



Assessment Services

Webinar Frequently Asked Questions

Contract Related

1. What about the retrospective SNA or is that included in SNA?

The Support Needs Assessment contract will continue to include the ability to provide retrospective assessment as long as you have Assessors who meet the qualification and experience requirements stated in the contract.

2. Are you able to let us know difference in SNA and SRNA or new names? What will the name be for the Support Needs Assessments moving forward?

We have grouped these questions together as we understand the intention is the same.

There are no contract name changes for Social Rehabilitation Needs Assessments (SRNA) and Support Needs Assessments. The changes mentioned in the webinar relates to the service items contained in the SRNA contract which were previously prefixed 'SNA' causing confusion between the two services.

We have changed the prefix in the new SRNA contract to minimise issues.

3. Are you able to provide any information on whether additional codes will be provided at the front end within the Housing Contract, based on feedback provided in previous Huis in relation to this contract? There had been previous discussion about rolling up a number of codes as per the TFIA, to minimise the number of small value codes.

Service Schedules will be released with the tender documents on 1 May 2024. Any questions related to the specifics of the contract can be submitted via GETS.

4. Will you be including DNA code and funding in SRNA, currently it is in SNA but not SRNA?

Service Schedules will be released with the tender documents on 1 May 2024. Any questions related to the specifics of the contract can be submitted via GETS.

5. Regarding the data shared, is the data of assessment numbers relating to the initial assessment only such as an WSA03 not counting the follow up codes?

Data included will refer to the number of clients who have accessed the service during the financial years reported. Due to some clients accessing services across financial years (e.g. assessment one financial year, then follow up in the second) clients may be reported across both years.

Tender Related

6. When will the new Service Schedules be available on GETS?

The tender documents will be available via GETS from 1 May 2024. This will include the Service Schedules.

7. Will there be an interview for each contract? or if you are applying for all there will be just one interview?

Stage 2 of the tender will consist of one kōrero/interview per supplier. If you have applied for more than one service, we will ask service-specific questions in our kōrero.

8. Is ACC going to limit the number of suppliers the contracts are awarded to? If so, how many will there be for each contract?

We do not intend on limiting the number of suppliers under any of these contracts. Our goal is to ensure we have sufficient suppliers across the motu who can deliver good quality assessments which meet the needs of our clients and ACC. However as part of our evaluation we need to balance the number of suppliers awarded contracts in any particular region with the number of clients likely to access service. Any issues in this respect will be discussed with Suppliers during the kōrero/interview stage.

9. As part of the evaluation will the procurement evaluation team ask case managers for their feedback about the services and therapist they have been working with?

Our evaluation strategy will be outlined in the tender documents. We do not intend on approaching case managers for feedback during this process.

10. After this tender application will the services be open again in order to allow adding extra regions (currently this is closed but not in line with other service contracts)

All six contracts will be closed for the duration of the new contracts. This will ensure that suppliers are afforded the opportunity to develop the expertise of their assessors and ensure they are able to fulfil the expectations of experience detailed in their contracts.

We will retain the right to approach the market to fill any service gaps identified within a particular region or service should we not have sufficient coverage following the tender.

Cultural Needs of kiritaki

11. Kia ora. Does ACC have kiritaki ethnicity data available per region, i.e. number of kiritaki Māori, and also the number of Māori assessors?

We haven't included client ethnicity data in our information pack however we would be able to identify the number of clients by ethnicity in each region if this would be helpful.

ACC does not hold information on the ethnicity of Assessors.

12. What is ACC's commitment to ensuring kiritaki Māori have culturally appropriate and responsive assessments?

We want those who work with us to be committed to the delivery of equitable and culturally safe health care to help change the experience of Māori who we know are more likely to sustain a serious injury, but less likely to access our services. Suppliers will be required to adhere to our Standard Terms and Conditions for contracts, including our Kawa Whakaruruhau (Cultural Safety) policy. As discussed during the Webinar, we would like to see Suppliers and Assessors adapt their service delivery to meet the needs of kiritaki of all backgrounds and ethnicities, including kiritaki Māori.

Furthermore, assessments strongly support ACC's ten-year strategy, Huakina Te Rā, by:

Mana Taurite | Equity

- using assessors independent of ACC to ensure that all kiritaki can access the same support and equitable outcomes.
- using assessments to guide decisions for ACC to ensure kiritaki are maximising their independence, upholding their mana and return to living their best life after an injury.
- ensuring there is a choice of assessors, especially for kiritaki Māori and their whānau.

Ringa Atawhai | Guardianship

- ensuring assessments have a long-term view of kiritaki needs, minimising the need for ongoing support and helping them return to living as independently as possible.
- looking at a range of ways to support clients included funded and non-funded solutions by having extensive specialised knowledge in rehabilitation.

Oranga Whānau | Safe and Resilient Communities

- assessing and addressing needs early, and as needs change, reducing the risk of further injuries or complications as a result of injury.