



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

# Terms of Reference

## Integrated Services for Sensitive Claims Evolution Working Group

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Updated 30 May 2022.

### Context

1. The Accident Compensation Corporation (ACC) formally commenced the Integrated Services for Sensitive Claims (ISSC) Evolution Work Programme in December 2021 to evolve the delivery of services for sensitive claims clients with the first milestone a new ISSC contract from 1 December 2024.
2. To support the development of the work under the ISSC Evolution Work Programme an ISSC Evolution Working Group comprising four sub-groups to be established each with a specific focus: Children and Young People, Adults, Men and Māori.
3. The ISSC Evolution Working Group will be active for six months effective from 1 July 2022. The Chief Operating Officer may extend the ISSC Evolution Working Group's duration by amending these Terms of Reference and recording the extension with the Corporate Secretariat.

### Purpose

4. The purpose of the ISSC Evolution Working Group is to bring together people who collectively have wide knowledge and experience in the sexual violence sector working with the specified cohort groups to work with ACC on the design and development of solutions to improve the delivery of ISSC.

### Governance

5. These Terms of Reference, ACC's corporate policies, and the Cabinet Fees Framework for Members Appointed to Bodies in which the Crown has an Interest (Cabinet Office Circular CO (12) 6) govern the ISSC Evolution Working Group.
  - 5.1. In accordance with the Cabinet Fees Framework for Members Appointed to Bodies in which the Crown has an Interest (Cabinet Office Circular CO (12) 6), the ISSC Evolution Working Group is classified as a "Group 4: All Other Committees and Other Bodies".

### Delegations

6. The ISSC Evolution Working Group does not hold any delegations and has no authority to make decisions or commitments on behalf of ACC.

### Responsibilities

7. Members of the ISSC Evolution Working Group will work with ACC to enhance and evolve the delivery of the ISSC, and identify opportunities to strengthen access, experience, and outcomes for survivors

of sexual violence and their whanau by working with ACC to co-develop sensitive claim services for survivors of sexual violence.

8. The ISSC Evolution Working Group will comprise four sub-groups that will each have a specific focus on either the client journey for: Children and Young People; Adults; Men; or Māori.
9. Members from across the ISSC Evolution Working Group may be brought together to work on issues that require skills and experience of members from across the four sub-groups.

### **Guiding Principles, Values, and Expectations**

10. ISSC Evolution Working Group Members and ACC will conduct their dealings with each other, and other parties who contribute to the ISSC Evolution Working Group, in good faith and in accordance with the Public Service's Code of Conduct. The Public Service's Code of Conduct should be read and referred to alongside these Terms of Reference.

### **Membership roles and appointments**

#### *Membership*

11. The ISSC Evolution Working Group will be set up to ensure that it has the skills, knowledge, and ability to fulfil its purpose and properly discharge its roles and responsibilities.
12. Each of the four sub-groups will comprise a maximum of eight members. Members will participate in one of the identified sub-groups and will not hold membership across multiple sub-groups.
13. Members of the ISSC Evolution Working Group skills and experience will include but not be limited to:
  - 13.1. Understanding of the dynamics of sexual violence and the support a survivor and their whānau needs.
  - 13.2. Experience working with survivors of sexual violence, and specifically expertise in working with survivors from the identified cohort groups: Children and Young People, Adults, Men and Māori.
  - 13.3. Direct or indirect experience of Integrated Services of Sensitive Claims as a supplier, provider, client advocate, professional association.
  - 13.4. Willingness and ability to advise and advocate for the aspirations of survivors and their whānau.
  - 13.5. Understanding of the intersectionality of sexual violence and the client journey.

#### *Appointment*

14. Following an Expression of Interest process, members will be appointed by the Head of Client Recovery, on behalf of the Chief Operating Officer.
15. Members are appointed to the ISSC Evolution Working Group by a Letter of Appointment signed by the Chief Operating Officer. The Letter of Appointment affirms the member's role, explains their duties and sets any remuneration they may receive in accordance with the Cabinet Fees Framework for Members Appointed to Bodies in which the Crown has an Interest (Cabinet Office Circular CO (12) 6). The Letter of Appointment is accompanied by:
  - 15.1. Terms of Reference: Defines the purpose and structure of the group (this document).

