

The proposed new ISSC Contract and what it means for TI suppliers/providers

Webinar

DATE: 12 December 2023



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



ACC 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

Welcome & Introductions

Housekeeping

Microphones should be muted

**Please use the chat function to
ask any questions or make
comments**

**Please have your camera turned
on and name visible**



Agenda for Today

| Topic | Time |
|--------------------------------------|----------------|
| Welcome and introductions | 1:00 – 1:05 pm |
| Overview of proposed changes to ISSC | 1:05 – 1:40 pm |
| Proposed procurement approach | 1:40 – 2:00 pm |
| Quick break | 2:00 – 2:05 pm |
| Proposed transition approach | 2:05 – 2:20 pm |
| Q&A | 2:20 – 2:50 pm |
| WRAP UP | 2:50 – 3:00 pm |

Overview of Proposed Changes to ISSC

What's happening?

Beginning December 2024 provider disciplines that were previously under the Training for Independence (TI) Sensitive Claims contract will move to the new ISSC contract.

Moving to ISSC

- Registered Nurse
- Occupational Therapist
- Physiotherapist
- Speech and Language Therapist
- Dietician
- *Counsellor*
- *Psychologist*
- *Social Worker*

Current State

ISSC clients receive talk therapy from a lead provider

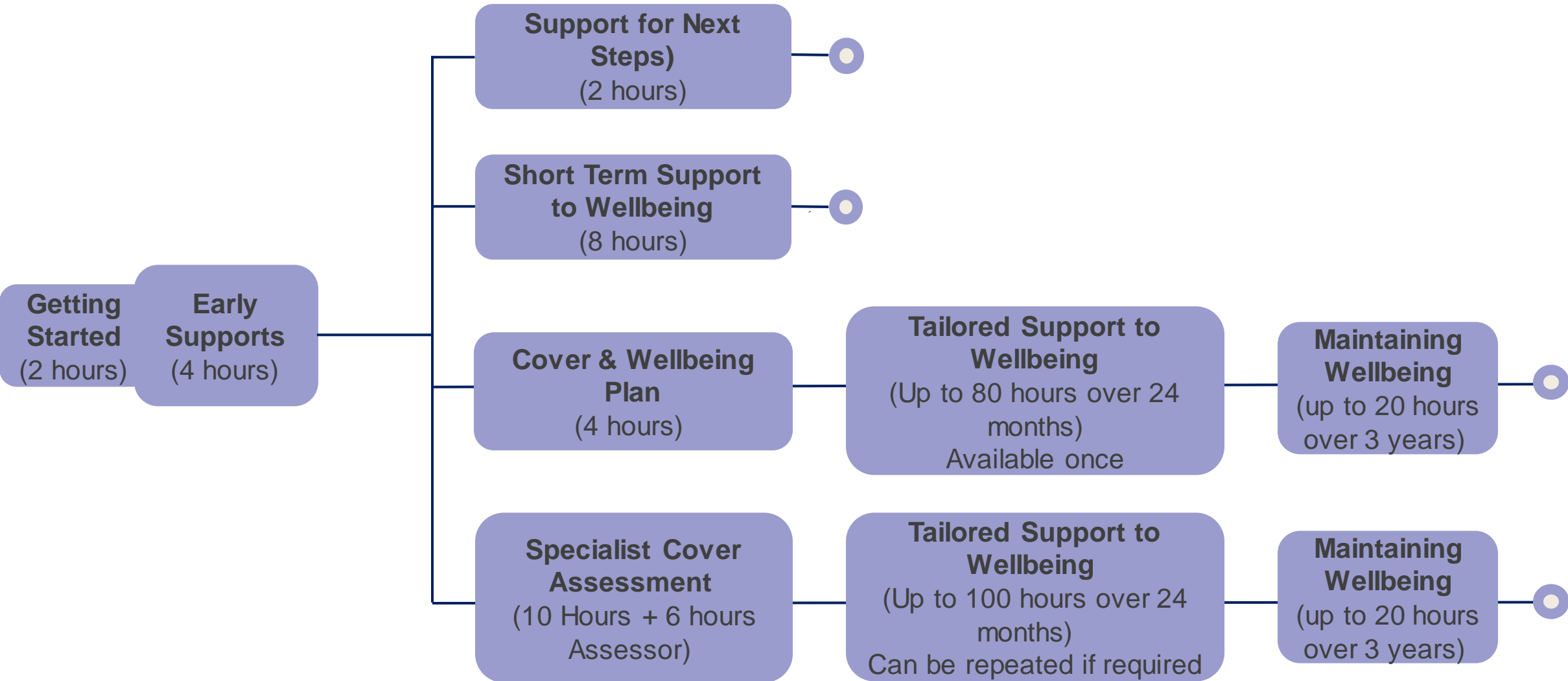
ISSC clients can request rehabilitation services available under TI for Sensitive Claims (physiotherapy, occupational therapy, speech language therapy, etc.)

