



SERVICE SCHEDULE FOR ARTIFICIAL LIMB SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING ARTIFICIAL LIMB SERVICE

The Term for the provision of Artificial Limb Service is the period from 1 August 2019 (“Start Date”) until the close of 31 July 2024 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.

ACC may in its sole discretion extend the term of this Service Schedule for two further terms of 3 years and 2 years respectively.

2. SERVICE REGIONS (PART B, CLAUSE 4)

3. SERVICE ITEMS AND PRICES (PART B, CLAUSE 16)

Table 1 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
ALPL1	Primary Amputee Package – No Rehabilitation	Package for a primary limb in accordance with Part B Clause 5.2	\$1,068.43	Per package
ALPL1S	Primary Amputee Rehabilitation Package – Standard	Rehabilitation package for a primary limb in accordance with Part B Clause 5.2	\$2,308.99	Per package
ALPL1C	Primary Amputee Rehabilitation Package - Complex top-up	Cost which may be claimed in addition to ALPL1S for clients with complex injuries. Complexity is determined by the Complexity Framework Tool (clause 5.2.2). Requires prior approval.	\$1,689.06	Top-up fee per package

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
ALPL2A	Primary Limb Cost – Components	ACC Client Service Staff approved Primary Limb Components	To be invoiced at wholesale price of components + 30%	Dollar Cost
ALPL2B	Primary Limb cost – fabrication and Fitting	ACC Client Service Staff approved Primary Limb fabrication labour cost and Fitting of the primary limb and follow up visits in accordance with Part B, clause 5.8.	\$144.60	Per Hour
ALPL4	Primary Limb - Psychologist	Psychological Services over and above those included in the rehabilitation packages where the Client has exceptional requirements which cannot be met by the rehabilitation packages. Maximum of 5 hours. For primary limbs only	\$186.48	Per Hour
ALRL1	Replacement Limb Assessment, Assessment Report & Peer Support	A report detailing rationale for a replacement limb in accordance with Part B, clause 5.13. Includes peer support.	\$274.67	Per Report
ALRL2A	Replacement Limb Cost – components	ACC Client Service Staff approved Replacement Limb Components	To be invoiced at wholesale price of components + 30%	Dollar Cost
ALRL2B	Replacement Limb cost - Fabrication and Replacement Limb Fitting	Replacement Limb fabrication labour cost and Fitting of the replacement limb and follow up visits in accordance with Part B, clause 5.8	\$144.60	Per Hour
AL01	Prosthetic Limb Rehabilitation Professional	Delivery of maximum of: Twelve individual rehabilitation interventions for primary limbs (additional to those included in the packages), additional rehabilitation should be	\$144.60	Per Hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
		linked to the Complexity Framework Tool in accordance with Part B, clause 5.2.2; or Six individual rehabilitation interventions for replacement limbs, secondary and recreational limbs, annual reviews and repair by a Podiatrist, Physiotherapist or an Occupational Therapist, in accordance with Part B, 5.12, 5.13, 5.14 and 5.15.		
AL10	Repairs Labour Cost	Repairs labour in accordance with Part B, clause 5.15	\$144.60	Per Hour
AL11	Repairs Components	Repairs components (including liners and sleeves per item) in accordance with Part B, clause 5.15	To be invoiced at wholesale price of components + 30%	Dollar Cost
AL15	Repairs Limb Assessment Report	Report to determine client eligibility and claim cover for repairs. Only to be used for clients who were Ministry of Health clients originally, who need repairs as a result of an accident or injury. Prior approval required.	\$223.11	Per report
AL20	Recreational Limb Assessment	Report detailing the rationale for a secondary or recreational limb in accordance with Part B Clause 5.14. Prior approval required.	\$223.11	Per report
ALDNA	Non-Attendance Fee	Single fee for non-attendance at an agreed appointment where the Client did not notify the Provider in advance and the Provider had reminded the Client. See clause 5.16 for further information.	\$55.19	Per Non-attendance

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.

