

Helping providers prepare for the new Sensitive Claims contract

ISSC Webinar

DATE: 20 March 2024



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



ACC Karakia

Whāia, whāia

Whāia te tika

Whāia te pono

Whāia te aroha

Mō te orange 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

Housekeeping

Microphones should be muted

Please use the chat function to ask any questions. We will address questions at the end.

These are being recorded and will be available on our website.





Agenda for Today

Topic	Time
Key requirements of new contract	1:04 – 1:10 pm
Training & onboarding for suppliers and providers	1:10 – 1:15 pm
The application process for the new contract/Navigating GETS	1:15 – 1:35 pm
Q&A	1:35 – 1:58 pm
Final reminders & closing	1:58 – 2:00 pm

Key requirements of new contract

What is the ISSC?

- The ISSC provides fully funded support, treatment and assessment services for survivors of sexual abuse and assault. It puts the kiritaki at the centre of their recovery and brings together a range of supports and services to support kiritaki with their recovery.
- The existing ISSC contract expires on 30 November 2024 and the new Sensitive Claims contract begins on 1 December 2024.
- For this contract, we are looking for suppliers who can clearly demonstrate that they understand and can meet the requirements of the new contract.

See slide deck from ISSC Information Sessions: www.acc.co.nz/ISSCevolution



New performance indicators

New performance indicators will measure 4 objectives:

- **Timeliness** - Kiritaki (clients) receive timely treatment and rehabilitation services.
- **Quality** - Kiritaki receive treatment and rehabilitation services that are tailored to their specific injury and needs (cultural or other), based on clinical best practice.
- **Sustainability** - Services are appropriate to the needs of the kiritaki, delivered at an appropriate point of a kiritaki recovery, and by the provider best suited to deliver that treatment to ensure services are financially sustainable now and in the future.
- **Kiritaki Outcomes** - Kiritaki have improved health, independence, and overall quality of life (to the maximum extent practicable).



How we'll measure new performance indicators

Timeliness	Quality	Sustainability	Kiritaki Outcomes
<p>The percentage of reports are received within expected timeframes that meet accepted quality criteria.</p> <p>Reports include Early Supports Plans; Cover and Wellbeing Plans; Specialist Cover Assessments; and Wellbeing Plans</p>	<p>The ratio of kiritaki accessing each of the different service pathways (including accessing multiple service pathways) identified through the Early Supports Plan.</p>	<p>The number of hours and services used to treat and support kiritaki and their identified injury needs.</p>	<p>Primary and secondary outcome measures show improved health related quality of life at service exit.</p> <p>The proportion of kiritaki who achieve or exceed their recovery goals when exiting service.</p>



Improving equity

- We will also progressively assess the performance indicators to ensure that they are the best way of determining whether the services demonstrate improved equity of access to, experience of, and outcomes from the services for all eligible kiritaki in the geographic area of the supplier.
- We will work with you to continually review and collaborate on how improved access to the service, including for Māori and priority populations, can be appropriately monitored and measured, and included in the KPIs.





Change regarding provisional assessors

- Under the new contract, there will not be provisional assessors.
- If you are currently a provisional assessor, please ensure you have completed the requirements to achieve full assessment provider status by August 2024.
- This means, your final supervisory report will need to be submitted to ACC by no later than 15 July 2024.
- ACC will reach out to suppliers who have provisional assessors to advise about next steps.

Training & onboarding for suppliers and providers



Targeted training for suppliers and providers

Setting suppliers and providers up for success

Targeted learning will be provided in the following areas:

The Service

Contract
Management

Transition



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Learning approach for suppliers & providers

