

Health NZ contract renewals and term - financial year 2025/26

Further to the update I provided on Friday 27 May during the Platform online member forum below is important information you need to know about the contract renewal process for the year 2025/26. This follows a very constructive and productive meeting with Health NZ representatives held on Friday afternoon.

Key messages

1. Contract renewals/variations will be rolled over on current or existing terms and conditions but include one new clause about information sharing to ensure Privacy Act requirements are met.
2. Contract term will be for 12 months.
3. An electronic signoff process via DocuSign will be used. This streamlines and speeds up the sign off process.
4. A very small number of providers have moved to the new long form contract templates due to there being other factors like more than just a rollover and the addition of the uplift being needed or are standing up new services.
5. A joint working group consisting of Health NZ/Platform representative group will be stood up to review and discuss the new clauses in the new longform contract to identify impact. The aim is to reach a position which enables the interests of all parties to be addressed, and a way forward agreed.

Detailed update

Health New Zealand | Te Whatu Ora is in the final stages of processing agreement renewals for the 2025/26 year and recognises that this year has been more frustrating than most for providers because of the need to transition to a new contracts system at the same time.

Official notification of the uplift to Mental Health and Addiction providers commenced on 9 June 2025. Most providers have been advised to date, however there may have been some local variation to the notification process and timings because many Mental Health and Addiction agreements are now the responsibility of regional teams. Health NZ apologises if this caused any issues for providers.

Health NZ has been working at pace to renew nearly 15,000 agreements with about 67,000 service lines, accurately finalising contract variations and getting these variations out to providers as soon as possible.

All providers should have received notification this week from their Health NZ national or regional contract manager or relationship manager that they can expect to start to receive their contract variation(s) from the end of Friday 27 June 2025.

It is important that providers review their contract(s) and return them to Health NZ as soon as possible so new payment(s) for this new financial year can get processed on time. For some, information regarding new Purchase Orders will be sent following the signing of contracts.

This year, providers will notice some changes to how Health NZ processes contract variations.

The contract(s) will come via email to providers as a DocuSign request for their signature. The DocuSign email address that the email will come from is: dse@eumail.docuSign.net.

Health NZ will send out instructions on how to use DocuSign and if providers have any difficulties, please contact their usual Relationship Manager or Regional team. Health NZ is encouraging providers to please sign within 10 days of receiving the contract(s) or let it know if that is not possible.

Health NZ has been made aware that some providers have been frustrated about being transferred onto new long form agreements with new clauses without consultation. Health NZ has assured me (Memo, CE Platform) that only a very small number have moved to the new templates – this is a group of providers for whom more than just a rollover and the addition of the uplift was needed or are standing up new services. If you are in this category, a discussion should have been initiated by your portfolio manager to signal that this was the case.

The regional managers for Mental Health and Addiction are listed below and can be contacted if have queries in relation to your new agreement once it is received.

Northern: Maria Wederell Maria.Wederall@NorthlandDhb.org.nz

Te Manawa Taki: Kirk Mariner Kirk.Mariner@TeWhatuOra.govt.nz

Central: Peter Carter Peter.Carter@TeWhatuOra.govt.nz

Te Waipounamu: Monique Gale Monique.Gale@TeWhatuOra.govt.nz

National contract key contacts are Caitlin Chester for Mental Health Caitlin.Chester@TeWhatuOra.govt.nz and Rebecca Kemp for Addictions contracts Rebecca.Kemp@TeWhatuOra.govt.nz

Importantly, for all other providers the contract variation may look slightly different but there **are no changes to your terms and conditions except for one minor addition**, to better align agreements with the Privacy Act, which pertains only in instances when Health NZ is sharing identifiable information in bulk. For example, when there are regular downloads of identifiable information shared for the immunisation contracts. The Information Sharing Schedule will not be required for providers who are sharing information on an individual in the standard course of health service provision, for example mental health providers who are providing and receiving information on an individual's health needs in order to provide them the health services required (such a NASC and mental health services). The sharing of information in these circumstances is already covered by legislation and existing contract requirements.

The move to new Agreement Life Management System agreements

Post the renewal period, Health NZ has invited Platform to work with them on the review of new clauses in the new long form agreements and to discuss and agree any impact on the Mental Health and Addiction sector specifically. I am heartened by this and will be inviting representatives from the sector to sit along me as part of this process. I will be in touch with more detail regarding this in the coming weeks.

Memo Musa

Chief Executive

Monday 30 June 2025

END