4. RELATIONSHIP MANAGEMENT (PART B, CLAUSE 15)

Table 2 - Relationship Management

Level	ACC	Supplier
Client	Recovery Team / Recovery Team Member	Individual staff or operation contact
Relationship and performance management	Engagement and Performance Manager	Operational contact/ National Manager
Service management	Portfolio Team or equivalent	National Manager

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

NOTICES FOR ACC TO:

ACC Health Procurement (For delivery)
Justice Centre
19 Aitken Street
Wellington 6011

ACC Health Procurement (For mail)
P O Box 242
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 ARTIFICIAL LIMB SERVICE

1. PURPOSE

1.1. The purpose of Artificial Limb Service is to:

- 1.1.1. Support and guide Clients through their recovery from amputation, including pre-amputation support where appropriate; and,
- 1.1.2. Provide Clients with an artificial limb to meet their individual needs and restore their independence to the maximum extent practicable; and,
- 1.1.3. Ensure that Clients who have lost a limb receive regular reviews and have access to repairs when needed to maintain their independence; and,
- 1.1.4. Identify appropriate community based supports and services that will support Clients in their rehabilitation and return to independence.

2. SERVICE OBJECTIVES

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

- 2.1.1. Clients and their family/whanau feel that they have been fully supported throughout their recovery from amputation and rehabilitation.
- 2.1.2. Clients and their family/whanau feel that they have been fully involved in a comprehensive assessment where all options are clearly detailed and explored.
- 2.1.3. Clients and their family/whanau feel that they have been supported in adapting to life in their home, workplace and community.
- 2.1.4. Assessment reports provide sufficient information and detail to enable ACC to make informed and appropriate decisions regarding the provision of artificial limbs.
- 2.1.5. Solutions recommended by the Supplier meet the Client's injury related needs and enable improved functional outcomes for the Client.
- 2.1.6. Recommendations consider wider environmental factors including the Client's ability to access and move around their home environment and any impact on the Client's existing or future transport solutions.
- 2.1.7. Clients and significant people in their environments receive training to use and/or support the use of the artificial limb(s). This includes ensuring that the Client can safely don, doff and maintain the artificial limb independently or with support from people in their environment.

- 2.2. Clause 11 (Performance Requirements) sets out how measures of Supplier performance are collected, together with additional Service monitoring requirements.

3. SERVICE COMMENCEMENT

3.1. Eligibility Criteria

- 3.1.1. A person is eligible for Artificial Limb Service if they have limb loss, limb damage that will result in amputation or limb deformity as a result of a personal injury for which they have an accepted ACC claim; and they are referred to the Services in accordance with this Service Schedule.

3.2. Referral Process

- 3.2.1. A Client may be referred into this Service, as a result of a covered injury, at the following times:
- 3.2.1.1. Pre-amputation; where the amputation is planned;
 - 3.2.1.2. Post amputation; for a primary limb;
 - 3.2.1.3. For follow up services including adjustments, reviews and repairs.
- 3.2.2. Referrals for primary limbs must be made by a Medical Specialist.
- 3.2.3. Requests for follow up services, including adjustments, reviews and repairs, can be made by a Registered Health Professional, GP, ACC Client Services staff or self-referral by the Client.
- 3.2.4. On receipt of a Referral for a Client who is pre-amputation, the Supplier will:
- 3.2.4.1. If the Referral is declined, notify ACC within two Business Days; and
 - 3.2.4.2. Contact the Client within one Business Day to explain the process, answer any questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the initial meeting.
- 3.2.5. On receipt of a Referral for a Client who is post amputation, the Supplier will:
- 3.2.5.1. If the Referral is declined, notify ACC within two Business Days; and

- 3.2.5.2. Contact the Client within two Business Days to explain the process, answer any questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the initial meeting.
- 3.2.6. On receipt of a request for Urgent Repairs, the Supplier will assess the need for repair within one Business Day of the referral.
- 3.2.7. On receipt of a request for any other follow up services, the Supplier will adhere to the timeframes outlined in clause 6.

4. SERVICE LOCATION

- 4.1. The Supplier will operate a specialist limb-fitting centre or centres that can effectively service Clients in the Regions identified in Part A, clause 2.
 - 4.1.1. A limb-fitting centre may operate in conjunction with a specialist District Health Board or as a stand-alone centre.
 - 4.1.2. Location of Limb fitting centre(s).
 - 4.1.2.1. The location of the Limb fitting Centre(s) should be easily accessible by main transport routes, and/or public transport, or contain appropriate access arrangements to ensure easy access for all Clients from the Service Region(s) listed in Part B, clause 4.
 - 4.1.3. The environment and all facilities in the limb-fitting centre must be accessible to all Clients, including wheelchair users.
 - 4.1.4. All centres used to provide the Services must include a suitable reception area, with provision for waiting areas for family/whanau.
 - 4.1.5. The services must be provided from the limb fitting centre unless otherwise agreed by ACC.
 - 4.1.5.1. Where required, and as appropriate, initial meetings, psychological support and peer support may be provided in the inpatient setting.
- 4.2. Satellite services will be provided in regional centres on a regular basis. The frequency of these services will be determined by numbers of Clients and the needs in that region.
 - 4.2.1. Satellite services will be delivered as close to the Client's residential setting as is practical and every effort will be made to minimise the need for Clients to travel outside of their Region of domicile to access services.