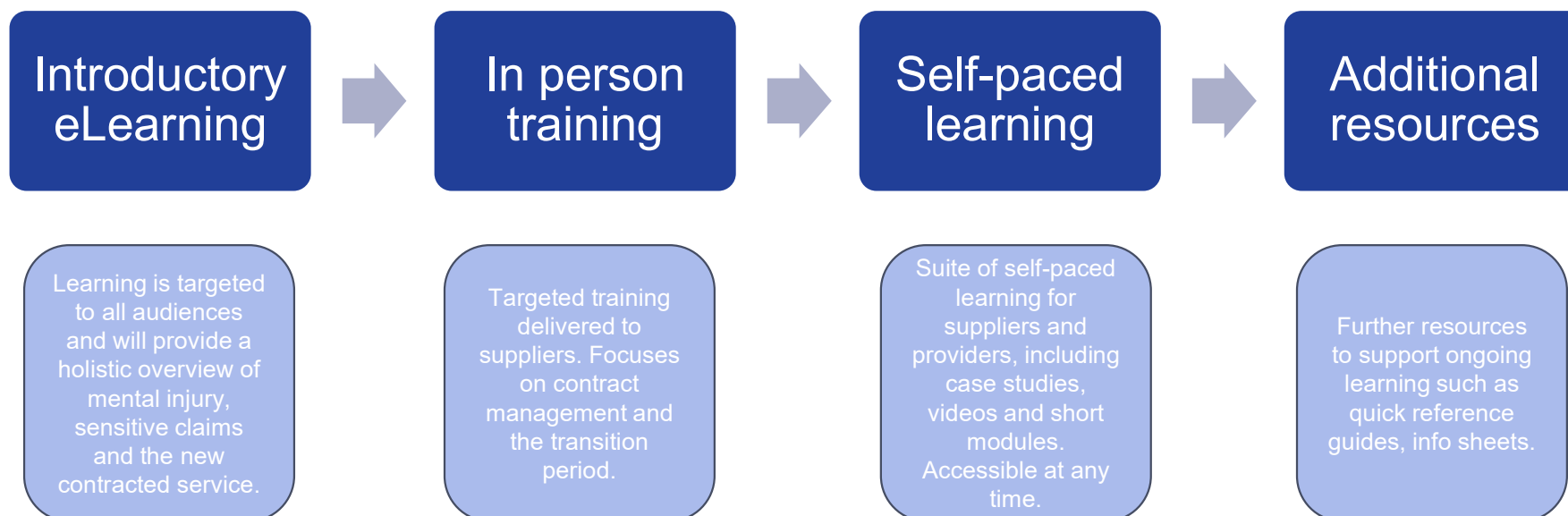
Guiding principles for learning design approach

To ensure learning solutions are effective, the following guiding principles will be used to inform the design:

Blended Learning	Delivered “just in Time”	Accessible at any time	Future Proofed
<ul style="list-style-type: none">• Driving capability uplift by offering learning through multiple delivery channels, blending traditional kanohi ki te kanohi instruction and self-paced digital solutions.• Wherever possible learning caters to both internal and external audiences.	<ul style="list-style-type: none">• To enhance the retention of skills and knowledge, the learning experience will be provided as close to go-live as possible.• In person learning will take place for suppliers in September & October 2024.	<ul style="list-style-type: none">• Accessible - the information needed is easily accessible using virtual tools.• On demand - learning programmes include interactive modules, case studies, and videos that can be accessed at any time.	<ul style="list-style-type: none">• Targeted, sustainable, repeatable learning which can be transitioned to BAU onboarding for new suppliers and providers.



Learning approach in practice



The application process for the new contract



Understand the key roles in the contract

Each one has a different role on the contract and a different application process.

Supplier

The contract owner who has overall responsibility and accountability for services delivered to kiritaki (clients). Suppliers are responsible for all personnel, named service providers and service providers that sub-contract to them, and for updating records and any reporting requirements outlined in the contract.

Named service provider

Provider who delivers counselling services, as defined by the Accident Insurance (“Counsellor”) Regulations 1999, that must be approved and named on the contract.

This applies to the following professions: psychiatrists, psychologists, psychotherapists, counsellors, and social workers delivering counselling services.

Service provider

Other professions who provide non-counselling services can also deliver services to our kiritaki. They include registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers.



