



He Kaupare. He Manaaki.
He Whakaora.
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Frequently Asked Questions submitted on GETS

This document contains the most common responses from the questions & answers submitted on the Sensitive Claims Service GETS notice in April 2024. We have themed up common responses to make it easier to find relevant information. You can still find all questions and answers listed in the GETS notice and can continue to ask questions there until 10 May 2024.

Applying as a named service provider or service provider

Named Service Providers

- The named service provider application is now open on GETS. All named service providers, whether new or existing, will need to apply and be approved by us to deliver services to kiritaki (clients).
- The following vocations can deliver Sensitive Claims services as a named service provider under a supplier's contract:
 - counsellor level 6
 - counsellor and/ or social workers as counsellors level 7
 - psychotherapist
 - psychologist
 - psychiatrist
- Any named service provider who is wanting to provide services under this contract must complete the named service provider application and must be named on a contract with a Sensitive Claims Service supplier.
- Named service providers must complete their own application.
- Please refer to part D, Appendix 3, of the Service Schedule for the criteria and qualifications needed to be approved as a named service provider.
- The named service provider application process for the new contract will be closing on 02 August 2024.
- New named service providers can still be added to the current ISSC contract through until 30 June 2024. Once providers have received notification that they been approved, suppliers can add them to their current contract.

Specialist Cover and Function Assessments

- Specialist Cover Assessments are the assessments that were previously referred to as Supported Assessments (Part B, Section 4.10).
- Function Assessments assess the impact of mental injury on the capacity of Kiritaki to work. These assessments were previously referred to as incapacity assessments (Part B, Section 4.11)

- Please refer to part D, Appendix 3, of the Service Schedule for the criteria and qualifications needed to be approved as a named assessment provider.

Supervision

- The supervision requirements are set out in Part D, Appendix 3 of the Service Schedule.
- The supervision requirements set out in the new contract, are for provisional named service providers. For full experience named service providers, they must meet the supervision requirements of their professional body or association.
- If your supervisor is not required to be an ACC provider as per the Service Schedule, please fill in "Not required" in that field in the application.

Scope of Practice

- ACC will review each named service provider application in accordance with its contractual criteria. Should there be a notified change from the Professional Board in relation to the Scope of Practice, then ACC will consider whether a change to the contractual criteria is required. Following this and any other determination, ACC would then advise the sector and the named providers appropriately.
- Please refer to part D, Appendix 3, of the Service Schedule for the criteria to be approved as a named service provider. ACC may also in limited cases, consider named provider applications on a case-by-case basis.

Application Form

- Providers do not require a NZBN to complete their named service provider process
- The HPI is not compulsory for this application. Please fill it in with "N/A" if you do not have one.
- If you need to correct your application, you can email acchealthtenders@acc.co.nz with your application number.

Service Providers

- Any service provider (registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers) who is wanting to provide services under this contract must work under an approved Sensitive Claims Service supplier.
- If you do not have an ACC provider ID you can apply online from 20 May 2024. If you already have an ACC provider ID, there is no need to fill in this application.
- We will post the link to the form on GETS. There is no closing date for this application.

Supplier Application

- Suppliers are the contract owner who has overall responsibility and accountability for services delivered to kiritaki.
- Any individual or organisation can apply to be a supplier, as long as you can demonstrate that you have the ability to deliver all of the requirements of the contract.

Regions and Geographical areas

- The Sensitive Claims Service uses the term geographical areas to define the areas suppliers can deliver services under. These boundaries align to Statistics New Zealand 2023 Territorial Authority Boundaries.
- Please refer to Part A, Clause 5.2 and 5.3 - the region is in bold, and the bullet points are the specific geographical areas that fall within each region.
- The supplier must have:
 - named service providers in each geographical area to deliver core pre and post cover services
 - named assessment provider/s named on their contract available across each region the supplier has geographical area/s in. A named assessment provider is not required in each specific geographical area, but there must be one for each region a supplier has an approved geographical area/s.
 - access to service providers in each region a supplier has an approved geographical area/s
 - It is not a requirement to have a named assessment provider/s who can do Function Assessments named on your contract. It is acceptable to access another appropriate named assessment provider to deliver this service when required.