Future State

ISSC clients will work with lead provider to tailor their support plan to ensure they are receiving an optimal mix of supports and treatment.

These services and treatment will be delivered through packages of Tailored Support for Wellbeing.

Client Journey Options



Assessment Process



Proposed Future State Option 1

Cover and Wellbeing Plan

- Completed by the lead provider, if determined it is clinically appropriate and there are no risks identified
- Short assessment completed in conjunction with the Wellbeing Plan
- Leads to a broad injury diagnosis ('Unspecified Trauma or Stressor-Related Disorder')
- For children and young people, cover can be established in the Early Supports Plan, or Cover and Wellbeing Plan stage

Assessment Process



Proposed Future State Option 2

Specialist Cover and Wellbeing Assessment

- Completed by a qualified assessor
- Provides more in-depth review of presentation and needs
- Leads to assessing cover for an identified mental injury or injuries caused by sexual abuse or assault



Tailored Support to Wellbeing

Proposed Future State – Package A

A package of Tailored Support to Wellbeing following a Cover and Wellbeing Plan

- Up to **80** hours within a **24-month timeframe**.
- This package of support will only be available once.
- The hours can be made up of all providers under the service, except psychiatrists.
- The lead provider will identify and coordinate the appropriate supports and services.
- In addition, clients/providers can also access **Group-based therapy, Active Liaison, Cultural Support and Advice** and **Did Not Attends**.
- Rongoā Māori and other social rehabilitation can still be requested and accessed outside of this package.



Tailored Support to Wellbeing

Proposed Future State – Package B

A package of Tailored Support to Wellbeing following a Specialist Cover and Wellbeing Assessment

- Up to **100** hours within a **24-month timeframe**.
- Can be repeated, if required. Treatment reviews will be needed after two of these packages have been used.
- The hours can be used by all providers in the service, including psychiatrists.
- The lead provider will identify and coordinate the appropriate supports and services.
- In addition, clients/providers can also access **Group-based therapy, 52-week Dialectical Behavioural Therapy (DBT) Group-based Therapy, Active Liaison, Cultural Support and Advice** and **Did Not Attends**.
- Rongoā Māori, vocational rehabilitation and other social rehabilitation can still be requested and accessed outside of this package.



Maintaining Wellbeing

Proposed Future State

A Package of Maintaining Wellbeing following completion of Tailored Support to Wellbeing

- Up to **20** hours within a **3-year timeframe**.
- The full package of up to 20 hours will be pre-approved.
- The hours can be used by the same types of providers available under the packages of Tailored Support to Wellbeing.

Proposed Procurement Approach



How the tender application process will work

Suppliers and providers will each have their own application process.

Supplier process

We'll be using a standard government tender process for awarding contracts and following government procurement rules, which require that the tender must remain open for a minimum of 18 business days.

Named Provider process

Providers will submit their own application to receive **pre-approval** from ACC to deliver ISSC services. Currently, suppliers submit applications on behalf of their providers. We've changed that to reduce the burden on suppliers and to simplify the process. We will review applications to ensure they meet requirements of the Accident Insurance ("Counsellor") Regulations 1999.

