

Market engagement

Secondary Care

25 November 2025



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



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

Welcome to our Secondary Care Market Engagement

Note: This session
is being recorded



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Health Sector Engagement
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Acting Chief Clinical Officer



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Design

Questions



Use the Q&A at the
top of your screen

Access the content



We'll post the slides and
recording on our
website on 26 Nov

Agenda

1 The challenge

2 Recap of our activities

3 The work we're doing

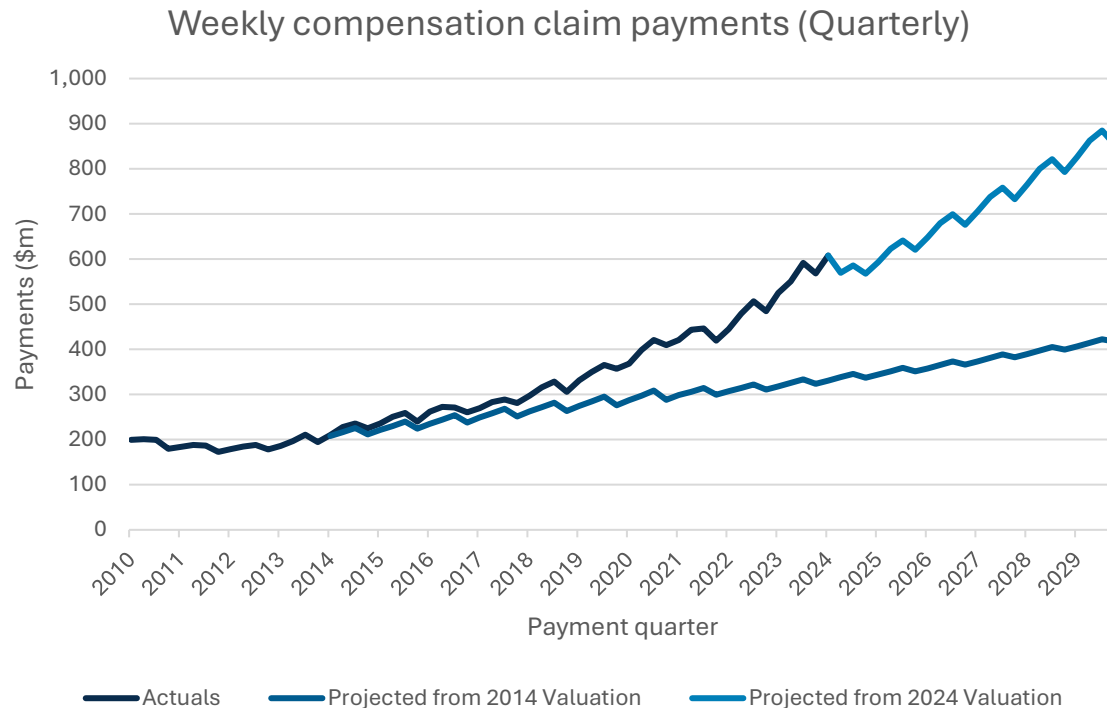
4 Secondary care conceptual
service design

5 Next steps & Q&A

The challenge

The challenge

Costs of providing entitlements have grown significantly in the past decade. This indicates worse recovery rates for clients and more pressure on the Scheme.



“...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.

Challenges faced in secondary care

Secondary care accounts for approximately 20% of ACC's treatment costs and 50% of weekly compensation costs.



Elective surgery costs have increased 35% over the last two years.

More clients having elective surgery going on to receive weekly compensation.



Musculoskeletal injuries accessing specialist treatment are increasing rapidly.



Simple injuries are being referred to specialists.
Longer wait times to see specialists



Working better with providers to:

Improve outcomes for injured people

Ensure ACC is sustainable for future generations

ACC focus 2025/26

**Improving our claim
management**

**Strengthening how
we commission
services**

**Provider
performance
monitoring**

Faster decision &
response times

ACC decisions are fair &
consistent

Right support at right time
for injury-related need

Improved return to work
timeframes

Maximum value for levy
payers / tax payers

**Improved recovery
outcomes**

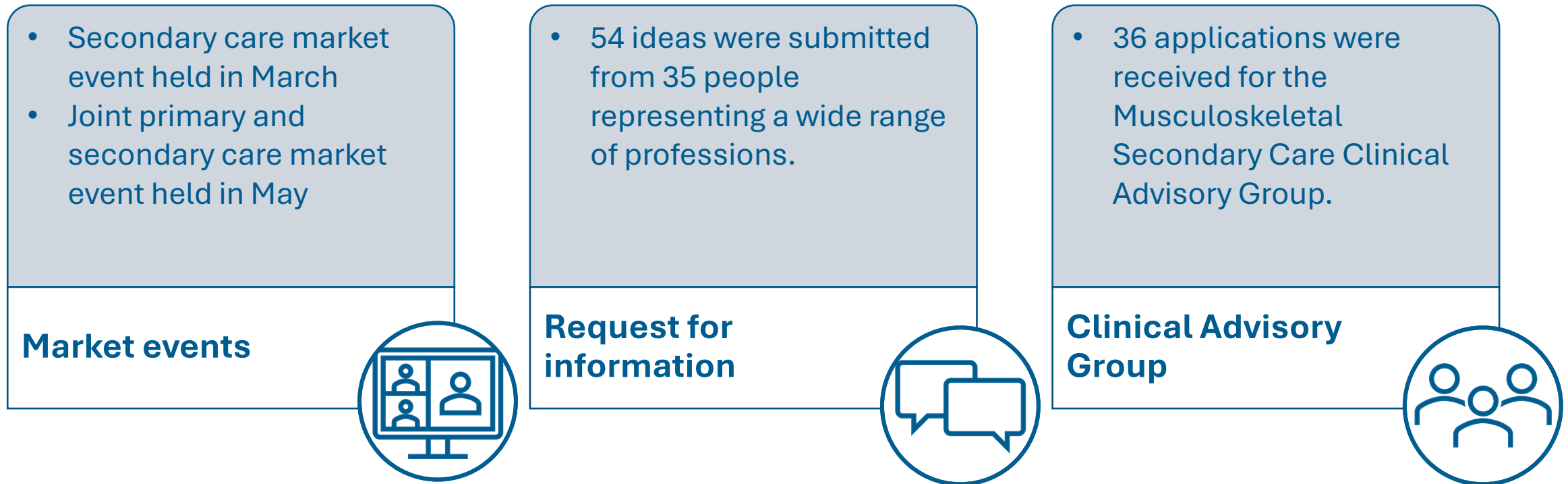
**Sustainable
Scheme**



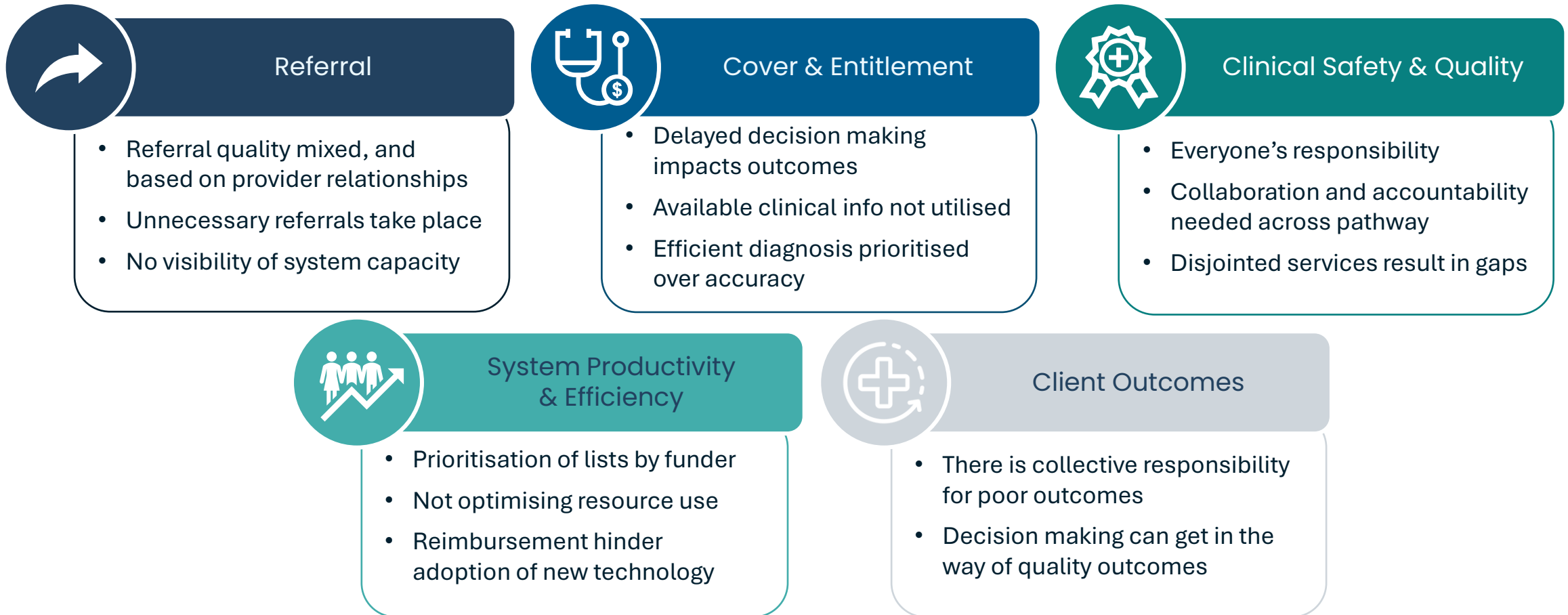
Recap of our activities

Engaging with the sector

In February 2025, we began engaging with experts like you to better understand how we can work together to achieve better outcomes for injured New Zealanders.



We've heard from you that there are challenges across each of these priority areas



