



SERVICE SCHEDULE FOR LIVING MY LIFE SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING LIVING MY LIFE SERVICE

1.1 The Term for the provision of Living My Life Service is the period from the date of signing by both parties (“Start Date”) until 31 October 2025 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled. This is the final term of the Contract.

2. SPECIFIED AREA (PART B, CLAUSE 3)

3. SPECIFIED COMPONENTS OF THE SERVICE (PART B, CLAUSE 5)

3.1 The Supplier will provide the following components of the Service:

Tailored Supports (Part B, clause 5.9)
Facilitated Pathway Map (Part B, clause 5.7)
Independent Facilitation (Part B, clause 5.8)
Coaching to Self-Manage (Part B, clause 5.23)

4. SERVICE ITEMS AND PRICES (PART B, CLAUSE 12)

Table 1 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
LML01	Facilitated Pathway Map	Supporting the Client to explore their life roles and aspiration. Drafting of a visual Pathway Map. Up to a maximum of 15 hours per referral.	\$62.66	Hourly or part thereof
LML02	Independent Facilitation	Supporting the Client to understand their community and to make choices about how to implement their community support options. Up to a maximum of 15 hours per referral.	\$62.66	Hourly or part thereof
LML03	Coaching to Self-Manage	Supporting the Client to understand and prepare for how they will self- manage their services, supports and funding. Up to a maximum of 15 hours per referral.	\$62.66	Hourly or part thereof
LML10	Tailored Support – Introduction Meeting	An introductory meeting to ensure mutual understanding of Client’s goals and confirm to the right Client/Supplier match. The meeting to be between the Client and their support people (e.g. family/whanau), the Supplier and ACC. Time spent with the Client. Up to a maximum of 2 hours per referral. Note: Can be used in combination with LML11 to a total of seven hours.	\$62.66	Hourly or part thereof
LML11	Tailored Support – Plan	Developing a written support plan with the Client and their support people outlining the Tailored Supports and hours required. Up to a maximum of 5 hours per referral. Note: Can be used in conjunction with LML10 to a total of seven hours.	\$149.35	Hourly or part thereof

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
LML12	Tailored Support – Individual Activities	Supporting the Client to achieve their participation goals as per the Tailored Support Plan via individualised support in a community setting. Time spent with Client. As agreed with ACC in the Tailored Support Plan.	\$55.66	Hourly or part thereof
LML12T	Tailored Support – Covid-19 Level 2 – 4 TeleHealth Individual Activities	Delivery of individual activities via telephone or video calling to support the Client during Covid-19 Level 2 – 4.	\$55.66	Hourly or part thereof
LML15	Tailored Support – Group Activities	Supporting the Client to achieve their participation goals as per the Tailored Support Plan in a group setting. Time spent with the Client. A minimum of 1 hour, up to a maximum of 4 hours per day, as agreed with ACC in the Tailored Support Plan.	\$55.66	Hourly or part thereof
LML18	Tailored Support - Progress Report	The completion of a Progress Report for Client's Tailored Support on Client's review of their goals. Up to a maximum of 2 hours per progress report. Note: Travel is not available.	\$62.66	Hourly or part thereof
LML19	Tailored Support - Completion Report	The completion of a Completion Report for Client's Tailored Support on Client's review of their goals. Up to a maximum of 3 hours. Note: Travel is not available.	\$149.35	Hourly or part thereof
LMLDNA1	Non-attendance fee – individual sessions	When a Client fails to attend a scheduled appointment without giving at least 24 hours prior notification. A DNA is not payable for courses purchased on a package basis, e.g. group activities. Maximum 3 DNA payments per referral including both DNA service item codes.	Onsite: 40% of applicable hourly rate Offsite: 60% of applicable hourly rate	Fixed

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
LMLDNA2	Non-attendance fee – group activities	<p>When a Client fails to attend a planned activity session without giving at least 24 hours prior notification.</p> <p>A DNA is not payable for courses purchased on a package basis, e.g. swimming course, language course.</p> <p>Maximum 3 DNA payments per referral including both DNA service item codes.</p>	<p>Onsite: 40% of applicable hourly rate.</p> <p>Offsite: 60% of applicable hourly rate</p>	Fixed
LMLTD10	Travel distance	<p>A contribution towards travel: For return travel via the most direct, practicable route; and where the return travel exceeds 20 km.</p> <p>Note: ACC does not pay for the first 20 km of travel and this must be deducted from the total distance travelled. If travel includes more than one Client (ACC and/or non-ACC) then the invoicing is on a pro-rata basis.</p>	\$0.70	Per kilometre
LMLTT5	Travel time first hour	<p>Paid for the first 60 minutes (or less) of total travel in a day where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route; the distance the Service Provider travels exceeds 20 km return; and/or the time the Service Provider travels exceeds 30 minutes. <p>Note: If travel includes more than one Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	50% of applicable hourly rate	Per 1 st hour of travel time