5. SERVICE REQUIREMENTS

- 5.1. The Services must be provided in accordance with the Operational Guidelines for Artificial Limb Services which are available on the ACC website.
 - 5.1.1. The Operational Guidelines may be updated from time to time;
 - 5.1.2. If there is a conflict between the Operational Guidelines and this Service Schedule, the provisions of the Service Schedule take precedence.
- 5.2. Rehabilitation Package for Primary Limbs
 - 5.2.1. The Rehabilitation Package for Primary Limbs commences when either:
 - 5.2.1.1. the Medical Specialist (or approved GP) and the Supplier agree that the Client is ready to commence rehabilitation and limb fitting; or,
 - 5.2.1.2. the Supplier is advised by ACC or a District Health Board that a Client will be undergoing an elective amputation as a direct result of a covered claim.
 - 5.2.2. Rehabilitation Packages may be Standard or Complex. The Supplier will complete the Complexity Framework Tool, using the template provided by ACC, to determine the level Rehabilitation Package applied and any additional rehabilitation.
 - 5.2.2.1. The Complexity Framework Tool may be completed at any time during the Rehabilitation Package.
 - 5.2.2.2. If ACC disagrees with the Supplier's determination of the complexity level, the Supplier will provide further rationale to support their assessment of the complexity level.
 - 5.2.2.3. If the Supplier is unable to provide sufficient rationale to support their determination, the Rehabilitation Package will be deemed to be of standard complexity.
 - 5.2.3. The Rehabilitation Package for Primary Limbs includes the following components:
 - 5.2.3.1. Initial meeting (in accordance with clause 5.3)
 - 5.2.3.2. Pre and post amputation support (in accordance with clauses 5.4)
 - 5.2.3.3. Early therapy interventions (in accordance with clause 5.5)
 - 5.2.3.4. Primary Limb Assessment (in accordance with clause 5.6)
 - 5.2.3.5. Rehabilitation Plan (in accordance with clause 5.7)

- 5.2.3.6. Regular reviews, as scheduled in the Rehabilitation Plan (in accordance with clause 5.9)
- 5.2.3.7. Post limb fitting therapy interventions (in accordance with clause 5.10)
- 5.2.3.8. Annual follow-up (in accordance with clause 5.12)

5.3. Initial Meeting

- 5.3.1. The purpose of the initial meeting is for the Key Worker to discuss the Client's post-amputation rehabilitation and identify any psychological and/or peer supports that the Client and/or their family/whanau may require to adjust to the loss of a limb.
 - 5.3.1.1. This meeting can take place at the Supplier's facility or at the hospital if the Client is in inpatient care.
- 5.3.2. The initial meeting can occur pre-amputation or post amputation.
 - 5.3.2.1. The initial meeting should take place pre-amputation where the amputation is planned.
- 5.3.3. At the beginning of the initial meeting with the Client, the Key Worker will provide a full explanation of the Client's journey through the Service including:
 - 5.3.3.1. Pre-amputation support (where appropriate),
 - 5.3.3.2. Post amputation support,
 - 5.3.3.3. Rehabilitation including the assessment process and reviews,
 - 5.3.3.4. Fabrication and fitting of the artificial limb,
 - 5.3.3.5. Community supports available to the Client.

5.4. Pre and Post Amputation Support

- 5.4.1. The Supplier will work closely with Acute or Elective Services, as appropriate, to determine when assessment and limb fitting services will commence for a Client who is pre-amputation.
- 5.4.2. Where it is identified that the Client and/or their family/whanau requires Psychological Support related to the Client's amputation, the Supplier will arrange up to five sessions, as required, with a Psychologist.
- 5.4.3. Where it is identified that the Client and/or their family/whanau requires Peer Support related to the Client's amputation, the Supplier will arrange up to five sessions, as required, with a Peer Support Person.

