

Helping suppliers prepare for the new Sensitive Claims contract

Sensitive Claims Webinar

DATE: 13 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
Welcome	4:00 – 4:05 pm
Key requirements of new contract	4:05 – 4:10 pm
Training & onboarding for suppliers and providers	4:10 – 4:15 pm
How to prepare for the tender process	4:15 – 4:35 pm
Q&A	4:35 – 4:58 pm
Final reminders & closing	4:58 – 5:00 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 currently have provisional assessors working under your contract, please ensure they have completed the requirements to achieve full assessment provider status by August 2024.
- This means that final supervisory reports 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

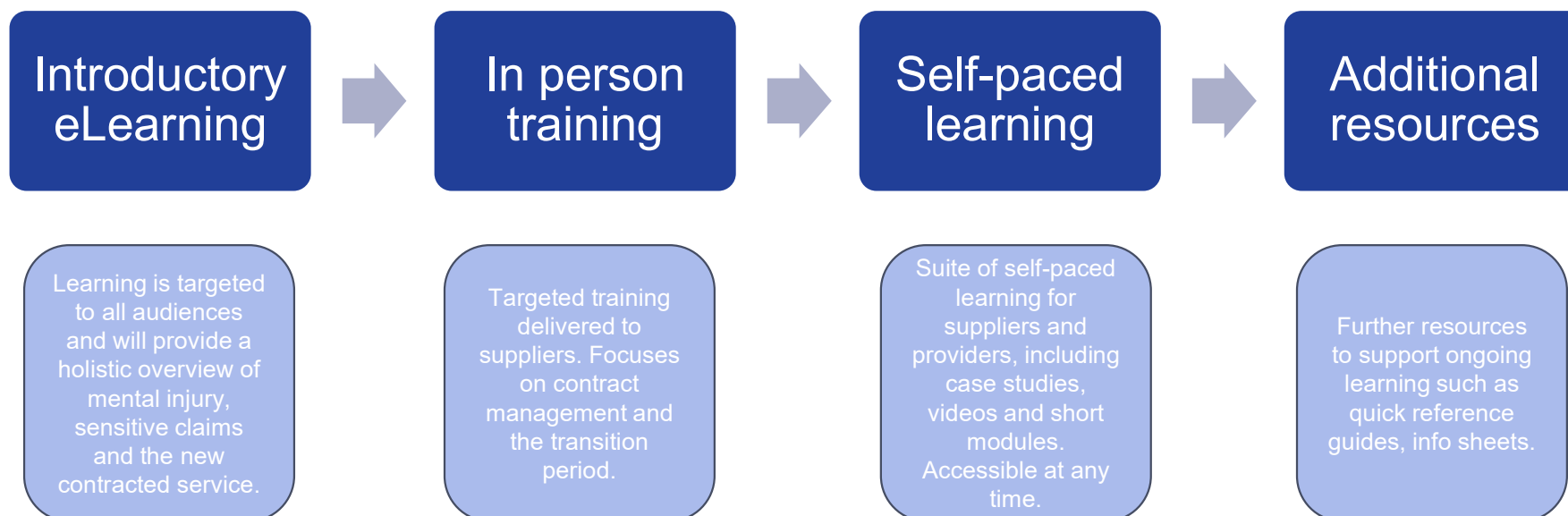
Guiding principles for learning design approach

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



How to prepare for the tender process



Why the tender process is important

ACC contracts suppliers to deliver services in the geographical areas they have chosen, and to have oversight over the delivery of those services to ensure requirements of the contract are met

The tender process assesses supplier capability and appoints those who are able to demonstrate this.

We have made every effort to simplify the process. However, the Sensitive Claims Service is a complex service working with large numbers of highly vulnerable kiritaki. The care, safety and recovery of kiritaki cannot be compromised.

Some of the key risks we want to ensure are mitigated and addressed through the tender process are:

- Kiritaki not achieving the positive outcomes intended through this service
- Varying levels of transparency and quality of reports of kiritaki progress and outcomes
- Inefficient and ineffective use of the service
- Variable quality and/or inappropriate providers working with kiritaki, putting kiritaki at risk



Safety of kiritaki

- We are working towards a more efficient and sustainable process of ensuring the safety of kiritaki is managed over the term of the contract and removing any duplication of effort.
- It is important for suppliers to understand that undertaking security screening has been and will continue to be a key responsibility of their role.
- As capable organisations and businesses who work with vulnerable kiritaki, security screening of your subcontractors, employees and staff should be part of your business practice.
- At a minimum, we expect:
 - police vetting is conducted at frequencies that provide continuous assurance
 - Children's worker safety checks at a minimum of every three years
 - having mechanisms that require personnel to declare or disclose convictions and adverse findings, and having processes of how this is dealt with, and
 - checking APCs and ensuring any special conditions or limits are adhered to.



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

- Working under a contract: www.acc.co.nz/for-providers/provide-services/contract (suppliers)
- Understanding your responsibilities: www.acc.co.nz/for-providers/provide-services/understanding-your-responsibilities (providers)
- ACC Health Contract Standard Terms and Conditions: www.acc.co.nz/assets/contracts/health-contract-terms-conditions.pdf
- 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



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• Terms and conditions: ACC's standard terms and conditions• Contract: Service schedule + Terms and conditions	<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/



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 Suppliers and Named Service Providers create a “Supplier” login 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



Applying as a Supplier

Contract owner. Has overall responsibility of named service providers, service providers, all other personnel and kiritaki in their care

What you can start to consider:

- how you will achieve the performance indicators and equity for kiritaki in the geographical area you're applying for
- how you will have oversight over all the activity happening under your contract (i.e. what policies, procedures, resource and systems you have in place)
- how you ensure safety of kiritaki and all parties at all times
- the named service providers you want to work with who can help you achieve the performance indicators and meet the requirements of the contract



Suppliers: considerations when tender goes live

- Read the **Request for Application (RFA)** document carefully
 - what is important to ACC about this service
 - how your application will be assessed
 - how to apply
 - timeframes
- Read the Service Schedule thoroughly
- Consider which supplier category best applies to your organisation
- Ensure you can demonstrate your capability to deliver the requirements of the contract.
- Use GETS Question and Answer function – Do not ask ACC staff as you might receive incorrect/ inconsistent information
- Keep up with the notifications on GETS – changes, Q&A, updates relating to the tender



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

For more details on the named service provider process, refer to slides from the provider webinar



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.



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 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. 28



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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>

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

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