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
LMLTT1	Travel time – subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under LMLTT5 where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route; the distance the Service provider travels exceeds 20 km return; and/or additional time is required after the first hour of travel. <p>Note: The first 60 minutes must be deducted from the total travel time and if travel includes more than one Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	100% of applicable hourly rate	Per subsequent hours of travel time or part thereof
LMLT6	Other Travel Costs	<p>Cost for return travel by ferry, taxi, rental car, public transport, and parking when:</p> <ul style="list-style-type: none"> return travel is via the most direct, practicable route; and the return travel exceeds 20 km <p>Note: ACC will only pay for actual and reasonable costs and receipts must be retained and produced if requested by ACC. If more than one Client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis.</p>	Actual and reasonable cost	Per trip
LMLTA1	Air Travel	<p>Cost for return travel by air when:</p> <ul style="list-style-type: none"> return travel is via the most direct, practicable route. <p>Note: ACC will only pay for pre-approved actual and reasonable costs. Receipts must be retained and produced if requested by ACC. If more than one Client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis</p>	Actual and reasonable cost	Per trip

Price Review

ACC will review pricing when, at ACC's sole discretion, we consider a review necessary. The factors ACC may take into account during a review include, but are not limited to:

- general inflation
- changes in service component costs
- substantial changes in the market

If ACC finds that the factors we take into account have not had a significant impact on price, the prices will remain unchanged.

If ACC provides a price increase, the Supplier must agree any adjustment in writing. The price increase will take effect from a date specified by ACC.

5. RELATIONSHIP MANAGEMENT (STANDARD TERMS AND CONDITIONS, CLAUSE 11)

- 5.1 The Supplier will nominate a person as their Relationship Manager to be the main contact with ACC for all operational issues relating to the provision of this Service. The Supplier will inform ACC the name and contact details of the Relationship Manager in writing, including any changes.
- 5.2 To ensure the continuing effective operation of the Service, the Supplier will maintain working relationships as defined in Table 2 – Relationship Management.

Table 2 - Relationship Management

Level	ACC	Supplier
Client	ACC Client Service Staff	Individual staff or operational contact
Branch	Branch Manager	Operational contact
Region	Designated Engagement & Performance Manager	Designated Relationship Manager
Account Management	Portfolio Manager and Advisor	National Manager

6. ADDRESSES FOR NOTICES (STANDARD TERMS AND CONDITIONS, CLAUSE 23)

NOTICES FOR ACC TO:

ACC Health Procurement Justice Centre
19 Aitken Street (for deliveries)
Wellington 6011
P O Box 242 (for mail)
Wellington 6140
Marked: "Attention: Procurement Specialist"
Phone: 0800 400 503
Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

_____ (for deliveries)

_____ (for mail)

Marked: Attention: _____, _____
Phone: _____
Mobile: _____
Email: _____

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B. SERVICE SPECIFICATIONS FOR LIVING MY LIFE

1. PURPOSE

1.1. The purpose of the Service is to:

- 1.1.1. Facilitate independence, meaningful engagement and maximise participation in everyday life for Clients with significant impairment or disability as a result of a covered injury;
- 1.1.2. Support Clients to achieve personal, community and employment goals;
- 1.1.3. Enable Clients to exercise choice and control and direct their services and supports towards full social inclusion;
- 1.1.4. Enable Clients to determine for themselves “where I live, what I do, where I go and who with”.

1.2. Underpinning Living my Life is the New Zealand Disability Strategy 2016-2026 and the Living my Life vision and principles (refer to Living my Life Operational Guidelines).

2. SERVICE OBJECTIVES

2.1. ACC will measure the success of this Service for a Client based on the following objectives:

- 2.1.1. The Client is enabled and empowered to produce and work toward achievement of meaningful goals that lead to personal, community and employment participation outcomes.
- 2.1.2. The Client is satisfied with the Supplier’s service.
- 2.1.3. The Client receives timely, efficient, and effective services.

3. SERVICE LOCATION

3.1. The Supplier will provide the Service in locations that best meet the social integration and support needs of the Client. This may be the Client’s home, workplace or other appropriate community-based location and /or Supplier facilities that can accommodate family/whānau and integrate use by the broader community.

3.2. The Supplier will ensure Service locations:

- 3.2.1. Are varied, interactive and enabling environments that advance the Service objective for the Client;
- 3.2.2. Are appropriate to the Client’s needs; and

- 3.2.3. Meet the Standards appropriate relating to the health and wellbeing of the Client such as, but not limited to:
 - 3.2.3.1. Home and community support sector Standards 8158:2012.
 - 3.2.3.2. Health and disability services Standards 8134.
- 3.3. The Supplier may only provide Services to Clients who live in the geographical areas(s) specified in Part A, clause 2 unless requested and pre-approved by ACC's Case Owner.

