



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

Frequently Asked Questions about the Sensitive Claims Service

If you have questions about the new contract, not answered in this document, please submit them via GETS, the government electronic tender service.

How do I apply for the new Sensitive Claims Service contract?

Any supplier wanting to provide services under the new Sensitive Claims Service will need to tender for the new contract, even if you're already an existing supplier. Suppliers will be required to submit their application based on the category that best suits them:

- Large: Suppliers who intend to have 50 or more named service providers listed on their contract.
- Medium: Suppliers who intend to have 10-49 named service providers listed on their contract.
- Small: Suppliers who intend to have less than 10 named service providers listed on their contract.

Step 1: Create a supplier login on the Government Electronic Tender Service (GETS):
<https://www.gets.govt.nz>.

Step 2: Subscribe to the tender notice and download the tender documents.

Step 3: Review the Request for Applications (RFA) document and all other relevant documents.

Step 4: Once you have read and understood the requirements, complete your application through the link provided on the GETS notice and submit it before the RFA close dates.

I am an existing named service provider (counsellor, psychotherapist, psychologist, psychiatrist, or a social worker delivering counselling services), do I need to apply to be a provider under the new contract to continue delivering services to clients when the existing ISSC contract ends (30 November 2024)?

Yes, all named service providers, whether new or existing, will need to apply and be approved by us to deliver services to kiritaki (clients). Named service providers will also need to be named on a supplier's contract prior to delivering services. You are not required to have a supplier confirmed when you complete your application, but we recommend you begin the process of engaging with a supplier as soon as possible.

I am a service provider currently working on the Training for Independence Sensitive Claims contract. Do I need to apply to be a named service provider under the new Sensitive Claims Service contract?

Under the new Sensitive Claims Service, if you're a registered nurse, occupational therapist, physiotherapist, dietitian, speech language therapist, or a social worker, you may also be able to deliver services to our kiritaki. However, you do NOT need to complete the named service provider application form, but you will need to register with us to obtain a provider ID. If you already have an ACC Provider ID, you do not need to reapply. It's important to note that to provide services to kiritaki, you will need to work through a Sensitive Claims Service supplier as a service provider, so it's important that you begin making arrangements with a supplier you'd like to work with. Visit <https://www.findsupport.co.nz/> to find

suppliers you may want to work with on the new contract.

When do the new pay rates apply?

The new pay rates will apply from 1 December 2024 for services delivered under the new Sensitive Claims Service contract.

How does ACC determine pay rates for mental health professions?

In setting pay rates, ACC will form a team of subject matter experts. This will involve service delivery experts and clinical expertise to inform key inputs required for delivering a service. ACC may use available data sources, publicly available information, and engage with the sector to acquire further information if required. The key inputs will be used in determining the pay rates. The ISSC hourly rates apply to a range of experience levels within each of the professions, the prices are aimed to purchase at the upper midpoint of the experience level of the workforces. ACC understands that each Supplier will have a mix of experience levels and the rates are designed to reflect this range. These rates are also aligned with other ACC contracts.

Why is the pay rate for psychiatrists so large compared to psychologists and psychotherapists?

In setting pay rates, ACC clinical experts provide information on key inputs for delivering a service which determines pay rates. The ISSC hourly rates apply to a range of experience levels within each of the professions, the prices are aimed to purchase at the upper midpoint of the experience level of the workforces. ACC understands that each supplier will have a mix of experience levels and the rates are designed to reflect this range. In addition, our pay rates reflect the different Multi-Employer Collective Agreements (MECA) settlements and pay equity settlements for each profession. These rates are also aligned with other ACC contracts.

Why are counsellor level 6 and level 7 rates increasing so much more than psychotherapists and psychologists?

The counsellor level 6 and 7 rates are being proportionately aligned to the rates set for other allied health professionals, as we acknowledge we require these counsellors to have the same or similar qualification level.

What is the process for new assessors wanting to join the new Sensitive Claims Service?

Named assessment providers (assessors) are named service providers who are approved to deliver diagnostic and clinical assessments. Named assessment providers need to complete the named service provider application. If you also intend to deliver treatment, you only need to complete the application once.

Will psychologists with the general “psychology” scope be able to perform assessments under the new Sensitive Claims Service contract?

ACC considers each named provider application on a case-by-case basis. An individual application will be considered against the new service schedule for the Sensitive Claims Service, taking into account all relevant qualifications and experience.

Is there a time limit on treatment under the new Sensitive Claims Service?

The Tailored Support to Wellbeing packages A and B have been designed to provide treatment and support over a 24-month period. Package A is a one-off package and cannot be repeated once completed. However, if kiritaki need additional support after completing Package A, a Specialist Cover Assessment can be undertaken so that kiritaki can access Package B. Package B can be repeated based on the needs of the kiritaki.

Why aren't ISSC provisional assessment providers allowed to deliver services under the

new Sensitive Claims Service contract?

Due to the change in the service design for survivors, it is anticipated that far fewer kiritaki will require the Specialist Cover Assessment, and the kiritaki that will require this is due to an increased level of complexity or a request for a financial entitlement from ACC.

Will there be any changes to how services are invoiced under the new Sensitive Claims Service for named and non-named service providers?

Yes. To allow both named and non-named providers to invoice using the same service codes, we need to have two contract numbers issued for the service. This means that, as a supplier, when you bill us for a service, you'll have to use one contract number if the service was delivered by a named service provider and a different contract number if the service was delivered by a non-named service provider. The contract numbers are used to identify the individual contract ACC holds with a supplier e.g. ISSC123. There will be further training about this before the new contract launches.

Why aren't other disciplines like chiropractors and osteopaths included in the new Sensitive Claims Service contract?

As part of our efforts to evolve our existing Integrated Services for Sensitive Claims (ISSC) contract, we identified an opportunity to be more efficient with the way we contract services, and to support our move to a more holistic approach. We engaged with the sexual violence sector about the opportunity to bring on provider disciplines that were previously under the Training for Independence Sensitive Claims contract to the new Sensitive Claims Service contract. These two contracts require kiritaki to have a sensitive claim to access the service, and there is a duplication of services between both contracts (i.e., social work, psychology and counselling).

What are the requirements for police vetting under the new Sensitive Claims Service contract?

Under the new Sensitive Claims Service, suppliers will no longer be required to submit new police vetting results of their named service providers to ACC. Suppliers will be responsible for ensuring all of their personnel (named service providers, service providers and other personnel) have had the necessary police vetting and/or Children's Worker Safety Checks (if applicable) before delivering services to kiritaki. As part of the tender application process, suppliers will need to demonstrate that they can manage this requirement.

In addition, named service providers will need to submit a declaration with their application confirming that they can deliver services safely to vulnerable kiritaki.

Please refer to the police vetting website to understand your role and responsibilities as an Approved Agency (i.e. an organisation that employs, engages, or assesses individual for the purpose of providing care, protection, education, or training to vulnerable members of society such as children, young people, elderly and/or disabled): <https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service>

More information about police vetting is available in the new contract tender.

Does the new Sensitive Claims Service contract include a Kaupapa Māori option?

No. Procurement for a separate kaupapa Māori service is planned for late 2024 - early 2025. This will include several regions and information on this will be shared as these opportunities became available. For more information about the kaupapa Māori service, please contact kmhs@acc.co.nz.

When will the new report templates and operational guidelines for the Sensitive Claims Service be available?

The new report templates and operational guidelines will be available in September 2024, prior to the training which is going to be confirmed for October and November of this year.