Service Provider process

Service Providers will register to deliver ACC funded services. After being registered and after contract go-live, the Service Provider can deliver services under an ISSC supplier.



Applying as a Supplier

Contract tiers

- Supplier applies for the level of named providers they plan to manage on their contract.
- Standard criteria regardless of tiers, but management of the risk is different (i.e., supplier managing 5 providers in one location vs. supplier managing 100 providers nationwide – managing consistency, quality, transparency, compliance).
- Allows ACC to compare apples with apples and provides visibility of what support and training is needed for each tier of supplier.
- Suppliers can start as a small supplier in this tender, and over time when they have experience and capability, apply to increase number of named providers.



Key differences for suppliers

- ❖ Suppliers will not need to consolidate provider applications under their application.
- ❖ Suppliers will provide ACC a list of named providers that they intend to add to their contract
- ❖ Staggered closing dates for tender.





Applying as a Supplier

What you should be able to demonstrate

- **Good understanding of how to apply the ISSC service** to achieve best outcomes for clients
- Robust approach to **onboard good quality providers, manage and support them day-to-day**
- **Oversight over provider performance** to be able to share with ACC – visibility of client progress against service objectives, issues, opportunities for improvement
- **Training and quality assurance plan** to ensure providers are delivering up-to-date, consistent, culturally and clinically safe services to clients
- Has **systems and processes to manage compliance requirements** (i.e., H&S, client information, Police Vetting, Children's Worker checks, APCs etc)



Important things to consider

- What types of providers do you want to work with? (i.e., values, track record, qualifications, clean record)
- How many providers can you manage proactively? (i.e., resource, org structure, systems and processes, communication channels)
- What is in your contract with providers?
- How will you deliver tailored services? What networks, connections do you need?
- Are your company policies and processes aligned to meet the ISSC service?
- Have you got adequate systems to manage people, data and information?



Māori businesses

If you are a 50% Māori owned business or classified by IRD as a Māori authority

Te Puni Kōkiri offer a range of tautoko to help Māori businesses upskill, navigate processes, and be ready for government procurement opportunities. **[Progressive Procurement \(tpk.govt.nz\)](https://tpk.govt.nz)**

This includes:

- regional advisors working with Māori businesses to assess what support is needed
- connecting Māori businesses with specialists who help grow procurement knowledge
- a targeted Capability Uplift Programme for those Māori businesses ready to deliver procurement solutions but need to lift capability to navigate and engage in government procurement opportunities.

ACC are working with Te Puni Kōkiri to provide their regional advisors with understanding of the ISSC procurement requirements, so they can support Māori businesses through the ISSC tender.

To access support from TPK, email supplierdiversity@tpk.govt.nz.



Applying as a Named Provider

- only providers who deliver counselling services must go through the named provider process. i.e., Counsellor, Psychotherapist, Clinical Psychologist, Psychologist, Psychiatrist, Social Workers as Counsellors. However, all providers will need to be ACC registered.
- Providers will not need to resubmit an application if working under multiple suppliers.

| Provider type | Process |
|---|-----------------------------|
| Current ISSC named providers, no change to service component | Reduced application process |
| New providers | Full application process |
| Current ISSC named providers, want to add an additional service component | Hybrid process |
| Providers not providing counselling services | ACC registered |



Useful tips

- Ensure APC and memberships are current
- If new or adding service components, ensure transcripts, training and education information is available
- Start speaking to suppliers about the future contract
- Ensure your contract with your supplier captures changes in the ISSC
- Have a contingency plan if your current supplier is not successful



Training for Independence - Sensitive Claims

- Key difference of TI Sensitive Claims contract structure with ISSC:
 - TI Sensitive Claims contract does not require providers who deliver counselling services to be named
 - TI Sensitive Claims has non-counselling service providers.
- TI Sensitive Claims has a low volume of active claims ~300
- TI Sensitive Claims service ceases on 30 November 2024.
- The service disciplines have been included in the proposed design of tailored support to wellbeing under the future ISSC

For TI Sensitive Claims suppliers



Scenario A: You intend to apply for the new ISSC contract as a supplier

- Direct your providers who will deliver counselling services through the named provider process.
- All other providers do not have to apply as named providers but will need to be registered with ACC.
- Submit your tender application as a supplier.

