Vehicle Modification Services (VEHM)

Operational Guidelines

**August 2017**

**This is a living document and will be updated as required**

**Contents**

[**1.** **Introduction** 3](#_Toc490813021)

[**2.** **Overview of vehicle modifications** 3](#_Toc490813022)

[**3.** **Assessment and referral for vehicle modifications** 7](#_Toc490813023)

[**4.** **Processes** 7](#_Toc490813024)

[**5.** **Roles and responsibilities** 9](#_Toc490813025)

[**6.** **Completion inspection and signoff** 13](#_Toc490813026)

[**7.** **Vehicle handover** 14](#_Toc490813027)

[**8.** **Warranties** 14](#_Toc490813028)

[**9.** **Adjustments to completed Level 3 modifications** 14](#_Toc490813029)

[**10.** **Ownership and maintenance of the vehicle** 14](#_Toc490813030)

[**11.** **Travel** 15](#_Toc490813031)

[**12.** **Definitions** 15](#_Toc490813032)

[**Appendix 1 - Build records** 17](#_Toc490813033)

[**Appendix 2 - User Manual** 19](#_Toc490813034)

[**Appendix 3 - ACC Quotation Template** 21](#_Toc490813035)

# **Introduction**

These guidelines are designed to provide a comprehensive understanding of all aspects of the delivery of Vehicle Modification Services and are intended to be used by:

* ACC Case Owners
* ACC’s contracted suppliers of Level 1, 2 and 3 Vehicle Modification Services
* ACC’s contracted suppliers of Transport for Independence Assessment Services (TFIA) and Highly Specialised Transport for Independence Assessment Services (HSTAS)

Contracted suppliers of ACC’s Transport for Independence Assessment Services, Highly Specialised Transport for Independence Assessment Services and Vehicle Modification Services must follow these documented processes when engaging in the transport for independence assessment process for ACC clients.

# **Overview of vehicle modifications**

Vehicle modifications help our clients live as independently as possible by supporting them to safely access, operate and travel within their vehicle.

We’re responsible for assessing our clients’ injury related needs and providing the appropriate vehicle modifications required to meet those needs. Depending on the client’s injury related needs and the level of modifications required, we may:

* modify the client’s existing vehicle
* contribute towards the purchase of a vehicle that is more suited to modification
* provide a highly modified vehicle (a vehicle that has been modified to enable a person to drive or travel in the vehicle whilst in their wheelchair)

Our Vehicle Modification Service suppliers work with us, our clients, their family/ whānau and our contracted Vehicle Assessors to provide vehicle modifications that are appropriate, compliant and suitable for our clients’ existing and future needs.

## Eligibility to receive vehicle modifications

A client is eligible to receive vehicle modifications if they have an accepted claim and an entitlement to receive funding for vehicle modifications (social or vocational).

## What the Vehicle Modification Service suppliers do

Vehicle Modification Service suppliers work with us and our contracted Assessors to identify and provide clients with the most appropriate vehicle modifications to meet their injury-related needs. They achieve this by:

* working with the Assessor, the client, their family/whānau, the Wheelchair & Seating Assessor (where required), LVVTA (Low Volume Vehicle Technical Association), and ACC throughout the modification process
* informing clients about the modification process and expected timeframes
* working with third party suppliers (e.g. hoists, hand and ancillary controls) to ensure the retention of the warranty provided by the component’s manufacturer (where applicable)
* providing technical support and advice to ACC and the Assessor on vehicle modification solutions that will meet client’s injury related needs in a practicable and cost effective manner
* meeting timeframes and key deliverables
* ensuring that any Vehicle Modifications proposed, developed or specified meet the required quality standards and:
* are suitable for their intended purpose
* are safe to operate
* comply with the all relevant standards and legislation
* are certified as complying by an authorised Low Volume Vehicle Certifier who holds the relevant LVVTA Certification categories applicable to the modification(s)
* don’t void the original equipment manufacturer’s or vehicle manufacturer’s warranty on any unmodified features of the vehicle.
* ensuring that all works and components comply with relevant legislation such as the:
* Consumer Guarantees Act
* Sale of Goods Act, Fair Trading Act; and
* Contractual Remedies Act.
* ensuring that vehicle build records are kept, including Vehicle Identification Number (VIN), specific operations, electrical and other appropriate diagrams, sign-off and any repairs/rectification
* providing the client and/or their family/ whānau or caregiver with appropriate training including a full user manual detailing the safe operation and use of all installed controls and modifications and including the unique features of the modified vehicle and comprehensive service and maintenance information on handover of the vehicle.