The work we're doing



Improving elective surgery performance

To deliver better outcomes for clients, providers, and the wider health sector



Improve cover decisions



Treatment decision making frameworks and position statements



Improve surgical assessment performance

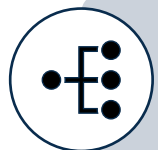


Improve post-surgery return-to-work outcomes



Musculoskeletal Secondary Care Clinical Advisory Group

Providing guidance on potential solutions to improve recovery outcomes



Eligibility criteria and referral pathways



Interdisciplinary team assessment and pathway inclusions



Clinical care standards and/or guidelines



Outcomes framework

Secondary care conceptual service design

Secondary care design concepts

Context and approach



Secondary care design concepts

Design principles



Accountability

*Shared expectations and accountability
clear roles and responsibilities*



Transparency

*Effective sharing and use of data
Meaningful monitoring and measurement*



Quality

*Clinical safety and best practice
Feedback loops*



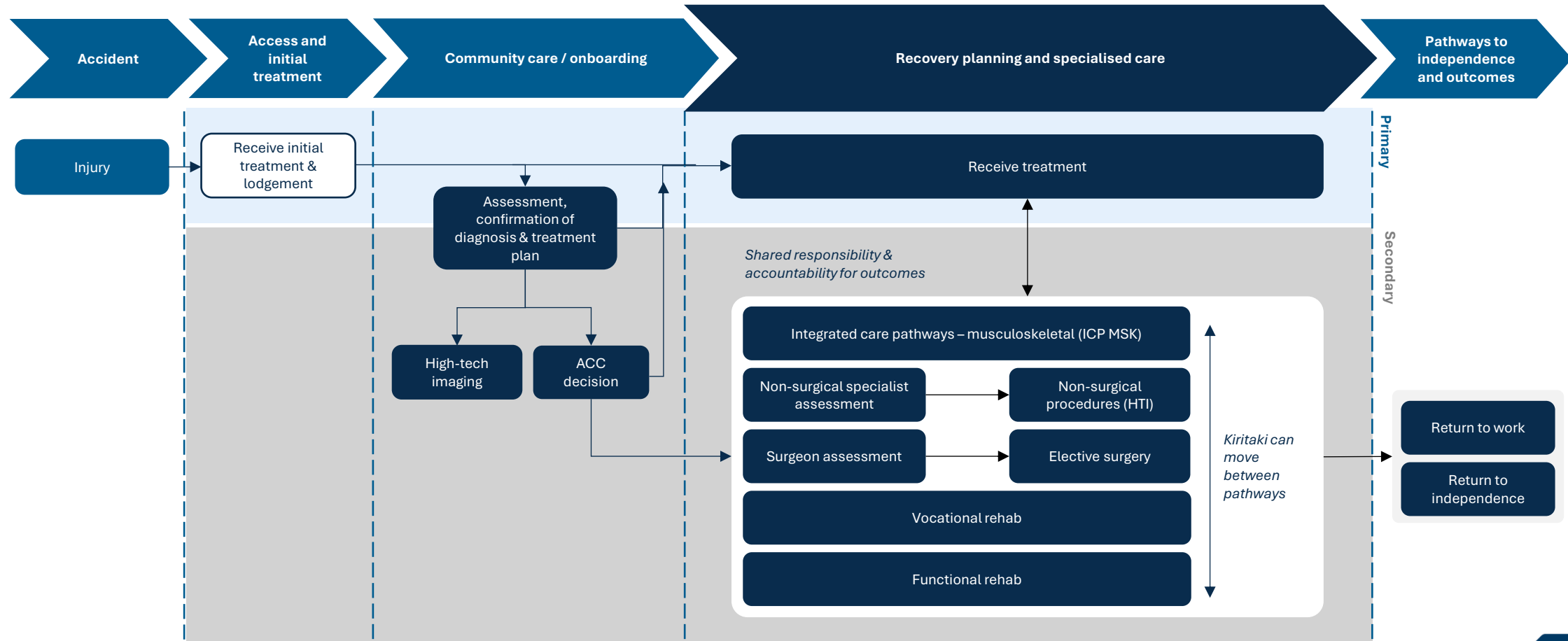
Sustainability

*Appropriate monitoring and controls for
scheme boundaries and sustainability*

Secondary care design concepts

Conceptual journey overview

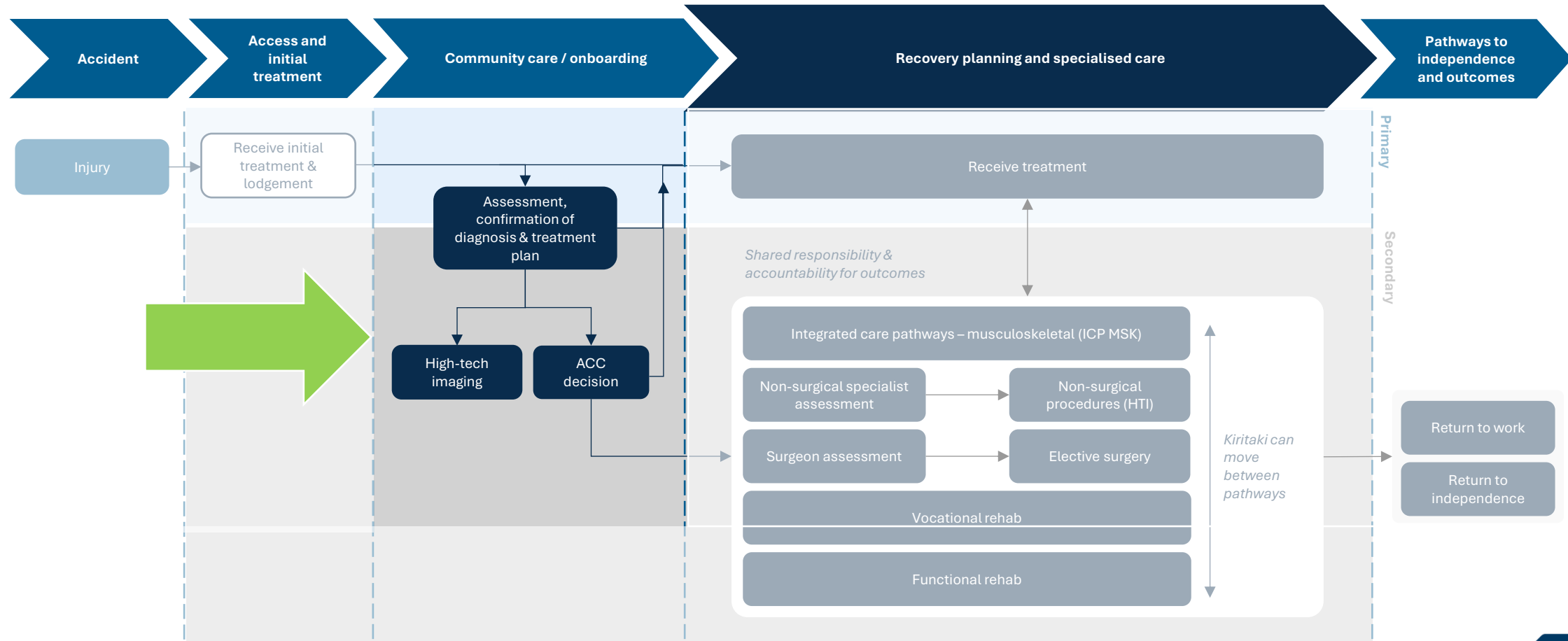
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Secondary care design concepts