- 5.4.4. All pre and post amputation support is included in the Rehabilitation Package price. However, in exceptional circumstances, and with ACC prior approval, funding for additional support may be provided.
- 5.5. Early Therapy Interventions
 - 5.5.1. The Supplier will provide Occupational Therapy or Physiotherapy interventions, as required, during the Client's recovery from amputation or in preparation for a primary limb.
 - 5.5.2. The purpose of early therapy interventions is to ensure that the Client is physically prepared and supported to progress to limb assessment and fitting.
 - 5.5.2.1. All therapy interventions are included in the Rehabilitation Package price. However, in exceptional circumstances, and with ACC prior approval, funding for additional therapy interventions may be provided.
- 5.6. The Primary Limb Assessment is a comprehensive assessment process that includes:
 - 5.6.1. An Assessment of the Client's needs to determine the appropriateness of artificial limbs to meet their individual functional and mobility needs, taking into consideration:
 - 5.6.1.1. The level of independence the Client had before the injury.
 - 5.6.1.2. The level of independence the Client has after the injury and any limitations the Client has as a result of the injury.
 - 5.6.1.3. The level of impairment and functional activity of the Client, considering the lifestyle of the Client at the time of the injury and what type of activity and employment the Client is likely to pursue in the future.
 - 5.6.1.4. The impact on wider environmental factors such as housing and vehicles.
 - 5.6.1.5. How the Client's needs may change over time.
 - 5.6.1.6. Any existing mobility equipment that the Client uses.
 - 5.6.2. An internal peer review of the assessment findings and any recommended artificial limb options.

- 5.6.3. Completion of an Assessment Report, using the template provided by ACC, which identifies options for meeting the Client's identified needs and goals including:
 - 5.6.3.1. A summary of the options, with supporting rationale, that will achieve the relevant rehabilitation outcome in the most cost effective way.
 - 5.6.3.2. Where it is identified that an artificial limb is not an appropriate option for a Client, other options which will assist with independence must be included.
 - 5.6.3.3. A detailed supporting rationale for the recommended option.
 - 5.6.3.4. How the recommendations will contribute to improving functional outcomes for the Client.
 - 5.6.3.5. The expected life of any artificial limb(s) recommended.
 - 5.6.3.6. The proposed cost of the limb(s), including all components and fabrication costs.
 - 5.6.3.7. Expected date of any fittings and reviews.
- 5.6.4. The Supplier will send the Assessment Report, using the template provided by ACC, to ACC within five Business Days of the Primary Limb Assessment.
 - 5.6.4.1. On receipt of the Artificial Limb Assessment Report, ACC will make a funding and purchasing decision and advise the Supplier of that decision within five Business Days.
- 5.7. The Artificial Limb Rehabilitation Plan is a detailed plan that outlines the ongoing support that will be provided to the Client.
 - 5.7.1. The Supplier will, in consultation with the Client, develop an Artificial Limb Rehabilitation Plan prior to limb fitting.
 - 5.7.2. The Supplier will complete the Artificial Limb Rehabilitation Plan on the template provided by ACC and will include the following information:
 - 5.7.2.1. Type of artificial limb being fitted.
 - 5.7.2.2. Expected life of the limb.
 - 5.7.2.3. Location for follow up appointments.
 - 5.7.2.4. Expected consumables and how often they will be required.
 - 5.7.2.5. Wound status, if applicable.

- 5.7.2.6. Number and frequency of Client reviews and a rationale for the number of reviews.
 - 5.7.2.7. Recommended community based services including, but not limited to, physiotherapy, counselling and occupational therapist programmes.
 - 5.7.3. The Supplier will send the Rehabilitation Plan to ACC within 10 Business Days of the completion of the Assessment Report and will be the basis for ongoing services for a Client under this Agreement.
 - 5.7.4. The Supplier will update the Rehabilitation Plan following each Client review appointment.
- 5.8. Limb Fabrication and Fitting
 - 5.8.1. Limb fabrication, fitting and follow up commences on receipt of approval from ACC of the proposed artificial limb for a Client.
 - 5.8.2. Limb fabrication, fitting and follow up will be provided in accordance with the following requirements:
 - 5.8.2.1. The Supplier will ensure that best-practice fabrication methods are adhered to at all times.
 - 5.8.2.2. All new and replacement limbs will have a three month warranty period from the date of fitting.
 - 5.8.2.3. The Supplier must ensure that all limbs provided meet internationally acceptable standards for manufacture, alignment and component use and maintenance. This may at times require some investigation and/or trial of new or developing componentry as to suitability for the New Zealand conditions and needs.
 - 5.8.2.4. No second-hand components may be used in the fabrication and production of an artificial limb which is intended for permanent use by a Client, unless this has been expressly approved by ACC following suitable safety checks on the component, carried out by the Supplier.
 - 5.8.2.5. For all assessments and fittings, the Supplier will ensure that appropriate trial equipment and facilities are made available to Clients such that their needs can be assessed and rehabilitation undertaken without undue inconvenience, discomfort or distress.