## What’s covered by the Vehicle Modification Service?

Vehicle modifications are categorised into three levels according to the level of complexity of the modification. The three levels are:

**Level 1 Vehicle Modifications** *– standard modifications*

These include:

* hand control installation
* left/right foot accelerator pedal installation
* ancillary control modifications
* wheelchair (unoccupied) lifting equipment and installations
* roof rack wheelchair hoist installation
* other vehicle modifications as required by ACC.

**Level 2 Vehicle Modifications** *- modifications that will enable the client to travel seated as a passenger in their wheelchair in the rear of the vehicle*

These include:

* wheelchair (occupied) lifting equipment or ramps
* installation of anti-rotational wheelchair restraining systems and/or tie down systems to the rear passenger position; and
* wheelchair bracket to secure into the anti-rotational wheelchair restraining system.

**Level 3 Vehicle Modifications** *- highly specialised modifications requiring structural changes to the vehicle*

These include:

* sourcing and direct purchase of an approved vehicle solution
* Stage 1 Vehicle Modifications - all modifications required to enable a wheelchair user to enter the vehicle and access the driver position (unassisted) and/or front/rear passenger position whilst seated in their wheelchair, including:
* installation of ramps or platforms; and/or
* modifications to the floor of a vehicle enabling it to be wheelchair accessible
* installation of anti-rotational wheelchair restraining systems to the driver and front/rear passenger positions and an interchangeable driver/passenger seat.
* Stage 2 Vehicle Modifications - all modifications required to enable the person to operate and control the vehicle on New Zealand roads (self drive conversion) or to safely travel in the vehicle (passenger conversion)

**Self drive conversions include (but are not limited to):**

* wheelchair bracket to secure into the anti-rotational wheelchair restraining system
* appropriate hand control systems to meet the Client’s specific injury related needs to enable them to safely operate and control the vehicle on New Zealand roads
* appropriate steering modifications/controls to meet the Client’s specific injury related needs to enable them to safely operate and control the vehicle on New Zealand roads
* ancillary controls to enable the Client to safely operate vehicle systems (e.g. indicators, lights and wipers).

**Passenger conversions include (but are not limited to):**

* wheelchair bracket to secure into the anti-rotational wheelchair restraining system, or a suitable wheelchair restraint system.

## What isn’t covered by the Vehicle Modification Service?

Mobility equipment, such as mobility scooters, is excluded from the Vehicle Modification Services contract but can be purchased via the Managed Rehabilitation Equipment Services contract where appropriate.

Transport for Independence Assessment Services and Highly Specialised Transport for Independence Assessment Services are excluded from this service.

All terrain vehicles (ATVs) are excluded from this service. Requests for ATVs should be directed to the Transport Panel for consideration and purchasing advice.

## Can all suppliers carry out all levels of modifications?

Suppliers can hold a Vehicle Modification Services contract for:

* level 1 only
* level 1 and 2
* all three levels

Suppliers can’t carry out vehicle modifications at a higher level than they hold a contract for. For example, a supplier who holds a contract for Level 1 modifications must not carry out Level 2 or 3 modifications.

## Transport panel for consistent decision making

The Transport Panel is an internal advisory group made up of subject matter experts (SMEs) nationwide. The Panel is led and chaired by ACC’s Manager Transport for Independence.

The Transport Panel helps case owners to make robust decisions about client transport options that are linked to clients' injury-related needs and the rehabilitation or participation outcomes that a transport solution will help achieve. The panel also gives advice on good practice and communicating with clients and other parties involved in identifying and implementing transport solutions.