4. SERVICE COMMENCEMENT

- 4.1. This Service is for Clients who:
 - 4.1.1. Have a significant impairment, complex needs or disability including mental injury;
 - 4.1.2. Have an accepted claim with ACC for this injury;
 - 4.1.3. Are assessed by ACC as benefiting from this Service;
 - 4.1.4. Are of an age that would benefit from the Service; and
 - 4.1.5. Are referred by ACC in accordance with clause 4.3 below.
- 4.2. The Supplier may provide Services to the family/whanau or carer of a Client who meets the criteria in clause 4.1 if the family/whanau/carer:
 - 4.2.1. Has permanent, full time responsibility of and for the Client; and
 - 4.2.2. Such Service would directly and immediately benefit the Client.; and
 - 4.2.3. The Services are included in the referral from ACC.
- 4.3. Referral process
 - 4.3.1. The Supplier will accept Referrals from ACC only.
 - 4.3.2. ACC will provide the Supplier with relevant information on the referral form. The ACC Referral will contain:
 - 4.3.2.1. The Client's name, contact details, claim number, demographic details, and a description of their injury;
 - 4.3.2.2. Relevant clinical history;
 - 4.3.2.3. Client's ACC Individual Plan; and
 - 4.3.2.4. Any assessments and reports relevant to the current circumstances such as a Support Needs Assessment.
 - 4.3.3. The Supplier may request further information if the Referral contains insufficient information prior to accepting the Referral.

- 4.3.4. Upon receipt of a Referral for Tailored Support, the Supplier will:
 - 4.3.4.1. Have an Introductory Meeting before accepting the Referral;
 - 4.3.4.2. If the Referral is declined, notify the ACC referrer;
 - 4.3.4.3. If Referral is accepted, then:
 - 4.3.4.3.1. Contact the Client accepting the Referral to explain the process;
 - 4.3.4.3.2. Answer any Client questions;
 - 4.3.4.3.3. Confirm whether the Client requires a support person; and
 - 4.3.4.3.4. Arrange a suitable time and venue to start the Services.

5. SERVICE REQUIREMENTS

5.1. Living my Life Operational Guidelines

- 5.1.1. The Supplier will provide this Service in accordance with the Living my Life Operational Guidelines (available on ACC's website). ACC will act in accordance with the Operational Guidelines.
- 5.1.2. ACC may amend the Operational Guidelines from time to time. ACC will consult with the Supplier if substantial amendments to the Living my Life Operational Guidelines are proposed.
- 5.1.3. If there is any inconsistency or conflict between the Living my Life Operational Guidelines and this Contract, the provisions of this Contract will take precedence.

5.2. The Supplier will:

- 5.2.1. Ensure the Client understands the purpose of the Service, the expected outcomes and how the Service contributes to the Client's goals and actions;
- 5.2.2. Work with the Client and their family/whanau to:
 - 5.2.2.1. Understand their living situation;
 - 5.2.2.2. Explore what is important to them;
 - 5.2.2.3. Understand what is meaningful to them; and
- 5.2.3. Respect the values of the Client and their family/whanau and community.

- 5.3. The Supplier will:
 - 5.3.1. Ensure the Service is delivered flexibly to fit with the Client's normal daily routine as far as practicable, and to facilitate achievement of the Client's Meaningful Goals.
 - 5.3.2. Provide Clients with a fully integrated Living my Life Service that is adapted to meet their needs.
- 5.4. The Supplier will only provide the components described in Part A, clause 3.
- 5.5. Where required under this Service Schedule the Supplier must:
 - 5.5.1. Ensure that the services they deliver in Facilitated Pathway Map, Independent Facilitation and Coaching to Self-Manage maintains the highest level of independence to ensure the Client's choice is not influenced.
 - 5.5.2. For Tailored Support deliver supports across the Client's life domains and deliver a fully integrated adaptive service.
- 5.6. The Service consists of four components:
 - 5.6.1. Facilitated Pathway Map;
 - 5.6.2. Independent Facilitation;
 - 5.6.3. Tailored Supports (including individual and group supports); and
 - 5.6.4. Coaching to Self-Manage.

Facilitated Pathway Map

- 5.7. The Supplier will:
 - 5.7.1. Work with the Client to develop a visual map which describes their aspirations and the pathways to achieving those aspirations. The map will help when setting goals with case owners and other professionals;
 - 5.7.2. Provide the Client and ACC with a copy of the Facilitated Pathway Map;
 - 5.7.3. Encourage the Client's self-efficacy; and
 - 5.7.4. Ensure the Client's family/whanau understands the different parts of the Client's life and what is important to the Client.
 - 5.7.5. Complete tasks within Clause 6.4 Service Timeframes

Independent Facilitation

- 5.8. The Supplier will:
 - 5.8.1. Provide Independent Facilitation to enable the Client to connect with their community, make choices about their life, their community support options and the available preferred Supplier(s).

- 5.8.2. Complete the Service within three (3) months of starting Independent Facilitation, or as otherwise agreed by ACC.
- 5.8.3. Work with the Client and their family/whanau to:
 - 5.8.3.1. Review their Individual Plan and/or Pathway Map;
 - 5.8.3.2. Investigate and identify local cultural, community and employment supports to achieve connections in the community;
 - 5.8.3.3. Facilitate the Client's choice of preferred supports – natural, mainstream, funded and other;
 - 5.8.3.4. Determine how much facilitation the Client requires, including the number and duration of sessions to suit the Client's needs; and
 - 5.8.3.5. Encourage Client self-efficacy and enable them to choose their disability supports.
- 5.8.4. Provide a written summary report of the Client's preferred support option to ACC and the Client within 10 Business Days of the final session.