- 5.8.2.6. The Supplier will ensure that it maintains continuous access to appropriate workshops, facilities, machinery and plant to enable timely and quality fabrication and/or alteration of limbs.
- 5.8.2.7. The Supplier will ensure that it maintains continuous access to components and materials required to enable timely and high quality fabrication and/or alteration of limbs.
- 5.8.2.8. Except where express permission has been granted by ACC Corporate Office, all components used in the fabrication and manufacture of artificial limbs must be certified to one of the following manufacturing standards:
 - ISO 9001:2008
 - CE (European Certificate)
- 5.8.2.9. All components used in the fabrication of artificial limbs must be used strictly in accordance with the manufacturers' specifications and guidelines.

5.9. Post Limb Fitting Reviews

- 5.9.1. Reviews of a Client's artificial limb(s) will be scheduled in accordance with the approved Rehabilitation Plan; or as required and approved by ACC. This will include, at a minimum:
 - 5.9.1.1. Review of a new limb and the Client's use of it by the appropriate members of the assessment team as decided by the Supplier at the time of final fitting and/or delivery of the limb to the Client.
 - 5.9.1.2. Telephone review with the Client, one to six weeks after fitting of the limb, with provision to have Client attend a limb fitting centre for adjustment if necessary.
 - 5.9.1.3. Telephone review with the Client, three to six months after fitting of the limb, with provision to have Client attend a limb fitting centre for adjustment if necessary.

5.10. Post Limb Fitting Therapy Interventions

- 5.10.1. The Supplier will provide Occupational Therapy or Physiotherapy interventions, as required, after the Client's limb has been fitted to support the Client to achieve their artificial limb rehabilitation outcomes.

- 5.10.2. All therapy interventions for primary limbs are included in the Rehabilitation Package price. However, in exceptional circumstances, and with ACC prior approval, funding for additional therapy interventions may be provided.
- 5.11. Community Rehabilitation
 - 5.11.1. Where a Client requires ongoing support to assist them in their return to independence, the Supplier will identify appropriate community based supports and services that will support Clients in their rehabilitation and return to independence.
 - 5.11.2. The Supplier will advise ACC of the community based supports and services required.
 - 5.11.2.1. ACC will review the recommended supports and arrange them if appropriate.
- 5.12. Annual Follow-up
 - 5.12.1. The Supplier will contact Clients for annual follow-up reviews. This can be in person, over the phone, video call or by email.
 - 5.12.2. The purpose of the annual follow-up is to:
 - 5.12.2.1. Check that the Client is receiving the support that they require.
 - 5.12.2.2. Ensure that the limb is fully functioning and free of defects.
 - 5.12.2.3. Ensure that the limb still fits well and is not causing any discomfort to the Client
 - 5.12.2.4. Resolve any issues related to the Client's limb that may have a detrimental effect on their wellbeing and/or rehabilitation.
 - 5.12.3. Where the Client is experiencing issues with their limb which cannot be resolved remotely, the Supplier will arrange for the Client to attend their nearest limb fitting centre or clinic for a review.
 - 5.12.4. Where the Client cannot be contacted, or declines to participate in the annual reviews, or declines to attend a follow up appointment, the Supplier will record this on the Client record and advise ACC.
- 5.13. Replacement Limb Assessment and Assessment Report
 - 5.13.1. Where the Supplier identifies that the Client may require a replacement limb, a Replacement Limb Assessment and Assessment Report must be completed.

- 5.13.2. The Replacement Limb Assessment Report, completed on the template provided by ACC, must detail the rationale for a replacement limb and include, at a minimum:
 - 5.13.2.1. A summary of why the Client's current limb is not meeting their needs;
 - 5.13.2.2. A summary of the options, with supporting rationale, that will achieve the relevant rehabilitation outcome in the most cost effective way.
 - 5.13.2.3. A detailed supporting rationale for the recommended option.
 - 5.13.2.4. How the recommendations will contribute to improving functional outcomes for the Client.
 - 5.13.2.5. The expected life of any artificial limb(s) recommended.
 - 5.13.2.6. The proposed cost of the limb(s), including all components and fabrication costs.
 - 5.13.2.7. Expected date of any fittings and reviews.
 - 5.13.2.8. Any additional supports required by the Client including therapy interventions.
- 5.13.3. Any peer support that the Client requires throughout the process of assessment for and fitting of replacement limbs is included in the price for the assessment and assessment report, in accordance with Part A, clause 3.
- 5.13.4. Where it is identified that an artificial limb is no longer an appropriate option for a Client, other options which will assist with independence must be included in the report.
- 5.13.5. The Replacement Limb Assessment Report will be sent to ACC within five Business Days of the assessment to enable a funding and purchasing decision to be made.
- 5.13.6. On receipt of the Replacement Limb Assessment Report, ACC will make a funding and purchasing decision and advise the Supplier of that decision within five Business Days.
- 5.14. Secondary and Recreational Limbs
 - 5.14.1. Where the Supplier receives a request from a Client for a secondary or recreational limb or identifies that a Client may benefit from a secondary or recreational limb; the Supplier must seek prior approval from ACC before proceeding to assessment.