The panel can provide assistance to case owners on requests for:

* highly modified vehicles
* complex transport solutions
* transport solutions that are above the delegation for Team Managers
* funding for repairs to vehicle modifications.

ACC case owners can also use the Transport Panel to proactively seek advice about how to respond to client requests they're not sure about.

# **Assessment and referral for vehicle modifications**

The information below outlines how to identify and address a client’s transport needs, which includes referring them for an assessment and commencing the referral to the Vehicle Modification Service.

## Identifying the need for vehicle modifications

An ACC Case Owner or a health professional can identify that a client has a need for transport assistance.

The ACC Case Owner completes a Determine Transport Needs (ACC4506) assessment with the client to determine if a referral to a Transport for Independence (TFI) or Highly Specialised Transport for Independence (HSTAS) Assessor is required.

If the case owner refers the client to a TFI or HSTAS assessor, the assessor is responsible for assessing and identifying the client’s injury-related transport needs.

**JOINTLY FUNDED VEHICLE MODIFICATIONS**

If a client has a pre-existing medical condition or disability, and requires vehicle modifications to meet this need, as well as for a covered personal injury, the client’s ACC Case Owner should refer this to the Transport Panel.

## Assessing a client’s injury-related needs

The TFI or HSTAS Assessor will contact the client and arrange to assess their injury-related needs. The client and the assessor will consider the full range of options that could assist with transport safety, access, and mobility. This may include public transport and other available transportation options that could meet the client’s needs. Where vehicle modifications are identified, the Vehicle Assessor may approach a contracted Vehicle Modification Supplier for a quote for the require modifications.

Once completed, the assessor submits the Transport for Independence Assessor Report to the case owner.

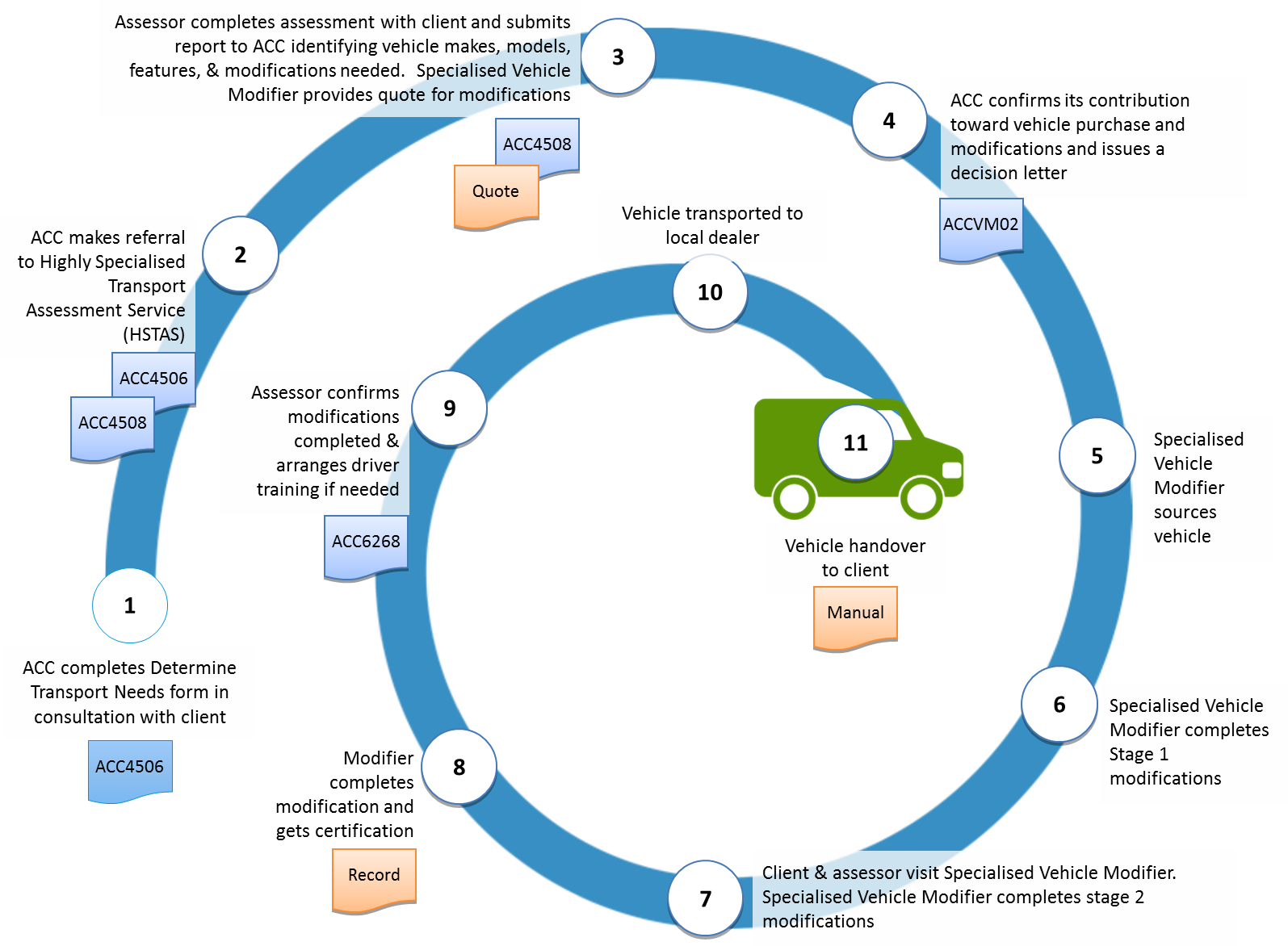
ACC staff should refer to information on CHIPS (ACC’s online resource for policy and process information).