Personnel delivering services

- Suppliers are responsible for ensuring any personnel delivering services under this contract meet all of the requirements set out in the service schedule.
- It is up to the supplier how this will be managed based on their organisational structure and processes.
- As part of holding the Sensitive Claims Service contract, each supplier is required to provide ACC with an annual declaration and Contract Management Check list, which lists the named service providers, service providers and any other subcontractors delivering services to Kiritaki under their contract.
- A supplier application should demonstrate how you would seek named service providers to support Kiritaki in the geographic region/s you are approved to deliver services in.
- As part of the application process we would like suppliers to demonstrate they have developed a plan to establish connections or have existing connections to access service providers in the area to support their lead provider when required.
- A supplier does not require every service provider discipline at submission, a plan for fostering these relationships is sufficient. However, you can add service provider names on the service provider list as additional evidence. If your intended service providers do not have an ACC provider ID yet, you can still submit their name and vocation on the list.

Police vetting

- The key requirement is that suppliers must be able to provide assurance that providers who will deliver services under their contract have been police vetted to ensure they meet requirement Part B, clause 10.7 and 10.4 of the service Schedule.
- We recommend suppliers follow the advice of the NZ Police:
<https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/vetting-process>
- A Police Vetting result is a point-in-time check that should form one part of any process for determining an applicant's suitability for any professional registration,

appointment, employment, or visa. The decision regarding the applicant's suitability for a position is the responsibility of the Approved Agency (i.e. the supplier).

- It is the responsibility of the organisation/ person who employs or engages the individual to carry out the checks.
- ACC does not require you to submit their police vet results. That should now be part of your organisational onboarding to ensure they meet the requirements of the contract. If you also personally provide services (i.e. you're a sole provider or a supplier who also provides services), we will ask you to submit evidence from a third party like CVCheck to demonstrate you have personally completed a police vet.

Childrens Worker Safety Check

- Under the Children's Act 2014, people who are defined as children's workers must pass a Children's Worker Safety Check and to have their safety check renewed every three years.
- Suppliers can carry out their own Children's Worker Safety Checks on their providers as long as they can confirm they meet the legislative requirements. We do not need to see the results.
- We only need to view the Children's Worker Check results of a supplier who themselves also delivers services as a children's worker.
- CVCheck (NZ) Ltd is the only third-party provider gazetted by the New Zealand Government to perform Children's Worker Safety Checks.
- Suppliers will also need to complete a single ACC8001 form on behalf of the providers providing services under your contract. If you are a supplier and also a provider, you will need to complete an ACC8002 and ACC8003 form (as needed) for yourself. Note: if you do not intend to provide services to children you are still required to complete the relevant forms - there is an option on the forms to select that you do not provide services to children.

Cultural Safety and Response

- It is the supplier's responsibility to have a Cultural Responsiveness Policy that ensures all providers deliver services that are culturally responsive and safe, and that they meet the requirements of ACC's Kawa Whakaruruhau (Cultural Safety) Policy: <https://www.acc.co.nz/assets/provider/cultural-safety-policy.pdf>

Application Character Limit

- The character limit includes spaces.
- We want suppliers to provide a succinct response to demonstrate their understanding and to ensure we can efficiently evaluate all response.
- If you do have other information to support your response, (e.g. diagram or other evidence) you can upload it as a separate document with your response.
- You do not have to reference the Service Schedule in your responses.

Reporting

- Suppliers are responsible for ensuring all reports are submitted within the timeframe and to the quality standards as outlined.

- Suppliers will need to ensure they have appropriate processes within their business to support personnel to align with these requirements.
- ACC will inform the supplier that a report has been accepted through the approval of the Purchase Order for the next service. The supplier will then be able to submit for payment for the report. Reports will be accepted if they meet the quality standards set.

Transitioning to the new contract

- The new report templates and operational guidelines will be available in September 2024, prior to the training which is going to be confirmed for October and November of this year.
- ACC is currently working through a range of transition scenarios to support suppliers, named service providers and kiritaki into the new Sensitive Claims Service. To view guidance about transition, please visit our website: <https://www.acc.co.nz/for-providers/provider-contracts-and-services/integrated-services-sensitive-claims/transition>
- Additional details about transition will be made available once the procurement process has been completed.
- We will be providing a targeted learning programme that will be focused on the new service including information about each stage in the service, contractual obligations and performance indicators, and learning to identify when and how a claim should transition from the old contract to the new contract ensuring continuity of care for kiritaki.
- We will provide multiple resources such as self-paced interactive modules, case studies, videos and Quick Reference Guides. These learning modules will be compulsory for all suppliers and providers to complete prior to the new service going live.
- In-person learning will be offered to suppliers in September & October 2024 across the motu. These in-person sessions are not compulsory, but we strongly encourage you to attend as they will provide you with information on the new Sensitive Claims Service contract and how to best support kiritaki through the transition period.
- We are working on the content and design of these learning resources and will provide more information on the specifics later in the year.