Scenario B: You do not intend to apply for the new ISSC contract and/or you or your providers wish to deliver tailored support services as providers

- Notify ACC of your intent not to apply for the new ISSC contract as a supplier.
- Advise providers who are interested in delivering tailored support services to connect with ISSC suppliers. You can refer to findsupport.co.nz for a list of current ISSC suppliers.



Key procurement dates

| Milestones | Proposed |
|---|------------------------------|
| Advanced notice on GETS | 15 Dec 2023 |
| Provider named application process opens | 2 Apr 2024 |
| Provider named application process closes | Aug 2024 |
| Supplier tender goes live | 2 Apr 2024 |
| Supplier tender close date | Mid - May to early Jun 2024 |
| Notification of outcome | Mid - Aug to early Sept 2024 |
| Contracts issued and executed | Mid - Oct 2024 |
| New contract goes live | 1 December 2024 |

Note: Dates are subject to change.



Checklist to prepare for 2024



- **Sign up to Government Electronic Tender Service (GETS)**
 - Create a GETS Supplier login on www.gets.govt.nz (both Suppliers and Providers)
 - Lookup ISSC 2024 Advance Notice (from Dec 15)
 - Subscribe to the notice so you can receive all updates
- *(Māori business)* – **Connect with Te Puni Kōkiri:** supplierdiversity@tpk.govt.nz.
- **Review and update relevant information**
 - Company policies and procedures i.e., Employment, cultural safety, Health and Safety, Privacy, Police Vetting and Children Worker checks
 - APCs, memberships, training and qualifications
- **Start conversations on future contractual arrangements**
- **Save the date - 2 April 2024!**

Proposed Transition Approach



Achieving Continuity of Care - Clients

What does Continuity of Care mean?

Definition:

The term Continuity of Care refers to uninterrupted provision of services to clients. It involves maintaining a consistent and coordinated approach (as well as identifying individual client needs) to ensure that clients continue to receive the necessary care and support they require for recovery or treatment even during a transition.

To a client it means:

- No disruption to support with my provider
- I understand how elements of the service have changed for me
- Changes explained in a way that makes sense to me from my worldview
- I feel like I have power through the change and can share in the decision making
- I have not experienced change that was unnecessary



Transition Principles and the 'how'

| Principle | How |
|--|---|
| Client wellbeing first | <ul style="list-style-type: none">✓ We will enhance our clients' experience and opportunities for recovery over all other transition priorities. We will minimise negative impacts through continuity of care.✓ We will maintain existing therapeutic relationships wherever possible.✓ We will manage clients based on their risk and needs throughout all service stages |
| Setting up our Suppliers and Providers for success | <ul style="list-style-type: none">✓ We will support our Suppliers to lead the change for their Providers and clients.✓ Providers and Suppliers will have clear roles and responsibilities to lead the change with a clear focus on client centricity. |
| Stability and simplicity for providers | <ul style="list-style-type: none">✓ We will avoid disruption where possible by making the procurement process as seamless as possible.✓ We make use of natural service points to move clients to new services where possible.✓ Apply exceptions and honour current purchase orders where risks are highest.✓ Minimise instances where clients/providers must resubmit paperwork. |



Transition Principles and the 'how'

| Principle | How |
|---|---|
| Empower and set up our staff for success | ✓ We will minimise the impact on staff by ensuring they are supported through the transition with appropriate tools, education and resources. |
| Continuous improvement and on-going evolution | ✓ We will proactively monitor and adapt by implementing effective real-time measurement, such as feedback loops |
| Communication & engagement is authentic | ✓ We are committed to transparency, delivering clear and timely messages using plain language |
| Tika and Pono | ✓ We will put integrity & fairness first, striving not to disadvantage our clients or partners. |
| Privacy by design | ✓ We will inherently protect our clients' personal information at every stage of the transition process |

What happens after new ISSC contract begins on 1 Dec 2024?