# **Processes**

The diagrams below outline the processes followed for vehicle modifications from the point where a need for transport assistance is identified through to completion of the modification process.

## Level 1 and 2 vehicle modifications

## C:\Users\RobertJ4\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Std VEH Process future.pngLevel 3 vehicle modifications



# **Roles and responsibilities**

Vehicle modifications can involve a number of different people and agencies to achieve a good outcome and it’s important that all parties understand their responsibilities in the process.

## The client and their family/whānau will:

**Before the TFIA/HSTAS assessment**

* participate in a Determine Transport Needs Assessment with their ACC Case Owner
* consider, with the ACC Case Owner, a range of options to determine the most appropriate and cost effective solution(s) that will meet their injury related needs regarding transportation to achieve their agreed rehabilitation outcomes

**During the TFIA/HSTAS assessment**

* where it is identified that the modification of a suitable vehicle is required to meet their transport needs; participate in an assessment with a TFIA Assessor to identify and agree on potential vehicle and/or modification option(s) that will meet their injury related needs in the most cost effective manner
* where it is identified that a highly modified vehicle is required to meet their transport needs; participate in an assessment with a HSTAS Assessor to identify and agree on potential vehicle modification option(s) that will meet their injury related needs in the most cost effective manner
* read complete, sign and return (ACC94) in order for the request for funding to continue

**During the modifications**

* provide ACC with an independent valuation of their existing vehicle that will determine the client funding contribution to be paid to ACC for the purchase of a replacement vehicle (if required)
* hold a current, valid New Zealand Driver License (a minimum of a Learner License) where they will be the driver
* contact the ACC Case Owner directly if dissatisfied with the process regarding funding for the purchase of a vehicle and/or vehicle modifications

**After the modifications**

* be responsible for all on-going running and operating costs of the vehicle
* agree to undertake routine maintenance of the vehicle and modifications
* take out motor vehicle insurance for the value of the vehicle and modifications

## The ACC case owner will:

**Before the TFIA/HSTAS assessment**

* work with the client to consider a range of options that will meet their injury related needs and help them to achieve their agreed rehabilitation outcomes
* submit a referral for an assessment with a TFIA Assessor where there may be a requirement for the modification of a suitable vehicle to meet the client’s transport needs
* submit a referral for an assessment with an HSTAS Assessor where there may be a requirement for a highly modified vehicle to meet the client’s needs
* provide the Assessor with a copy of the Determine Transport Needs form and any other information relevant to the vehicle assessment. For highly modified vehicles this may include wheelchair and seating reports, housing modification reports, etc.