- 5.14.2. On receipt of approval from ACC, a Secondary Limb Assessment Report must be completed.
- 5.14.3. The Secondary Limb Assessment Report, completed on the Supplier's own template, must detail the rationale for a secondary or recreational limb and include, at a minimum:
 - 5.14.3.1. The rehabilitation outcome that will be achieved by the provision of a secondary or recreational limb.
 - 5.14.3.2. A summary of the options, with supporting rationale, that will achieve the relevant rehabilitation outcome in the most cost effective way.
 - 5.14.3.3. A detailed supporting rationale for the recommended option.
 - 5.14.3.4. The expected life of any artificial limb(s) recommended.
 - 5.14.3.5. The proposed cost of the limb(s), including all components and fabrication costs.
 - 5.14.3.6. Expected date of any fittings and reviews.
 - 5.14.3.7. Any other funding sources that have been considered or approached.
- 5.15. Repairs
 - 5.15.1. ACC's responsibility for repairs to the artificial limb commence after the expiry date of the artificial limb warranty period. ACC will not pay for any repairs to the artificial limb due to faulty componentry within three months of a fitting.
 - 5.15.2. Repairs to the artificial limb up to a maximum amount of \$15,000 (GST exclusive) per repair and a maximum number of 5 repairs per claim, do not require ACC prior approval once the warranty period has expired.
 - 5.15.2.1. The Supplier will complete repairs to the artificial limb within two Business Days of referral.
 - 5.15.3. The Supplier is responsible for ensuring that any repair is for:
 - 5.15.3.1. an artificial limb required as a result of an ACC-covered injury; or,
 - 5.15.3.2. an artificial limb where repair is classed as treatment of a new personal injury and has been accepted as a covered ACC claim.

- 5.15.4. The Supplier will obtain prior approval from ACC before making repairs to the artificial limb if the cost of the repairs will exceed \$15,000 (GST exclusive) or if the number of repairs exceeds 10 per claim.
- 5.15.5. When seeking approval, the Supplier will complete the Artificial Limb Repairs Form and detail the rationale for the repairs and costs.
 - 5.15.5.1. ACC will make a decision on approval and advise the Supplier of that decision within five Business Days.
- 5.15.6. The Supplier will complete repairs to the artificial limb within two Business Days of receipt of ACC approval.
- 5.15.7. ACC is not liable for any repair, maintenance or replacement costs if they are due to neglect, abuse or misuse of the artificial limb by the client.
- 5.15.8. Where the Supplier identifies that a replacement limb is required then the Client will be referred for a replacement limb assessment under Part B, clause 5.7.
- 5.15.9. For Urgent Repairs, no prior approval is required, however approval must be sought within five Business Days of completion of the repair.
- 5.15.10. Where the repair is to a limb that was originally provided by the Ministry of Health and the repair is required as a result of an ACC covered claim, the Supplier will complete a Repairs Assessment Report and submit to ACC for approval to proceed,
 - 5.15.10.1. The Repairs Assessment Report will be completed on the Suppliers' own template but should include, at a minimum, details of how the damage was caused, extent of repairs required and costs of components and labour.
 - 5.15.10.2. ACC will approve or decline the request within 5 Business Days of receipt of the report.
- 5.16. Non-Attendance Fee and Criteria
 - 5.16.1. ACC will pay three non-attendance fee per Client without prior approval.
 - 5.16.2. Any additional non-attendance fees will require prior approval from ACC and the Supplier must request this in writing to ACC.
 - 5.16.3. ACC may approve the additional non-attendance fee referred to in 5.16.2 in writing, provided that the Supplier supports the request in accordance with the Operational Guidelines.