Tailored Supports

- 5.9. The Supplier will provide:
 - 5.9.1. An Introductory Meeting;
 - 5.9.2. A Tailored Support Plan;
 - 5.9.3. Tailored Support:
 - 5.9.3.1. In individual sessions (one-to-one), group activities, or a combination of both;
 - 5.9.3.2. For up to 12 months, as required; and
 - 5.9.4. Progress and completion reports

Introductory Meeting

- 5.10. The Supplier will arrange and lead the Introductory Meeting with the Client, their family/whanau and ACC to:
 - 5.10.1. Provide the Client with an opportunity to get to know and to confirm Client choice of Service Provider match;
 - 5.10.2. Provide the Service Provider with the opportunity to get to know the Client and gain an understanding of the Client's goals; and
 - 5.10.3. Inform the development of the Tailored Support Plan if the referral is accepted by the Client and Supplier.

- 5.11. The Supplier may combine the two Tailored Support Introductory hours with the five Tailored Support planning hours if required to build an appropriate rapport and ensure better engagement and planning.
- 5.12. ACC will send a written referral to the Supplier within two (2) Business Days of the Introductory Meeting when the Client/Service Provider match is confirmed.
- 5.13. If the referral is declined, notify ACC via email within two Business Days.

Tailored Support Plan

- 5.14. The Supplier will:
 - 5.14.1. Attend a meeting with the Client and their family/whanau to develop a Tailored Support Plan;
 - 5.14.2. Draft the Tailored Support Plan and submit it to ACC for approval on the designated template;
 - 5.14.3. Provide a Tailored Support Plan that outlines the Client's agreed meaningful goals and actions and specifies the number of sessions required for a 12-month period;
 - 5.14.4. Outline supports for the Client over a 12-month period to develop their skills to engage in everyday life and participate in their communities; and
 - 5.14.5. Outline support in individual sessions (one-to-one), group activities, or a combination of both.
- 5.15. ACC will advise the Supplier in writing if the Plan is approved or will contact the Supplier to renegotiate changes to the Plan.

Tailored Support - All

- 5.16. The Supplier will work with the Client and their family/whanau to:
 - 5.16.1. Review their Individual Plan and/or Pathway Map;
 - 5.16.2. Develop local cultural, community and employment networks;
 - 5.16.3. Provide person directed, individualised support to achieve outcomes for the Client about "where I live, what I do, where I go and who with";
 - 5.16.4. Ensure they have a well-coordinated interdisciplinary team; and
 - 5.16.5. Provide Services as close to the community as possible to maximise Client engagement and participation with their communities.

Tailored Support – Individual Activities

- 5.17. The Supplier will provide individual support and/or co-ordination to achieve the Client's goals by:
 - 5.17.1. Developing strategies and activities that build confidence, capability, and skills to engage in their everyday life;

- 5.17.2. Exploring opportunities for younger Clients transitioning into adult life and the development of educational and employment opportunities;
- 5.17.3. Exploring and creating innovative and tailored employment participation options;
- 5.17.4. Securing opportunities to participate in their communities such as volunteering, work experience and/or work placement, social enterprise;
- 5.17.5. Co-producing innovative cultural living and community participation solutions with the Client and their family/whanau; and
- 5.17.6. Linking with local organisations and employers to create community and/or employment opportunities.

Tailored Support – Individual Activities Remote Services (TeleHealth)

- 5.18. Services described in the above clause can be delivered remotely by phone or video service when New Zealand has restricted contact due to Covid-19 Level 2 to 4 and the service is Essential to the Client's wellbeing.
- 5.19. Services delivered remotely must:
 - 5.19.1. have been approved by the Client or their authorised representative
 - 5.19.2. have an initial risk assessment to ensure client safety
 - 5.19.3. meet the same required standards of care provided through an in-person service
 - 5.19.4. have records that meet ACC and supplier requirements
 - 5.19.5. meet the requirements outlined in the standards/guidelines of the Allied Health Aotearoa New Zealand. If there is a difference between the regulatory body statements and what is stated in this contract, then this contract conditions take precedence
 - 5.19.6. have both the Client receiving the remote service, and the provider delivering the remote service, physically present in New Zealand at the time the service is provided.
- 5.20. The supplier will provide all their own equipment and technology necessary to deliver services by remote and manage their own technical issues.

Tailored Support – Group Activities

- 5.21. The Supplier will provide support and/or co-ordination in a group setting to achieve the Client's goals by:
 - 5.21.1. Providing the Client access to Group Activities in an appropriate community setting;
 - 5.21.2. Ensuring the Group Activities are not less than one (1) hour and not more than four (4) hours duration per day;

- 5.21.3. Developing strategies and activities that build the Client's confidence, capabilities, and skills to engage in their everyday life within group settings;
- 5.21.4. Ensuring there are opportunities for the Client to build relationships, friendships and networks that work towards being an active member of their local communities; and
- 5.21.5. Proactively creating opportunities for the Client to engage in community-based activities and programmes.