**After the TFIA/HSTAS assessment**

* review the Assessment Report to ensure the proposed solution meets the agreed client rehabilitation outcomes
* provide the Client with a Decision Letter clearly identifying ACC’s agreed contribution toward the purchase and/or modification of a vehicle
* provide the Assessor and Vehicle Modifier with a copy of the Decision Letter including the correct purchase orders in a timely manner to facilitate the process
* provide the Client with information explaining the vehicle purchase and/or modification process (SISIS03)

**After the modifications**

* arrange for the Client debt to be raised where it is identified that a contribution is required
* ensure that any agreed outcomes/actions are finalized e.g. return to work goals, review of support needs, cessation of alternate transportation costs etc.

## The TFIA / HSTAS assessor will:

**During the assessment**

* work with the client, their family/ whānau, caregivers and support people to assess the client’s functional abilities, limitations, injury related needs and identify the most cost effective Vehicle and/or Vehicle Modification solution(s) to achieve the agreed rehabilitation outcomes
* discuss practicable solutions that could meet the client’s injury related transport needs, including any vehicle specifications that will be required
* explain the Vehicle selection and/or Vehicle Modification process to the client
* explain the highly modified vehicles process to the client (where required)
* ensure that they meet the timeframes and key deliverables identified in their contract with ACC
* use the correct ACC reporting forms and provide a clear rationale and description of the proposed solution(s). This should include options that have been considered and identify any client preferred options

**After the TFIA/HSTAS assessment**

* support the client to select a vehicle that can be cost effectively modified and will meet their injury related needs
* ensure the client has a current New Zealand Driver License (where they will be the driver)
* subcontract a driving instructor as required to confirm the client can safely operate a vehicle on New Zealand roads

**During the modifications**

* work with the Vehicle Modifier to clearly identify and deliver practicable vehicle modification solutions that will meet the client’s injury related needs

**On completion of the modifications**

* ensure that the modifications meet the client’s injury related needs and complete the ACC6268.

## The Vehicle Modifier will:

* work with the Assessor, the client, their family/ whānau, caregivers and support people to identify the most cost effective Vehicle Modification solution(s) to achieve the agreed rehabilitation outcomes
* provide the Assessor with a fixed price quotation clearly identifying all costs and timeframes associated in providing the identified Vehicle Modifications; this should also clearly identify LVVTA certification costs
* clearly separate injury related modification costs from client preferred modifications (for the client to fund directly should they wish to have these)
* arrange for the vehicle to be transported to their place of business to undertake the required modifications. The cost of transporting the vehicle is normally included in the purchase price of the vehicle
* use an engineered solution that demonstrates conformity and repeatability of production and will meet/exceed all applicable New Zealand Transport Authority (NZTA) Compliance Rules and/or Low Volume Vehicle Technical Association (LVVTA) Standards
* where an engineered solution is not available to meet an identified need, provide a solution that will meet all requirements for acceptance through the Low Volume Vehicle Technical Association (LVVTA) system.
* provide ACC with Vehicle Build/Modification records for every vehicle on completion of the modification that will include VIN, specific operations, warranties, sign-off, and repair/rectification
* provide the client with instructions on the Safe Use of the vehicle modifications and comprehensive service and maintenance information on handover of the vehicle
* ensure that the vehicle retains any OEM warranty (if applicable) on any unmodified features of the vehicle. In addition the vehicle will be covered by the Vehicle Modifier’s standard warranty for the modifications that have been carried out. Where components have been purchased from a third party (e.g. hoists, hand and ancillary controls) the Vehicle Modifier will retain responsibility for the warranty provided by the component’s manufacture
* maintain appropriate insurance for any damage and/or loss of the vehicle or modifications whilst in their care
* have a thorough understanding of the Low Volume Vehicle Code, this document, and any related New Zealand legislative requirements
* comply with the Low Volume Vehicle Code, this document, and any related New Zealand legislative requirements
* have appropriately trained or qualified staff undertaking the modifications on the modified vehicles
* report any recurring modification or component faults to the ACC Manager Transport for Independence
* report any recalls related to the vehicle modifications or related components to the ACC Manager Transport For Independence
* meet contracted timeframes.