Entry to secondary care

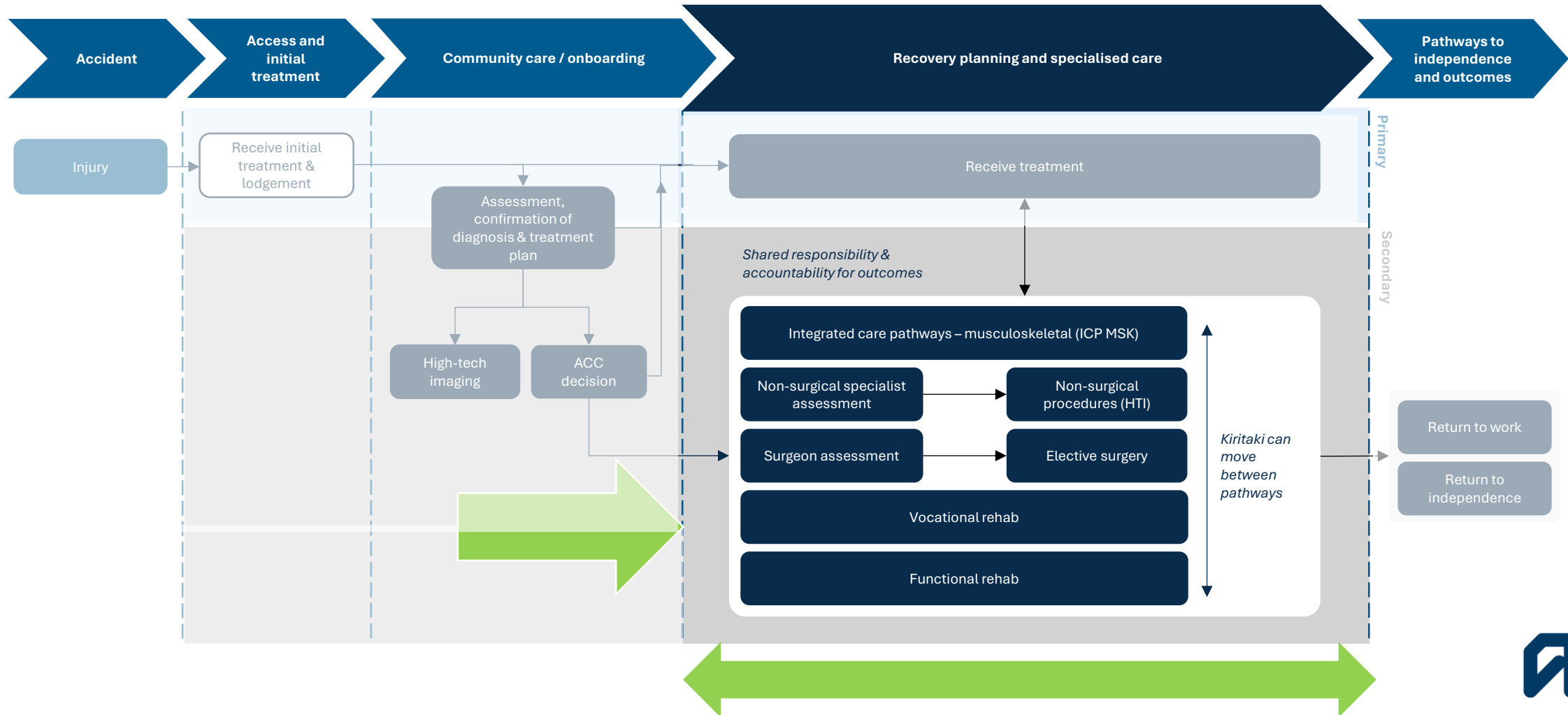
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Secondary care design concepts

Other changes include

DRAFT



Next steps and Q&A

We'd love your feedback!

- We want to know your thoughts on the initial design concepts we've shared.
- Please take a few minutes to complete our short survey.
- Hover over the QR code to access the survey or click on the link in the email.

QR code



What's next?

Detailed design begins in January 2026

Detailed design:

- Moving from conceptual to detailed design and we want to do that in collaboration with the sector.
- We will engage with you on detailed design in Q1.

Going to market:

- We intend to go to market sometime between August and September 2026, but we will let you know well in advance through our communication channels.

More details coming soon!



How you can stay connected



Website

www.acc.co.nz/health-sector-engagement



Provider Update e-newsletter

www.acc.co.nz/provider-news



**Regular
online market events**



Ask us questions via email at:

engage.secondarycare@acc.co.nz

Pātai | Questions ?

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