- 15.2. Cash Expense Policy: Sets any remuneration they may receive in accordance with the Framework.
  - 15.3. Membership Agreement Form: To be signed by the member to accept the offered position on the group.
  - 15.4. Member Details Form: Provides required details to ACC to arrange invoicing.
16. Each Member will be appointed for a term of six months, which may, if ACC and the Member agree, be renewed for one further six-month term in accordance with the needs of the ISSC Evolution Work Programme.
17. Membership may be terminated by ACC for the following reason:
- 17.1. Non-attendance at two consecutive meetings without reasonable cause (e.g., sickness or other emergency).
  - 17.2. Failure to adhere to these Terms of Reference.

## **Administration**

18. A quorum is not required for the ISSC Evolution Working Groups meetings to proceed. It is expected as part of the requirements of the group that Members attend all scheduled meetings, notwithstanding sickness or other emergency.
19. A representative from ACC will chair each of the ISSC Evolution Working Group sub-group meetings. The chairs' responsibilities will be to:
- 19.1. support effective and efficient running of the meetings
  - 19.2. encourage and model open communication where all members contribute effectively to meetings or other forms of engagement
  - 19.3. work with other ACC staff on meeting agendas, forward meeting plan, meeting minutes and post-meeting communication.
20. A member of ACC will:
- 20.1. act as a key liaison point between ACC and members for all business related to the work programme
  - 20.2. provide members with reminders of pre-confirmed meetings at least two weeks before the scheduled meetings with a reminder of the topic and any pre-work that is required.
  - 20.3. all meetings will be recorded to facilitate minute-writing.

## **Meetings**

### *Frequency of meetings*

21. The ISSC Evolution Working Group will meet online via Microsoft Teams once a month over the course of six months. The confirmed meeting dates are 15 July 2022, 12 August 2022, 16 September 2022, 14 October 2022, 11 November 2022 and 9 December 2022.  
The four sub-groups will meet separately on the same date between 11:00am – 1:00pm.
22. In addition, ACC may call a meeting with a sub-group or working group members, at any time and with sufficient notice to provide input into a specific part of the ISSC Evolution work programme.

### *Work to be undertaken between meetings*

23. Six hours per month over the six-month period of the ISSC Evolution Working Group has been allocated for work to be undertaken outside of meetings. This is in addition to the two hours allocated each month to attend the online meeting.

24. This will include:

24.1. Preparation in advance of meetings. Preparation materials will be provided at least one-week in advance. Preparation prior to meetings may include reading the agenda and related papers and preparing advice to contribute to the discussion at the meeting.

24.2. Development work between meetings. You will be required to undertake work between the working group meetings to further develop thinking and design options. This may include responding to papers from ACC, and group chats to progress thinking between meetings.

#### *Attendance at meetings*

25. It is expected as part of the requirements and set out in this Terms of Reference that Members must attend all scheduled meetings, notwithstanding sickness or other emergency.

26. If a member is unable to attend for any reason, they must notify the Chair of their sub-group at their earliest convenience.

27. If a member is unable to attend, they must provide their advice in advance of the scheduled meeting.

28. Members of design or project teams from across ACC may attend meetings by invitation to facilitate design workshops with the sub-groups.

#### **Remuneration**

29. Members will be remunerated in accordance with the Cabinet Fees Framework for Members Appointed to Bodies in which the Crown has an Interest (Cabinet Office Circular CO (12) 6). The ISSC Evolution Working Group is classified as a "Group 4: All Other Committees and Other Bodies". Hourly pro-rata rates are calculated by dividing the daily rate by 8 and multiplying by the number of hours worked.

29.1. Members who are staff of a New Zealand public sector organisation including public service departments, state-owned enterprises or Crown entities, are not permitted to claim fees for participation in this working group.

29.2. Members who are not from the public sector will receive a daily fee of \$270 (for an eight-hour day) or a pro-rata fee of \$33.75 per hour (incl. GST, if any) for meeting participation at scheduled meetings, and work required pre and post meetings (see clause 24 and 25).