**Additionally for Level 3 modified vehicles only:**

* work with the HSTAS Assessor, the client, their family/ whānau, caregivers and support people to identify the most cost effective Vehicle Modification solution(s) to achieve the agreed rehabilitation outcomes
* provide the HSTAS Assessor with a fixed price quotation clearly identifying all costs and timeframes associated in providing the identified Vehicle Modifications; this should also clearly identify LVVTA certification costs
* arrange for the sourcing of the vehicle and for this to be transported to their place of business to undertake the required modifications.

# **Completion inspection and signoff**

Once notified by the modifier that the modifications have been completed as agreed, a final completion inspection and signoff may be conducted by the Vehicle Assessor and the client.

The assessor will confirm that the modifications:

* have been completed as per the agreed specifications
* meet the client’s injury related needs
* meet all relevant standards
* are fit for purpose.

On successful final inspection the Assessor and the client will complete the ACC6268 Notice of Satisfactory Completion form. The Modifier will submit a copy of the completed ACC6268 to ACC along with a copy of the vehicle build/modification records to evidence successful completion of the vehicle modifications.

# **Vehicle handover**

* The modified vehicle should be handed over to the client or a representative of the client by a person suitably trained in the safe use of the modified vehicle and the installed equipment. It is essential to ensure the client and/or their representative receives sufficient training in the safe use of the modified vehicle and installed equipment before they take delivery of the modified vehicle
* Ideally the Vehicle Assessor will be present at the handover of the vehicle.
* The Vehicle modifier needs to ensure that all the necessary information, safety warnings, and instructions on the safe usage and maintenance of the modified vehicle and the installed components are available to the client on the handover of the modified vehicle

# **Warranties**

All warranties should be listed on the vehicle build records and provided to the client with the User Manual.

In the event of a warranty issue it is expected that the vehicle modifier will retain responsibility and manage the warranty repair process and that the client should not have to deal directly with any other contractor, manufacturer or supplier to resolve these issues.

# **Adjustments to completed Level 3 modifications**

Sometimes further adjustments or fine tuning is needed after the vehicle has been delivered to the client. The service includes one return visit within 3 months of delivery of the vehicle to the client if requested by the Assessor and approved by ACC. The purpose of the return visit is for adjustment of installed equipment only.

Labour costs associated with the return visit are included in the cost of the modification.

If any more adjustments or fine tuning are required by the client then the client will be responsible for the cost of these unless otherwise agreed with ACC.

# **Ownership and maintenance of the vehicle**

Once modifications are completed, ACC transfers ownership of the modifications (and the vehicle in the case of Level 3 modifications) to the client. ACC doesn’t provide funding for the on-going servicing and maintenance of vehicles and modifications.

Clients should take out motor vehicle insurance to cover the value of the vehicle and the modifications so if the vehicle or modifications need to be repaired because of an accident or operator error, then the client's vehicle insurance should cover the cost of repairs.

## Vehicle and modification repairs

If the vehicle and modifications have been properly maintained but the repairs are over and above what we would expect to be regular maintenance, ACC may consider funding the repairs. When a client requests funding for repairs and maintenance it’s recommended that an independent report be obtained from a vehicle modifier or assessor to determine:

* if the vehicle supplied to the client was fit for purpose. Were the modifications working as they were supposed to at the time the vehicle was delivered?
* have the vehicle modifications been maintained and are they required to ensure client safety?
* what are the implications for the client if they can’t afford the repairs e.g. are they unable to travel to work or rehabilitation?

# **Travel**

Where a Vehicle Modifier has been requested by ACC, to meet a Client and/or Assessor at a location different to the Modifier’s premises, to participate in an assessment to determine client specific vehicle modifications, ACC will:

Require the Vehicle Modifier to provide a quotation for their travel, this will include; travel time at the contracted hourly rate and actual and reasonable costs

Approve travel requests in advance of the travel occurring

# **Definitions**

**Assessor/ Vehicle Assessor** means an approved ACC Social Rehabilitation Assessment – Highly Specialised Transport for Independence Assessor or Transport for Independence Assessor, usually an Occupational Therapist.

