements can be found on page 20 of the Service Schedule: [nasa-neuropsychological-assessment-services.pdf](#)

They are as follows:

- Have 1 in 5 assessments undertaken directly observed by the supervisor to ensure correct and competent test administration skills.
- Discuss all cases with the supervisor prior to the assessment, whether the supervisor observes the assessment.
- Engage in fortnightly one-on-one supervision with the supervisor.
- Maintain a supervision log which outlines the cases discussed and provides a summary of issues and recommendations for each case.
- Have each assessment report completed read and co-signed by the supervisor.