Communication

- 5.22. The Supplier will maintain open communication with the Client and ACC by providing:
 - 5.22.1. A written Tailored Support Plan to the Client and ACC;
 - 5.22.2. Progress updates via email and telephone as agreed with ACC, but at least monthly;
 - 5.22.3. A Progress Report;
 - 5.22.4. A Closure Report at completion of the Service; and
 - 5.22.5. If a Report is incomplete or deemed inadequate as maybe determined by ACC at its sole discretion then ACC acting reasonably will require the Supplier to resubmit the Report.

Coaching to Self-Manage

- 5.23. Eligibility for Coaching to Self-Manage is for those Clients that express an interest in Self- Management or where the case owner has initiated consideration of Self- Management and the Client requires support and Coaching to Self-Manage and/or have "Support to Self-Manage".
- 5.24. The Supplier will have, and apply, in-depth knowledge and understanding of ACC Self- Management as per the ACC Self-Management Guidelines and processes.
- 5.25. The Supplier will work with the Client and their family/whanau to:
 - 5.25.1. Review their Individual Plan and/or Pathway Map;
 - 5.25.2. Review with the Client all the ACC resources on Self-Management to support them to understand how they will self-manage their funding, services and supports;
 - 5.25.3. Establish if the Client understands the implications such as contractual rights, employer, and legal responsibilities;
 - 5.25.4. Provide coaching in the aspects of Self-Management the Client chooses to undertake themselves;

- 5.25.5. Establish which services and supports the Client will need “Support for Self- Management”; and
 - 5.25.6. Describe the types of ACC services and support the client has chosen to self-manage, and/or have “Support for Self-Management” as per documentation in ACC Self- management processes.
- 5.26. The Supplier will provide to ACC and the Client a written summary of the Client’s preferred Self-Management menu options, detailing what the Self-Management package includes.

Service Exceptions

- 5.27. The Supplier may request additional hours to provide this Service. Any request must include robust rationale for ACC’s consideration.
- 5.28. The Supplier can claim for Non-Attendance by the Client when:
- 5.28.1. The Client does not attend a scheduled appointment;
 - 5.28.2. The Client fails to give the Supplier at least 24 hours’ notice of their inability to attend;
 - 5.28.3. The Supplier took all reasonable steps to minimise this occurring;
 - 5.28.4. The Supplier notified ACC in writing and provided the reason for the non-attendance; and
 - 5.28.5. The Supplier hasn’t used all of the allowable non-attendance fees as outlined in Part A, clause 4.
- 5.29. The Supplier will inform ACC if:
- 5.29.1. A Client’s support needs change at any time, so that a reassessment of their needs can be arranged in a timely way. This may include an assessment or re-assessment for access to other ACC services and/or equipment.
 - 5.29.2. The Client has been admitted to hospital.
 - 5.29.3. The Client exits the Service.

6. SERVICE SPECIFIC QUALITY REQUIREMENTS

Qualification Requirements for Service Components

- 6.1. The Supplier will ensure the service components delivered meet the minimum Service Provision Requirements as outlined in the following table.

Table 3 - Qualifications

Service Component	Minimum Qualifications level required
Tailored Support: Tailored Support Plan and Completion Report	Allied Health professional
Facilitated Pathway Map Independent Facilitation Tailored Support: supervision and oversight of the Programme and progress reporting Coaching to Self-Manage	NZQA Level 5 – 6 Health & Wellbeing and/or Allied Health professional
Tailored Support: delivery of Individual and Group Activities	NZQA Level 4 or above in Health & Wellbeing, Brain Injury Support

Interdisciplinary Team

- 6.2. The Supplier providing
- 6.2.1. Facilitated Pathway Maps, Independent Facilitation and Coaching to Self-Manage may be a sole provider and meet the minimum qualifications, skills and experience required to deliver the service.
 - 6.2.2. Tailored Support must have an interdisciplinary team with Registered Health Professional(s) who have knowledge and experience to provide services under this Service Schedule.
 - 6.2.3. The interdisciplinary team must include two or more of the following:
 - 6.2.3.1. Occupational Therapist;
 - 6.2.3.2. Counsellor;
 - 6.2.3.3. Nurse;
 - 6.2.3.4. Social Worker;
 - 6.2.3.5. Speech and Language Therapist;
 - 6.2.3.6. Physiotherapist; and
 - 6.2.3.7. Support Workers.

6.3. Service Provider Qualifications and Experience

6.3.1. The Supplier will ensure their Service Providers have the following qualifications:

Table 4 – Provider Qualifications and Experience

Profession	Qualifications & Registration	Experience
Occupational Therapist Counsellor Physiotherapist Registered Nurse Social Worker Speech Language Therapist	Current registration with their relevant professional body. A current Annual Practising Certificate, where appropriate.	A minimum of two years' experience in disability support or rehabilitation services, or Supervision while in training until the provider has gained two years' experience. The supervisor must be a suitably qualified professional with a minimum of 5 years' experience in disability support services.
Support Worker	NZQA Level 4, 5 & 6: Health and Wellbeing; or Brain Injury Support.	A minimum of two years' experience in disability support services.

6.3.2. The Supplier may engage a Service Provider who does not hold the Level 4, 5 or 6 Health and Wellbeing qualification if the Service Provider has at least 10 years of work experience directly delivering disability support services.

6.3.3. All Suppliers of Tailored support will work in an Interdisciplinary Team to enable the Client to achieve their outcome objective.