**Certifier** means a person who is appointed under the provisions in the NZTA Rule: Vehicle Standards Compliance 2002 to carry out the certification of low volume vehicles as specified by Part 2 of the Low Volume Vehicle Code.

**Fit for Purpose** means when applied to a vehicle modification that the vehicle, its structure, safety related systems, components and equipment will carry out their functions safely, having regard to any increased duty that the modifications or construction may place on them.

**Highly Specialised Transport Assessment Service (HSTAS)/Assessor** means an approved ACC Social Rehabilitation Assessment – Highly Specialised Transport for Independence Assessor, usually an Occupational Therapist.

**Highly Specialised Modified Vehicle** means a new vehicle which is sourced from the vehicle manufacturer by the Supplier and is then modified for use through Stage 1 and Stage 2 Vehicle Modifications.

**Level 1 Vehicle Modifications** means standard modifications for example hand control installation.

**Level 2 Vehicle Modifications** means modifications that will enable the client to travel seated as a passenger in their wheelchair in the rear of the vehicle

**Level 3 Vehicle Modifications** means highly specialised modifications requiring structural changes to the vehicle

**LVVTA** means Low Volume Vehicle Technical Association.

**NZTA** means New Zealand Transport Agency.

**OEM** means Original Equipment Manufacturer or Vehicle Manufacturer.

**Rehabilitation Equipment** means equipment which is a re-usable aid that assists a Client in their daily living activities and is not fixed to the Client’s vehicle. Rehabilitation equipment is usually provided by Medical Rehabilitation Equipment Services (MRES) and is owned by ACC.

**Stage 1 Modifications** means all modifications required to enable a wheelchair user to enter the vehicle and access the driver position (unassisted) and/or front/rear passenger position whilst seated in their wheelchair.

**Stage 2 Modifications** means all modifications required to enable the person to safely operate and control the vehicle on New Zealand roads

**Transport for Independence Assessment Service (TFIA)/Assessor** means an approved ACC Social Rehabilitation Assessment – Transport for Independence Assessor, usually an Occupational Therapist.

**Vehicle Modification Equipment** means the equipment that is added or removed from a vehicle and pertains to motor vehicles. Once fitted vehicle modification equipment is usually a permanent fixture of the vehicle and is owned by the Client.

**Vehicle Modification** means to change the vehicle from its original state by altering, substituting, adding or removing any structure, system, component or equipment, but does not include repair.

**Vehicle Modifier/ Vehicle Modification Services** means person who is undertaking vehicle modifications.

# **Appendix 1 - Build records**

Build records for all modified vehicles must be kept on file by the modifier and provided to ACC on completion of the modification. The records must include:

| **For all levels:** | **Additionally for levels 2 & 3:** | **Additionally for level 3 only:** |
| --- | --- | --- |
| Client’s name, address and contact details | Layout diagram or layout description and a photo of the completed layout | Printout with the vehicle’s wheel alignment details (where applicable) |
| ACC case owner | Post-modified vehicle Tare weight (weigh bridge docket required) |  |
| Quotation and job numbers | Vehicle’s GVM or GVW |  |
| ACC purchase order number and date | Post-modified vehicle payload calculations |  |
| Commencement date of the modifications | Maximum number of seating positions in the vehicle (including the driver) |  |
| Completion date of the modifications | Maximum occupied wheelchairs that can be transported |  |
| Vehicle: make, model, model year, VIN Number, and colour | Restrictions on seating capacity when transporting occupied wheelchairs |  |
| Modified vehicle class, as defined by NZTA | Internal height in the occupied wheelchairs traveling position |  |
| Details of any damage and/or repairs to the vehicle at arrival, while in the modifier’s care, or on dispatch | Risk assessment details and risk management approach |  |
| LVV certification plate number and location the plate is attached to the vehicle |  |  |
| LVV certifiers name |  |  |
| List of modifications |  |  |
| List of components installed into the vehicle |  |  |
| Serial numbers for the major components installed in the vehicle |  |  |
| Pre-approval details |  |  |
| Modified vehicle handover details |  |  |
| On-going post delivery repair and/or servicing history of the modified vehicle (if known) |  |  |
| Addition of any relevant supplementary details |  |  |
| All warranty information |  |  |