- All new clients needing TI Sensitive Claims services will be supported under the new sensitive claims contract from 1 Dec 2024.
- No new purchase orders will be created under the existing TI Sensitive Claims contract after 30 Nov 2024.
- Existing TI Sensitive Claims suppliers who wish to continue to provide TI Sensitive Claims services must do so as an ISSC supplier.



6 months provision for exceptional circumstances

- We will honour existing TI Sensitive Claims Purchase Orders and complete services for existing clients to retain continuity of care. This should be completed by 1 Dec 2024.
- There is provision for **exceptional circumstances** where the client's Recovery Plan makes it appropriate for TI Sensitive Claims services to finish after 1 Dec 2024. All exceptional circumstances must be resolved by 1 Jun 2025 at the latest.
- If a client requires further support after the completion of their TI Sensitive Claims contract, they will need to access this from an ISSC supplier.



Scenario 1 Transition Plan

For existing TI Sensitive Claims suppliers who intend to hold a future ISSC contract and are successful in their application:

- Complete current TI Sensitive Claims service prior to 1 Dec 2024, where possible. There is provision for exceptional circumstances where the TI Sensitive Claims end date will run over 1 Dec 2024, these should be completed as soon as possible and no later than 1 Jun 2025.
- If further services are needed in future, the supplier can request these under the future ISSC contract by submitting an updated Wellbeing Plan.



Scenario 2 Transition Plan

For existing TI Sensitive Claims suppliers who do NOT intend to hold a future ISSC contract:

- It will be critical to ensure that a clear plan is in place to support clients who may still require services after 1 Dec 2024.
- Current TI Sensitive Claims services **MUST** be completed before 1 Dec 2024, or June 2025 for exceptions.
- Clients who are likely to need on-going and new allocations of services from TI Sensitive Claims programmes after 1 December 2024 must be referred to suppliers who have indicated they intend to hold a future ISSC contract.



What you can expect



Regular check-in points

To update transition plan and to understand volume of non-transitioning suppliers/providers



6 months for transition from 1 December 2024 to 1 June 2025

Honouring of purchase orders, making it simple, and transition at natural milestones



Scenario specific information for Suppliers and Providers

Clarity about what you need to do depending on your scenario



Resources to support the Transition

Quick guides, FAQs and training to support transition



What we need from you...



Updates on Transition Plans ASAP

Respond to a check-in point or contact us/your supplier with your plans as soon as you know



Transition Planning for clients with continuity of care at the centre

Manage caseloads with your supplier/provider



Action on Transition activities early if not Transitioning

Move clients early where it makes sense to do so for them, manage referrals and requests for services ahead of transition



Collaboration, feedback, engagement

Give us your advice! Email ideas and thoughts to ISSCevolution@acc.co.nz

pātai? (Questions?)

Wrap Up

Webinars about new ISSC contract

We’re launching a webinar series next year to talk more about the new contract and to answer your questions. We’ll provide more details about these through the Provider Update newsletter and on our website.

Webinar dates:

Monday 11 March, 1:00-2:00 pm

Tuesday 12 March, 4:00-5:00 pm

Wednesday 13 March, 4:00-5:00 pm

Wednesday 20 March, 1:00-2:00 pm

Tentative: Friday 5 April, 12:30-1:30 pm (Q&A about tender)

Tentative: Thursday 18 April, 4:00-5:00 pm (Q&A about tender)

Tentative: Friday 26 April, 12:30-1:30 pm (Q&A about tender)



Final reminders



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



Sign up for ISSC updates on GETS:
www.gets.govt.nz



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



You can reach us at:
ISSCevolution@acc.co.nz

ACC Karakia

Whāia, whāia

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Whāia te aroha

Mō te oranga tāngata

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Striving to do what is right
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THANK YOU!
