SOUTH COAST PSYCHOLOGY
Aotearoa · Manaakitanga

ACC Sensitive Claims Service – A consolidated checklist for providers

Covers Clauses 4, 7, and 11 of the Service Schedule

1. Referral & Initial Contact

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Referral accepted/declined within 5 business days of receipt	
☐ Yes ☐ No	b. If accepted, initial contact made with kiritaki within 2 business days	
☐ Yes ☐ No	c. If declined, referral documented with reason (and kiritaki directed to alternative supplier or findsupport.co.nz)	
☐ Yes ☐ No	d. Safe contact confirmed (if client is a child/young person)	

2. Engagement

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Engagement session(s) delivered (up to 2 hours)	
☐ Yes ☐ No	b. Engagement Form completed and submitted to ACC within 2 business days of the final Getting Started session	

3. Early Supports

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Early Supports sessions completed (up to 4 hours + 2 hours writing plan)	
☐ Yes ☐ No	b. Early Supports Plan completed and submitted to ACC within 10 business days of the last Early Supports session	
☐ Yes ☐ No	c. Risk and safety issues identified and documented (suicide risk, self-harm, child protection, etc.) alongside duty of care actions	
☐ Yes ☐ No	d. Supporting services (e.g., whānau, social work, cultural support) identified and arranged if needed	

Note: Refer also to the most current version of the ACC Sensitive Claims Service Operational Guidelines as it is a living document.

4. Service Delivery Standards

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. I provide services in accordance with the Sexual Abuse and Mental Injury Practice Guidelines (Massey Guidelines, 2008)	
☐ Yes ☐ No	b. I deliver services in compliance with the Code of ACC Claimants' Rights	
☐ Yes ☐ No	c. I provide services in a manner that meets or exceeds the Performance Indicator targets in the contract	
☐ Yes ☐ No	d. I deliver services in line with ACC's Sensitive Claims Operational Guidelines	
☐ Yes ☐ No	e. Services delivered with regard to welfare, rights, and cultural needs of kiritaki	

5. Reports and Documentation

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. I ensure my reports and assessments meet ACC's assessment requirements *ACC's assessment requirements: reports must be accurate, clinically justified, evidence-based and aligned, written in plain language, use the correct ACC template, and clearly link symptoms to covered events.	
☐ Yes ☐ No	b. My reports meet required quality standards (clarity, accuracy, evidence-based)	
☐ Yes ☐ No	c. I include sufficient supporting information and evidence to justify all conclusions	
☐ Yes ☐ No	d. All reports completed on correct ACC templates	
☐ Yes ☐ No	e. Reports submitted within required ACC timeframes *ACC required timeframes = 10 business days from final relevant session for Engagement, Early Supports, Wellbeing Plans, Specialist Assessments, Completion Reports. Progress Reports at 6 months; Treatment Reviews at 12 months.	
☐ Yes ☐ No	f. Reports written in plain language, accurate, and evidence-based	
☐ Yes ☐ No	g. Client consent obtained and documented before report submission	
☐ Yes ☐ No	h. I cooperate fully with ACC in any Quality Review process	
☐ Yes ☐ No	i. I provide any additional information requested by ACC reviewers within 5 business days	
☐ Yes ☐ No	j. I amend reports when requested by ACC or discuss them with Clinical Advisor if required	

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6. Pre-Cover

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Closure Notice submitted if client found ineligible / exits prior to cover decision, within 10 business days of decision or if client exits early or disengages	
☐ Yes ☐ No	b. If chosen path, Short-term Support to Wellbeing Completion Report submitted within 10 business days of the last short-term support session	

7. Cover Determination

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Specialist Cover Assessment completed using correct ACC template (Pathway B) within 10 business days of the final Early Supports session	
☐ Yes ☐ No	b. Cover & Wellbeing Plan submitted (Pathway A) within 10 business days of final planning session	

8. Post-Cover

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Wellbeing Plan submitted and approved by ACC within 10 business days of the last Wellbeing planning session	
☐ Yes ☐ No	b. Progress Reports completed 6 months after Wellbeing Plan, using correct template *Required timeframe = every 6 months from date of Wellbeing Plan	
☐ Yes ☐ No	c. Participated in ACC-initiated Progress Check-ins as required	
☐ Yes ☐ No	d. Treatment Reviews submitted at required intervals *Required timeframe = every 12 months, or earlier if clinically indicated, measured from the date of the Wellbeing Plan	
☐ Yes ☐ No	e. Completion Report submitted within 10 business days of the last treatment session	
☐ Yes ☐ No	f. Safe exits and transitions ensured for kiritaki	

9. Outcome Measures & Data

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Primary outcome measures completed for all kiritaki in response to ACC-emailed request	
☐ Yes ☐ No	b. Secondary outcome measures (if required) completed and submitted	
☐ Yes ☐ No	c. Psychometric tools administered and recorded where clinically indicated	

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10. Broader Outcomes & Supplier Obligations

Yes/No	Checklist Item	Comments
☐ Yes ☐ No	a. Supplier/service provider acts in good faith and represents ACC fairly	
☐ Yes ☐ No	b. Supplier/service provider complies with ACC's Supplier Code of Conduct	
☐ Yes ☐ No	c. Reasonable steps taken to achieve broader social, cultural, and environmental outcomes (e.g., equity for Māori and Pacific peoples, sustainability)	
☐ Yes ☐ No	d. Reasonable steps taken to prevent modern slavery in supply chains and action taken if identified	
☐ Yes ☐ No	e. Issues impacting service delivery identified, resolved, and notified to ACC	

Notes:

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