6. TIMEFRAMES

6.1. The following table summarises the timeframes which the Supplier will adhere to in providing the Services:

Table 3 – Timeframes

Requirement	Applicable Timeframe
Primary Limb Assessment – complete Primary Assessment consultation	Within 5 Business Days of referral
Primary Limb Assessment Report - complete Artificial Limb Assessment Report and send to ACC Client Services Staff	Within 5 Business Days of Primary Assessment consultation
Rehabilitation Plan - complete Artificial Limb Rehabilitation Plan and send to ACC Client Services Staff	Within 10 Business Days of completion of Artificial Limb Assessment Report
Initial Limb Fitting & Follow Up - commence fabrication and fitting of Client's initial artificial limb	Within 10 Business Days of receipt of ACC approval of the Assessment Report
Post Limb Fitting Reviews	Telephone review within 6 weeks of limb fitting. Recall review between 3 and 6 months' post limb fitting
Annual Follow Up	Annually from date of limb fitting
Replacement Limb Assessment Report – complete Replacement Limb Assessment Report and submit to ACC Client Services Staff	Within 15 Business days of referral
Replacement Limb Fitting & Follow Up - complete fabrication or remodelling of replacement artificial limbs	Within 20 Business Days of receipt of ACC approval of the Assessment Report
Urgent Repairs – assess the need to make Urgent Repairs to artificial limb where the limb would be unsafe or unusable i.e. skin breakdown or disruption to daily life (unable to work).	Within 1 Business Day of referral
Urgent Repairs – seek retrospective approval for Urgent Repairs	Within 5 Business Days of completion of repair
Repairs – complete repairs under \$15,000 (excl GST)	Within 2 Business Days of referral
Repairs – complete repairs over \$15,000 (excl GST)	Within 2 Business Days of receipt of ACC approval

- 6.2. The Supplier will provide the Services during normal working hours from Monday to Friday and will also provide access to after-hours emergency free telephone consultations.
- 6.3. The Supplier will endeavour to meet all timeframes in accordance with clause 6.1. Where delays are unavoidable due to Client availability or delivery lead times on components, the Supplier will advise ACC as soon as they become aware of any delay.

7. SERVICE QUALITY REQUIREMENTS

- 7.1. Suppliers will need to demonstrate that Service is provided in a culturally responsive and appropriate manner, delivering improved health and wellbeing outcomes. This includes:
 - 7.1.1. Te Arotahi Kiritaki (Customer focus)
 - 7.1.1.1. Clients and their whānau are fully included in the planning and delivery of their treatment and rehabilitation.
 - 7.1.1.2. Tikanga Māori is embedded as a core component of the organisational culture and training.
 - 7.1.1.3. Documented and implemented service delivery guidelines to improve the responsiveness of service delivery to Māori clients and their whanau.
 - 7.1.2. Kia Hiranga Te Mahi Ngātahi (Partnership)
 - 7.1.2.1. The development and maintenance of strategic relationships with Iwi.
 - 7.1.2.2. Partnerships with Māori treatment and rehabilitation services to support the delivery of the Artificial Limb Service.
 - 7.1.3. Whakawhanaketia Te Kaha (Developing capability)
 - 7.1.3.1. Organisational policy that identifies opportunities for increased cultural capability in the workforce at every level.

- 7.2. The Supplier must have access to a multidisciplinary team at each limb fitting centre, comprising a Medical Specialist (or approved GP), a Prosthetist, a Physiotherapist, a Peer Support Person, a Psychologist, a Prosthetic Technician, and Occupational Therapist who will provide initial and ongoing clinical assessment, review and monitoring of Clients. A Nurse or additional appropriate disciplines/service providers are optional at the Supplier’s discretion.
- 7.2.1. The Podiatrist, Physiotherapist and Occupational Therapist will be able to demonstrate specific training and/or expertise in working with Clients who have experienced limb loss.
- 7.2.2. The Supplier must advise ACC immediately if they do not have a full multidisciplinary team available in any of the limb fitting centres.
- 7.3. The Supplier will ensure that staff providing the Services receive:
- 7.3.1. Appropriate and ongoing staff training and development.
- 7.3.2. Appropriate professional supervision.
- 7.3.3. Administrative and organisational supervision and support.
- 7.4. The Supplier must ensure that only Providers who hold the skills, qualifications and experience, as outlined in the table below, provide Services under this Service Schedule. ACC reserves the right to refresh this information, on an annual basis, by requesting Suppliers to name their current Service Providers and confirm they have the required qualifications and experience to be delivering services under the contract.