6.3.4. The Supplier delivering Tailored Support must maintain a senior team (who each have at least five years' experience predominantly in disability support) in each geographical area listed at Part A, clause 2 of this Service Schedule.

6.3.5. Suppliers will ensure that all service providers have supporting resources and are part of suitable networks to maintain and enhance good practice and will provide evidence of this to ACC upon request.

6.4. Service Timeframes

6.4.1. The Supplier will provide the Services in accordance with the following timeframes:

Table 5 - Service Time Frames

Service Components	Activity	Part B Clause Reference	Responsibility	Timeframe
All service components	If the Referral is declined, notify ACC	4.3.4.2	Supplier	Within two (2) Business Days of receipt of referral
	Note: Initial introductory referral for Tailored Supports			
	Make contact with the Client	4.3.4	Supplier	Within one (1) Business Day of referral acceptance
	Notify ACC when the Client did not attend	5.28.4	Supplier	Within one (1) Business Day
	Resubmitted Reports with amendments	5.22.5	Supplier will submit to ACC	Within two (2) Business Days of request by ACC
Facilitated Pathway Map Clause 5.7	Develop the Pathway Map with the Client	5.7.1	Supplier	Within three (3) months of accepting the referral
	Provide ACC a copy of the Client's Pathway Map	5.7.2	Supplier	Within five (5) Business Days of final session
Independent Facilitation Clause 5.8	Work with the Client and facilitate	5.8.3.3	Supplier	Within three (3) months of accepting the referral
	Provide to ACC the Independent Facilitation Summary Report	5.8.4	Supplier	Within 10 Business Days of final Client session

Tailored Supports Clauses 5.9 – 5.22	Hold the introductory meeting with the Client, family/whanau, and ACC	5.10	Supplier	Within five (5) Business Days of accepting the introductory referral
	Send a formal referral confirming Supplier selection	5.12	ACC	Within two (2) Business Days of the Introductory Meeting being held
	Accept formal referral for Tailored Support	5.13	Supplier	Within two (2) Business Days of the referral being received
	Submit to ACC the Client's Tailored Support Plan	5.14.3 5.22.1	Supplier	Within 10 Business Days from accepting referral
	Provide Tailored Support to the Client over the planned period	5.9.3.2	Supplier	Up to 12 months from the plan being approved
	Provide the Tailored Support Progress Report to ACC	5.22.3	Supplier	At Programme mid-point or at six (6) months of the plan being approved (whichever is first)

	Provide the Tailored Support Completion Report to ACC	5.22.4	Supplier	Within five (5) Business Days of completion or at the 12-month point (whichever is first)
Coaching to Self-manage Clause	Provide the Client with coaching to enable them to manage their support services	5.25.4	Supplier	Within three (3) months of accepting the referral
5.23 - 5.26	Provide to ACC a written summary of the Clients preferred self-management menu option	5.26	Supplier	Within 10 Business Days of last Client session

Client Report Requirements

Client Reports will be completed in accordance with the Living my Life Operational Guidelines.

6.5. Quality Assurance and Risk Management

- 6.5.1. The Supplier will have and maintain their organisational membership to New Zealand Disability Support Network (NZDSN) and/or Inclusive NZ.
- 6.5.2. The Supplier will have a documented quality improvement plan for their service delivery.
- 6.5.3. The Supplier will have a documented risk management plan which will include evidence of management and mitigation of any identified risks to:
 - 6.5.3.1. Clients;
 - 6.5.3.2. Service Providers' health and safety; and
 - 6.5.3.3. Service delivery.
- 6.5.4. The Supplier will provide its Quality Improvement and Risk Management Plans to ACC on request.
- 6.5.5. In addition to the requirements at clause 8.16 of the Standard Terms and Conditions, the Supplier will assess the Client's health, safety and outcomes risks throughout the service delivery and will develop strategies to mitigate/minimise those risks. Where significant risks and mitigations exist, the Supplier will provide ACC with a copy of the Plan.

- 6.5.6. The Supplier's complaints management system will be consistent with the Health and Disability Commissioner's Code of Rights.
- 6.5.7. If, for some reason, the usual Service cannot be delivered, the Supplier will arrange alternative Service as part of contingency planning for the Client so that they receive any services essential for safety. This includes:
 - 6.5.7.1. When the support worker is on leave or unable to attend;
 - 6.5.7.2. On public holidays;
 - 6.5.7.3. In case of natural disaster or publicly declared pandemic.
- 6.5.8. Suppliers are responsible for ensuring they or their staff report all incidents and adverse events in the online tool available at www.acc.co.nz/for-providers/report-health-safety-incidents as soon as possible after identifying the issue or risk as in accordance with the standard terms and conditions Health and Safety, Clause 8.16 (d).

7. SERVICE EXIT

- 7.1. This Service is complete for a Client when:
 - 7.1.1. The Client has achieved their outcome objectives, as agreed between the Supplier, ACC, and the Client within specified Service Timeframes Clause 6.4; or
 - 7.1.2. There is an agreement between the Supplier and ACC that the Client will exit the Service; or
 - 7.1.3. The need for this Service is no longer related to the covered injury; or
 - 7.1.4. ACC withdraws the referral for any reason; or
 - 7.1.5. The Client dies; or
 - 7.1.6. The purchase order is completed or ended.
- 7.2. When a Client is transferred or discharged from the Service and accesses other appropriate services, the Supplier will transfer or discharge without avoidable delay or interruption.