Get familiar with our standard policies & requirements

- Understanding your responsibilities: www.acc.co.nz/for-providers/provide-services/understanding-your-responsibilities
- ACC's cultural safety policy: www.acc.co.nz/newsroom/stories/introducing-kawa-whakaruruhau-our-cultural-safety-policy/
- Guidance on Māori cultural competencies for providers: www.acc.co.nz/assets/provider/acc-te-whanau-maori-me-o-mahi-guidance.pdf
- Telehealth criteria: www.acc.co.nz/for-providers/provide-services/providing-services-via-telehealth/telehealth-criteria

Other key policies and legislation relevant to Sensitive Claims Service

- Accident Insurance (“Counsellor”) Regulations 1999:
www.legislation.govt.nz/regulation/public/1999/0166/latest/whole.html
- Sexual Abuse and Mental Injury: Practice Guidelines for Aotearoa New Zealand (2008) (Massey Guidelines):
www.acc.co.nz/assets/provider/sexual-abuse-practice-guide-acc4451.pdf





Named service provider process

Psychiatrists, psychologists, psychotherapists, counsellors, and social workers delivering counselling services (social worker therapists).

- ALL must apply through the named service provider process i.e. incumbents and new
- Process opens 2 April 2024 to approximately August 2024. (Date will be confirmed when tender goes live) After this date, we won't be processing any more applications until we re-open the process, likely in early 2025.
- Key requirements are based on Counsellor Regulations:
www.legislation.govt.nz/regulation/public/1999/0166/latest/whole.html
 - has qualifications, work experience, appropriate memberships and certifications to deliver sensitive claims services
 - has not been convicted of an offence against any of sections 124 to 210 of the Crimes Act 1961 or of an offence similar to any such offence in another jurisdiction:
www.legislation.govt.nz/act/public/1961/0043/latest/DLM329038.html?search=sw_096be8ed81d369a9_75_25_se&p=1#DLM329038
 - has not been released from prison on completing the custodial portion of a sentence for any of the offences
 - has not been disbarred for disciplinary reasons from a body or has had his or her employment or affiliation terminated for disciplinary reasons by a body



Applying as an incumbent named service provider

No change to services

- A current Annual Practicing Certificate (APC)
- evidence of membership with relevant professional bodies
- No convictions or adverse findings listed in Counsellor regulations Clause 4.a,b,c,d.

Change of services - Adding assessment and/or group-based therapy

- A current Annual Practicing Certificate (APC)
- evidence of membership with relevant professional bodies
- No convictions or adverse findings listed in Counsellor regulations Clause 4.a,b,c,d.
- CV and academic transcripts that outlines relevant experience



Applying as a new named service provider

What you will need

- A current Annual Practicing Certificate (APC)
- evidence of membership in relevant professional bodies
- CV and academic transcripts (Not required psychiatrists. Clinical psychologists only need to submit this if applying for specific service components e.g. function assessment)
- A minimum of two years* equivalent full-time post-graduate experience working in mental health (not including clinical placements and internships); and be able to demonstrate experience in working with survivors of sexual abuse and assault with this experience having been obtained or maintained in the last five years.
- Must not have any convictions or adverse findings listed in Counsellor regulations Clause 4.a,b,c,d.

** Different for provisional named service providers. See next slide.*

Applying to be provisional treatment named service provider



- Have at least the equivalent of 12 months' fulltime post-graduate experience working in mental health (not including clinical placements and internships);

In addition to the requirements of a new named service provider:

- Have arrangements in place for ongoing individual or group supervision with an appropriately qualified and experienced supervisor who has at least five (5) years' experience treating and assessing survivors of sexual abuse and assault and is a named service provider
- Have details of your supervisor ready including a link or copy of their APC
- A written agreement between supervisor and yourself



Named service provider: current contract

Applying as named service provider for the current contract

- The named service provider application service for the current ISSC contract will close 30 June 2024.
- Because the current named service provider process is supplier led, incumbent suppliers will also need to notify ACC by 30 June 2024 the names of the named service providers they wish to add on their current contract.
- From 2 April 2024, the word document application form will no longer be accepted. All applications must be submitted through the electronic application process.