29.3. All work that is required to be performed for the group by the member will be paid at the approved hourly pro-rata rate.

29.4. Taxation on these fees is the responsibility of the members or their affiliated organisation and is outlined in the Cabinet Fees Framework (CO (19) 1).

29.5. Fees will be reviewed at regular, reasonable intervals, such as after a review of the Cabinet Fees Framework (CO (19) 1) or when an appointment or reappointment is pending, and not more frequently than once a year. There is no obligation for ACC to automatically increase the fee as a result of the review.

30. ACC will make payment of fees on receipt of an invoice supplied by the member to the member's affiliated organisation or individual on agreed terms.

30.1. ACC will pay an invoice by the 20th calendar day of that month if the invoice is dated the preceding month.

## **Conflicts of Interest, Privacy and Confidentiality**

### *Conflicts of Interest*

31. Members must disclose the nature and extent (including monetary value, if quantifiable) of all interests that they have, or are likely to have, in matters relating to ACC, whether or not these matters relate to the ISSC Evolution Working Group.

### *Public communications*

32. Members of the ISSC Evolution Working Group will not speak on behalf of the Group, or sub-group, any agency or other entity involved with the Group's work. Any media or enquiry relating to the work of the ISSC Evolution Working Group or sub-group is to be directed to ACC.

33. Members of the ISSC Evolution Working Group will seek agreement from ACC before communicating any aspects of the Group's work in public forum. This includes, but is not limited to blogging, media engagement, and academic work.

33.1. This restriction will cease to apply to any confidential information, which may (other than because of your breach) become available to the public generally.

### *Privacy and Confidentiality*

34. Information about members will be collated to manage the administration of the working group. This information includes:

34.1. Member contact, invoicing, and accessibility needs information (Member details form).

34.2. A log tracking all engagements and invoices received from members.

35. Content shared in Working Group meetings, especially where personal stories are shared, will be treated with confidentiality and sensitivity by ACC, as to protect the privacy and wellbeing of the members and other affiliated persons.

35.1. The work of the Group may also involve personal information. All members will ensure that the collection, use, disclosure, and storage of personal information in connection with the Group is consistent with the Privacy Act 2020 and Health Information Privacy Code 2020. These obligations continue, as appropriate, beyond membership of the Group

36. Members acknowledge that information you acquire or become aware of as a consequence of your appointment is confidential to ACC. Except as required by law, you will not release, communicate or disclose the information at any time during your appointment or following termination (by whatever means) to any third parties without ACC's prior approval. This approval must be obtained in writing.

37. All advice or information produced by the ISSC Evolution Work Programme and the ISSC Evolution Working Group will be subject to the provisions of the Official Information Act 1982 (including advice provided by government agencies to Ministers and/or Chief Executives), the Privacy Act 2020 and the Health Information Code 2020.

38. At the end of your appointment, Members will return all confidential information referred to above to ACC or destroy it at ACC's request. ACC will generally arrange the necessary documentation destruction services for this purpose.

### **Reporting and Working Material**

39. Minutes will be kept of all scheduled ISSC Evolution Working Group meetings and distributed to members for review and their records.

39.1. These minutes will serve as the official record of member advice will be shared with ACC staff, and externally where appropriate.

39.2. In the event of disagreement as to the contents of the minutes, the Chair of the sub-group meeting will have final approval.

39.3. Excluding in minutes, all quotes shared as part of reports and presentations will be attributed to the ISSC Evolution Working Group rather than individual members.

40. All documentation relating to the ISSC Evolution Working Group (including, but not exclusive to meeting agendas, minutes and working documents) will be stored on a B2B SharePoint site to which all members will have editing rights. A site will be set up for each of the sub-groups. The site will function as a repository of information and will facilitate the sharing of relevant work and reduce the need for email correspondence.

### **Resolution Process**

41. ISSC Evolution Working Group Members must refer any matters of significant importance that may affect the integrity of the group to the Chair of the sub-group they are a member of for their consideration and escalation if required.

41.1. If there are matters that cannot be resolved by the Chair, these will be escalated to the Manager Operations Integration for resolution and action. An update will be provided to the ISSC Evolution Working Group, sub-group or the individuals concerned.