8. EXCLUSIONS

- 8.1. The following Services are not purchased under this Service Schedule but may be purchased under other ACC Service Schedules.
 - 8.1.1. Supports Needs Assessments
 - 8.1.2. Social Rehabilitation Needs Assessments
 - 8.1.3. Training for Independence
 - 8.1.4. Home and Community Support Services

- 8.1.5. Vocational Rehabilitation Services
 - 8.1.6. Pain Management Services
 - 8.1.7. Residential Support Services
- 8.2. ACC reserves the right to appoint additional Suppliers during the life of the Contract. ACC will determine the most appropriate process for appointing additional Suppliers based on the specific service.

9. LINKAGES

- 9.1. The Supplier will ensure that linkages are maintained with other services to ensure that smooth transition between suppliers, related services and concurrent services are appropriately co-ordinated to achieve required outcomes and reduce disruption to the Client and their family/ whanau.
- 9.2. Where a Client is already receiving services funded by other agencies, such as the Ministry of Health Disability Services or a District Health Board and as a result of a covered injury creates a need for additional support services:
- 9.2.1. The Supplier will ensure all agencies are aware of other services in place, and all funded services should be included in the Service Plan.
 - 9.2.2. ACC will coordinate with the Client's current supplier to supply the additional services in order to have minimal disruption for the Client.
- 9.3. The Supplier will ensure that linkages are maintained with ACC and non-ACC funded services to ensure that clients experience seamless transitions between related services and concurrent services are appropriately co-ordinated to achieve required outcomes, such as:
- 9.3.1. Client Self-Management;
 - 9.3.2. ACC Cultural Capability Team;
 - 9.3.3. Drug and Alcohol Services;
 - 9.3.4. Mental Health Services;
 - 9.3.5. Education Sector;
 - 9.3.6. Māori Health Providers;
 - 9.3.7. Other appropriate ethnic and cultural groups;
 - 9.3.8. Government departments and agencies such as Police, Work and Income, Ministry of Social Development, Housing NZ, Ministry of Health, Ministry of Justice; and
 - 9.3.9. Community based rehabilitation providers e.g. Vocational Rehabilitation, Home and Community Support, Training for Independence.

- 9.4. ACC will notify the Supplier if a Client is receiving other rehabilitation programmes. This may include but is not limited to Training for Independence programmes and Home and Community Support Services.
- 9.5. Where another Service Supplier is working with the Client outside Living my Life (e.g. Training for Independence), the Living my Life Supplier will work with the other Service Supplier's provider to ensure that the Service Provider is aware of and trained to support and integrate with the Living my Life services.
- 9.6. The Supplier will (as appropriate) advise Clients and their family/whanau where they can find out about other related community support services and how they can access these services.
- 9.7. The Supplier will document and maintain linkages with any other services that are supporting the Client, e.g. churches, clubs, and cultural groups.

10. PERFORMANCE REQUIREMENTS

- 10.1. ACC will assess the Supplier's performance by analysing information from ACC's database, the Supplier's monitoring reports and other sources considered appropriate.
- 10.2. Performance Measures will evolve over time and will be mutually developed to align with a Results Based Accountability (RBA) Framework.
- 10.3. The Supplier's performance will initially be measured as shown in Table 6 – Performance Measurement and explained in the Performance section of the Living my Life Operational Guidelines.

Table 6 – Performance Measurement

RBA Measure	Objective	Performance measure	Target	Report
How much do we do?	Clause 2.1	Number of Clients served	Volume	1 - 3
		Number of Services provided	Volume	2 & 3
How well did we do?	Clause 2.1.3	Number of days from Service commencement to Service completion	95% of Tailored Supports are completed within six (6) months	3 & 2
		Percentage of referrals accepted within Service timeframe	90%	1
		Percentage of Support Plans submitted within Service timeframe	90%	2

Is anyone better off?	Clause 2.1.2	Percentage of Clients satisfied with the Service	90%	2
	Clause 2.1.1	Percentage of Tailored Support Clients reported achieved and partially achieved their meaningful goals	Year 1 - 65% Year 2 - 75% Year 3 - 85%	2

11. REPORTING REQUIREMENTS

11.1. The following reports will be provided as outlined further in the Living my Life Operational Guidelines:

Table 7 – Reporting Requirements

Report Type	No.	Description	Provided By	Frequency
Service Reporting	1	Reporting on specific service delivery and performance requirements described in this document. Clause 6.5 Client Report Requirements and with the Operational Guidelines	Supplier	Twice a year
Annual Outcome Report	2	Reporting on specific outcome requirements described in this document.	Supplier	Annual
Service Results	3	Performance information available from ACC systems. Document as described in the Living my Life Operational Guidelines.	ACC	Annual

The following reports will be provided at the following times:

Table 8 – Reporting Timeframes

Report	Reporting Period	Due Date	Format
1	1 July to 31 December	31 January	Emailed document
1	1 January to 30 June	31 July	
2	1 July to 30 June	31 July	
3	1 July to 30 June	31 August	

12. PAYMENT AND INVOICING

12.1. Price

ACC agrees to pay the applicable price set out in Part A, clause 4 for Services provided to Clients in accordance with this Service Schedule.