Navigating GETS



Using GETS

Why it is important

- GETS is portal that all government agencies use to advertise contract opportunities.
- High levels of interest and interactions - 220 incumbent suppliers and over 2600 Named Service Providers, and new suppliers/providers interested in the new contract
- To maintain the integrity, transparency and fairness of the process, we have to manage communication channels to ensure all parties gets consistent information at the same time
- GETS ensures the details of this contract opportunity is available to the public, and those who are subscribed to the notice can access the documents related to the tender attached (e.g. Request for Application document, Service schedules and T&Cs, and all other information). It is the one source of truth
- GETS also has a Q&A function for all subscribers to submit a question to ACC and ensures that when ACC answers the question, all subscribers receive the answer at the same time.
- If there are any changes that occur during the tender process, it will be notified through GETS.
- This will be the only live channel to answer tender related questions. The ACC website will have information, but it will not be responsive.



The GETS website www.gets.govt.nz

Step 1: Login/ create account (See next slides for how to create account)

Step 2: Search “issc”

Step 3: Look for the most up to date notice

Step 4: Click on the listing to open up the full notice



GETS.GOV.T.NZ

Create account

Purchaser log in



Supplier log in

Search Tenders

issc

SEARCH »

Advanced Search

You are not logged in.

GETS search results

ONLINE SERVICES

Create account

Future opportunities

Current tenders

Late tenders

RFx ID	Reference #	Title	Tender Type	Open Date	Organisation
28610746	Advance Notice ISSC2024	Advance Notice for Integrated Services for Sensitive Claims (ISSC) 2024 tender	NOI	3:00 PM 15 Dec 2023 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
28471550		Request for Information (RFI) for Provision of Cultural Safety Professional Training and Resources for Integrated Services for Sensitive Claims (ISSC) Providers	RFI	2:30 PM 16 Nov 2023 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation



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The GETS website www.gets.govt.nz



Te Kaporeihana Āwhina Hunga Whara

ONLINE SERVICES

Manage account

Select tenders

Current subscribed tenders

Past subscribed tenders

Future opportunities

Current tenders

Late tenders

Closed tenders

Completed tenders

Pre-qualification

Reports

Advance Notice for Integrated Services for Sensitive Claims (ISSC) 2024 tender

Details

RFX ID : 28610746

Tender Name : Advance Notice for Integrated Services for Sensitive Claims (ISSC) 2024 tender

Reference # : Advance Notice ISSC2024

Open Date : Friday, 15 December 2023 3:00 PM (Pacific/Auckland UTC+13:00)

Close Date : Friday, 5 April 2024 5:00 PM (Pacific/Auckland UTC+13:00)

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

Tender Coverage : Sole Agency [?]

Categories :

- 85000000 – Healthcare Services

Regions:

- Auckland
- Bay of Plenty
- Canterbury
- Chatham Islands
- Gisborne
- Hawke's Bay
- Manawatu-Wanganui
- Marlborough
- Nelson
- Northland
- Otago
- Southland
- Taranaki
- Tasman
- Waikato

This is the view of the notice you have clicked on. It provides the details of the notice.

Step 6: Scroll down to the bottom of the notice to find the “Subscribe to this notice” button.



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Once you have subscribed to the GETS notice

Files

Attachments

No Files.

Addenda

No addenda.

Questions & Answers

Note: By default new questions are private between your company and Accident Compensation Corporation. However, Accident Compensation Corporation may choose to publish the question and answer to all registered suppliers.

Do you have a question about this tender?

[Raise Question Here](#)

Documents required

Status: Public

Wednesday, 10 January 2024 5:53 PM (Pacific/Auckland UTC+13:00)

Q: What are the documents required to tender a response for this contract?

Monday, 15 January 2024 11:43 AM (Pacific/Auckland UTC+13:00)

A: When the tender goes live, we will issue an application/ response form that all suppliers who wish to apply for the contract must complete. You can view other ACC tenders on GETS to get a general view of response forms for other contracts.