# **Appendix 2 - User Manual**

Modified vehicles must have a user manual. The manual must include (but is not limited to):

| **For all levels:** | **Additionally for levels 2 & 3:** | **Additionally for level 3 only:** |
| --- | --- | --- |
| The vehicle: make, model, model year, VIN Number, and colour | The post-modified vehicle Tare weight | Any changes in the vehicle’s original fuel capacity or technique when adding fuel |
| The LVV certification plate number, and location the plate is attached to the vehicle | The vehicle’s GVM |  |
| The modification company’s name and contact details | The modified vehicles payload |  |
| The completion date of the modifications | The maximum number of seating positions in the vehicle (including the driver) |  |
| The modified vehicle’s class, as defined by NZTA | The maximum occupied wheelchairs that can be transported |  |
| Recommendations for the safe use of the installed components | Any restrictions on seating capacity when transporting occupied  wheelchairs |  |
| Any additional servicing, inspection and maintenance details or requirements relating to the vehicle’s modifications and the installed components | Any limitations due to the vehicle modifications i.e. the fitting of snow chains or different size wheels and tyres to the modified vehicle etc. |  |
| All user and or operator instructions for all products installed in the modified vehicle (these can be accompanying documents) | Any changes to the vehicle’s steering and/or handling due to the modifications |  |
| All warnings applicable to the modified vehicle and the installed associated products | Recommendations for safely driving the modified vehicle |  |
| A wiring diagram showing: the installed products electrical connections to the vehicle, fuses or circuit breakers ratings and locations, and any other electrical components that may be subject to replacement | Spare wheel and jack positions (if re-located) |  |
| Any routine maintenance or inspection that the client should do or have done regularly i.e. keep the restraint tracking clean; keep all restraint belts clean, and check all restraint belts for damage etc. | A warning that chest straps are not suitable for use as a wheelchair occupant restraint system |  |
| Any warning instructions that would apply should the vehicle be involved in a relatively severe accident i.e. replace all the wheelchair and occupant belts, check all modifications and installed products, and have their mountings and mounting points thoroughly inspected etc. |  |  |
| Information relating to any fasteners, structure, or components that require inspection or replacement at stipulated times |  |  |
| All warranty information |  |  |

# **Appendix 3 - ACC Quotation Template**

Where the Supplier does not have a standard quotation form, this template should be used to provide ACC with the minimum information required detailing the modifications and costs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Vehicle Modification Service Name: |  | | | |
| Vehicle Modification Service Address: |  | | | |
| Date of Quote: |  | | | |
| Quote valid until: |  | | | |
| Quote Number: |  | | | |
| Client Name: |  | | | |
| Client Claim Number: |  | | | |
|  | | | | |
| Description of Modifications: |  | | | |
| Materials (list below, add as required) | | Quantity | Unit | Amount |
| 1) | |  |  | $ |
| 2) | |  |  | $ |
| 3) | |  |  | $ |
| 4) | |  |  | $ |
| Consumables | |  |  | $ |
|  | | | | |
| Labour (as per contracted rate) | | | Hours | Amount |
| Administration | | |  | $ |
| Labour – Assessment | | |  | $ |
| Labour – Fitting | | |  | $ |
|  | | | | |
|  | | | Unit | Amount |
| Transportation/Delivery Cost | | |  | $ |
| Certification Cost | | |  | $ |
|  | | | | |
| Subtotal (excluding GST) | | | | $ |
| GST | | | | $ |
| Total Cost (including GST) | | | | $ |
|  | | | | |
| Other Information (e.g. expected lead in time for commencement of modifications): | | | | |
|  | | | | |