13. DEFINITIONS AND INTERPRETATION

“Disabilities” is an umbrella term covering impairments, activity limitations and participation restrictions. Impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; a participation restriction is a problem experienced by an individual in involvement in life situations (As referenced by the World Health Organisation).

“Disability Supports” are supports that focus on the removal of barriers to participation and facilitate achievement of a person’s goals and aspirations. Service Providers work alongside people, family/whanau, and the local community to build a person’s capability and skills, develop connections and create opportunities for people to choose how they want to engage in their different life roles.

“Essential” is when a service is required because a Client’s physical or psychological health and safety is at risk if the service is not delivered.

“Group Activities” are supports provided in a group setting, preferably in the community. These supports focus on the development of a Client’s skills in building community networks, connections, and opportunities to maximise community and employment participation.

“Individual Activities” are appropriate activities to maintain the Client’s functional ability in one or more of the areas of independence, which may include any of the following: Domestic activities (cleaning, laundry, meal preparation and associated shopping activities); Educational participation; Financial management; Health care, Hygiene care; Mobility; Motivation; Safety management; Sexuality; Cognitive tasks of daily living; and Use of transport.

“Interdisciplinary” means a multidisciplinary team comprising a range of health professionals and disability support specialists, from one or more organisations, working together to deliver coordinated comprehensive rehabilitation under an integrated framework. A multidisciplinary team requires roles of the multidisciplinary team in planning and delivery of Services to be clearly negotiated and defined that takes into consideration a range of factors including the best use of the skill mix within the team, governance structure and how communication and interaction will occur between team members. This includes a single Client record with a fully integrated Living my Life programme plan;

“Meaningful Goals” means Goals that are developed between the Living my Life Supplier and Client that are meaningful to the Client, linked to their hopes and aspirations and which are negotiated over time. Meaningful goals could span a person’s life, they may or not be achieved but goals are set that are important to the person based on the learnings from their experience. This is in contrast to SMART goal setting which has to be specific, measurable, achievable, realistic and time framed.

“Natural Supports” are support people that are in a Client’s life naturally (not due to their injury), they can include family members, friends, neighbours and community, church, social and school groups who are readily available and reasonably easy to access for a client requiring help in the home and community.

“Mainstream Supports” are supports available to people in the community who are not disabled, for example budget advice, government services such as Ministry of Social Development, Ministry of Health, City and regional councils, charities, etc.

“Living my Life Operational Guidelines” is the document produced by ACC from time-to-time to reflect the processes and procedures to be followed in support of this Service.

“Remote Services” are services delivered from a distance using telephone or a video service to interact with the Client. This term is being used interchangeably with term telehealth. It reflects that Living my Life provides disability support rather than a clinical service.

“Self-management” is an ACC process that allows Clients to purchase their own day to day supports and services where and when they need them. Clients can choose who they purchase from, and can select their own supports, as long as they are disability related. Clients are also able to use any savings they make to purchase other supports and services.

“Significant impairment or disability” refers to Clients outside the ACC Serious Injury portfolio use of Living my Life and is determined by factors such as level of impairment and impact on participation along with physical, cognitive, behavioural, and social complexities.

“Social Rehabilitation Needs Assessment” A Comprehensive Assessment of a Client’s Social Rehabilitation needs that includes the identification of a range of options that will facilitate rehabilitation from injury to restore the Client’s independence to the maximum extent practicable in everyday living activities. A recommendation from this assessment could result in a Client needing a Living my Life service.

“Supervision” is when a professional or practitioner meets regularly with another professional of the same profession, with training in the skills of supervision, to discuss casework and other professional issues in a structured way. The purpose is to assist the practitioner to learn from his or her experience and progress in expertise, as well as to ensure good service to the Client

“Support Needs Assessment” Support Needs Assessments inform the development and/or implementation of an individualised plan for Clients with multiple physical, sensory and/or cognitive disabilities. The assessment will incorporate a consideration of the Client’s needs and strengths to an evidence-based approach. ACC’s decisions as a result of the assessment will be directed towards enhancing independence, facilitating a Client’s participation in typical and valued life roles in home, work, leisure, and community independence and promoting quality of life.

“Support Worker” is a professional to work alongside people, family/whanau to support autonomy by using tools and strategies to identify goals, address barriers and achieve aspirations. The role includes supporting people with their family/whanau to build resilience, relationships, and skills in order to increase their full participation in life roles within their community, hapu and iwi. Support Workers will understand the social model of disability, people’s cultures and individual needs to respond to, and work towards achieving agreed outcomes and use strengths-based approach to apply reflective practice and critical thinking.

“TeleHealth Services” are services delivered from a distance using telephone or a video service to interact with the Client. This term is being used interchangeably with term Remote Services. It reflects that Living my Life provides disability support rather than a clinical service.