Provider re-registration

Status: Public

Monday, 22 January 2024 4:12 PM (Pacific/Auckland UTC+13:00)

Q: Kia ora, will current ACC providers need to supply a police vet when re-registering? What other documents will be required for existing providers?

Step 7: Hit
“Subscribe to this notice for full access”. Once you have subscribed to the notice, you should receive any updates via email.

Step 8: You should be
able to see all documents, addenda and Q&A

If you need to raise a question, click on the “Raise Question Here” button



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Creating a GETS account

To register as a GETS supplier, you will need a RealMe account. If you don't have a RealMe account, you will be given the opportunity to create one as part of the registration process:

1. Find the 'Supplier Login' button in the top right corner of the page.
2. Click on 'Supplier Login' and enter your existing RealMe username and password. If you don't have a RealMe account, click on 'create your RealMe login.'
3. Once logged in, GETS will detect that your RealMe Account is not yet linked to a supplier account. Click on the 'Create new supplier' button.
4. On the account creation page, you can either search your NZBN or your company name. **You do not need an NZBN**, you can manually enter your personal information.
5. Select the registered category “85000000 - Healthcare Services” and the region you are interested in
6. Once you have completed all required information, click 'Next' to proceed.
- 7 You will be requested to provide your 'Individual User Details' and agree to the Terms and Conditions.
- 8 Once complete, click 'Next' to proceed.
- 9 Once your account has been created, you will be required to verify your email address. Please check your email inbox and follow the instructions within the email to complete the registration process.



All named service providers create a “Supplier” log in on GETS.

**You do not need a New Zealand Business number (NZBN) to register with GETS.*

The NZBN helps those who have one, pre-populate registered information into the form for efficiency.

GETS Helpdesk

Free Phone: **0508 GETS HELP (0508 438 743)**

International: **+64 4 901 3188**

Email: info@gets.govt.nz



Terms that may be used during the tender process

Documents	Identifiers	Systems
<ul style="list-style-type: none">• Request for Application (RFA): Key document that details the tender process and how to apply.• Application form: Relevant application form you need to submit to ACC• Service schedule: describes the contract requirements of the service, specific to each ACC service	<ul style="list-style-type: none">• ACC Vendor ID: ID number for suppliers who hold an ACC contract or is paid directly by ACC• ACC Provider ID: ID number of all providers registered to ACC as health providers• NZBN: New Zealand Business Number is a unique identifier for your business. All businesses should have an NZBN. Individuals do not need one www.nzbn.govt.nz/whats-an-nzbn/• Realme: RealMe® is a secure login service that lets customers access online services across agencies and businesses with a single username and password. Home – RealMe	<ul style="list-style-type: none">• GETS: Government Electronic Tender Service where all government tender opportunities are advertised www.gets.govt.nz Phone: 0508 GETS HELP (0508 438 743) Email: info@gets.govt.nz• Business Connect : Online platform that will host all ISSC Application forms www.businessconnect.govt.nz/businesses/business-connect-for-businesses/

When the tender opens



When the tender opens 2 April 2024

1. You should be able to access the GETS link on the 2 April in the following ways:
 - a. If you have subscribed to the current Advance Notice on GETS, you will be notified by email that the new notice is live
 - b. Visit GETS, and lookup “issc” and click on the most recent notice
 - c. The ACC website
2. Once you have opened the GETS notice, subscribe to the notice and download the Request For Application document and the Service Schedule to get a good understanding of the service.
3. Click on the link to the application form and follow the instructions to the named service provider application form
4. Submit your application before the closing date. Please do not leave your application to the last minute, especially if you are new to the service or an incumbent applying for additional service components.



