

Presentation to NZHHA Conference -View from the Top

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Service Development



Strategic Directions

- What are we trying to achieve?
 - Accessible services
 - Service delivery matched to client need
 - Sustainable sector providing quality services
 - Improved workforce skills
 - Better co-ordination of services between ACC and health sector
 - Sustainable funding levels
 - Reduced admin & compliance costs for ACC & providers
 - Collaborative & strategic approach to issue resolution
- Phase 1 implemented up to July 2008
- Phase 2 developments
 - “what is reasonable for family to provide” policy
 - Matching services and providers to clients’ situations
 - Matching purchasing approaches to client situation and provider