After you have submitted your application

1. Liaise with the supplier or suppliers you are interested to work with. Consider a plan in the event your supplier is not successful.
At this time, Suppliers will also be working on their Supplier application which includes consolidating their proposed list of named service providers they want to add to their contract.
2. Once your application is approved, you can notify your supplier/ suppliers of which service components you have been approved for.
3. Between mid-August to early September 2024, Suppliers will be notified of the outcome of their application. Suppliers have up to 26 September to confirm their final list of approved named service providers to add to their contract. Contracts will be issued to Suppliers after this.
4. Confirm your working arrangements with your supplier as soon as possible so that you are prepared for 1 December delivery.
5. Named service provider cannot be added to a supplier's contract after 26 September 2024 until we re-open the named service provider process in February 2025.



Get familiar with our standard policies & requirements

- Understanding your responsibilities: www.acc.co.nz/for-providers/provide-services/understanding-your-responsibilities
- ACC's cultural safety policy: www.acc.co.nz/newsroom/stories/introducing-kawa-whakaruruhau-our-cultural-safety-policy/
- Guidance on Māori cultural competencies for providers: www.acc.co.nz/assets/provider/acc-te-whanau-maori-me-o-mahi-guidance.pdf
- Telehealth criteria: www.acc.co.nz/for-providers/provide-services/providing-services-via-telehealth/telehealth-criteria

Other key policies and legislation relevant to Sensitive Claims Service

- Accident Insurance (“Counsellor”) Regulations 1999:
www.legislation.govt.nz/regulation/public/1999/0166/latest/whole.html
- Sexual Abuse and Mental Injury: Practice Guidelines for Aotearoa New Zealand (2008) (Massey Guidelines):
www.acc.co.nz/assets/provider/sexual-abuse-practice-guide-acc4451.pdf



Applying as a service provider

Registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers

- The purpose of this process is to ensure you are a registered health provider and have an ACC Provider ID.
- This process is only for the providers above who are new to ACC. If you have an ACC Provider ID, you do not need to re-apply.
- Application involves providing your contact details and submitting a current APC.
- Unlike the named service provider process, there is no end date for service providers to register with ACC. You can choose to wait until Suppliers for the new Sensitive Claims Service contract is confirmed.
- Application form will open in approximately May 2024. We will send a notification through GETS and on our website.



Key procurement dates

Milestones	Key dates
Named service provider application process opens	2 Apr 2024 – Aug 2024
Supplier tender goes live	2 Apr 2024
Service provider application process opens	May 2024
Supplier tender close date <ul style="list-style-type: none">• Large• Medium• Small	5pm, 17 May 2024 5pm, 24 May 2024 5pm, 31 May 2024
Notification of tender and named service provider outcome	No later than 2 Sept 2024
Suppliers to confirm their final list of named service providers	26 September 2024
Contracts issued and executed	Mid Oct 2024
New contract goes live	1 December 2024

Note: Dates are subject to change. 36

pātai? (Questions?)

Final reminders & closing

Sensitive Claims Tender Briefings

After the new contract tender opens, we will be hosting virtual briefings in April to answer any questions you have about the contract tender and application process.

Briefing dates:

Friday 5 April, 12:30-1:30 pm

Thursday 18 April, 4:00-5:00 pm

Friday 26 April, 12:30-1:30 pm

Quick survey for existing ISSC suppliers & providers

Please take a moment to complete this short survey

Please let us know whether you intend on applying to deliver services under the future Sensitive Claims contract. If you already completed this survey in November 2023, you do not need to resubmit another response.

The information gathered will help us with transition planning, ensuring that we can support the continuity of care for kiritaki.



<https://feedback.shapeyouracc.co.nz/cgi-bin/qwebcorporate?idx=N8VGA6>



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Final reminders



Visit our ACC website to stay updated on this work:
www.acc.co.nz/ISSCevolution



Subscribe to our Advance Notice on GETS:
<https://www.gets.govt.nz/ACC/ExternalTenderDetails.htm?id=28610746>



Subscribe to **Provider Update Newsletter** for updates:
www.acc.co.nz/for-providers/subscribe-to-our-provider-email-updates



When tender opens, submit questions via GETS

These slides and recordings of these webinars will be available on our website soon.

ACC Karakia

Whāia, whāia

Whāia te tika

Whāia te pono

Whāia te aroha

Mō te orange 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