Table 4 – Service Provider Requirements

Service Provider	Qualification & Registration	Experience
Medical Specialist	<p>Must have current vocational registration in either of the following:</p> <ul style="list-style-type: none"> • Rehabilitation Medicine • Orthopaedic Surgery • Vascular Surgery 	<p>Must have a minimum of five years’ full time post vocational qualification experience.</p> <p>General Practitioners may be accepted as an appropriate and required Medical Specialist, where extenuating circumstances apply, and ACC give approval.</p>
Prosthetist	<p>Must have a degree in Prosthetics and Orthotics or a degree in Prosthetics from a recognised University; or</p> <p>Be certified as a Prosthetist by an approved training programme e.g.</p>	<p>Must have completed a minimum of 12 limb services from assessment through to fitting in the preceding 12 months; and have a minimum of two years’ experience in providing artificial limb services or is providing services under the direct and onsite supervision of a Prosthetist that</p>

Service Provider	Qualification & Registration	Experience
	<p>Christchurch Polytechnic, Central Institute of Technology; or</p> <p>Have demonstrated appropriate experience and have current membership or fellowship of the New Zealand Orthotics and Prosthetics Association.</p>	<p>meets the Qualification, Registration and Experience requirements of this table.</p> <p>ACC reserves the right to ask Suppliers to provide evidence of Prosthetists' qualifications and experience.</p>
Occupational therapists / Physiotherapists / Nurse or other disciplines/service providers not named within this table	Must have current registration with the relevant professional body and a current Annual Practicing Certificate, where appropriate.	Must have a minimum of two years' full-time post qualification experience working with Clients who have experienced limb loss or is providing services under the direct and onsite supervision of the same discipline that meets the Qualification, Registration and Experience requirements of this table.
Key Worker	Must have current registration with the relevant professional body and a current Annual Practicing Certificate, where appropriate.	<p>The key worker role may be fulfilled by any of the above listed health professionals who are experienced in communication and coordination with:</p> <ul style="list-style-type: none"> the multidisciplinary team the Client, family and whanau other providers and suppliers ACC <p>Must have a minimum of two years' experience in working with Clients who have experienced limb loss.</p>
Prosthetic Technician		Must have a minimum of two years' experience in providing artificial limb services or is providing services under the direct and onsite supervision of a Prosthetic Technician that meets the Experience requirements of this table. ACC reserves the right to ask Suppliers to provide evidence of Prosthetic Technician's qualifications and experience, and the Supplier will provide this evidence without delay.
Psychologist	Must have current registration with the relevant professional body and a current Annual	Must have a minimum of 2 years full-time post-graduate experience working in mental health (not including clinical placements and internships); and is able to demonstrate experience in working with Clients who have mental health difficulties

Service Provider	Qualification & Registration	Experience
	Practicing Certificate, where appropriate.	associated with physical injuries with this experience having been obtained or maintained in the last 5 years.
Peer Support Person	N/A	Must have experience of limb loss; and have a minimum of two years' experience working with Clients who have experienced limb loss or is under the management of a peer support co-ordinator that must have at least two years of experience managing peer support volunteers.

- 7.5. The Supplier will hold auditable records of the professional development activities undertaken by staff and any contractors.
- 7.6. Assessment tools used must be consistent with currently accepted best practice.
- 7.7. The service philosophy of the Supplier must align with the principles of the New Zealand Disability Strategy (NZDS).

8. SERVICE EXIT

- 8.1. The Services for a Client will end when ACC advises the Supplier that the Services are complete for the Client.

9. EXCLUSIONS

- 9.1. The following services (without limitation) are excluded from this Service:
 - 9.1.1. All other Social Rehabilitation Assessment Services
 - 9.1.2. Managed Rehabilitation Equipment Services
 - 9.1.3. Medical Consumables

10. LINKAGES

- 10.1. The Supplier will develop and maintain linkages with groups and organisations relevant to the provision of the Services. This includes but is not limited to:
 - 10.1.1. Community based rehabilitation and support organisations;
 - 10.1.2. Managed Rehabilitation Equipment Service (MRES) Supplier;
 - 10.1.3. ACC contracted Housing Assessment Services;

- 10.1.4. ACC contracted Highly Specialised Transport for Independence Assessment Services and Transport for Independence Assessment Services;
- 10.1.5. Cultural groups;
- 10.1.6. Ministry of Health;
- 10.1.7. Regulatory bodies.

11. PERFORMANCE REQUIREMENTS

- 11.1. Services will be delivered in accordance with this Service Schedule.
- 11.2. The Supplier will have a documented quality improvement programme consistent with current accepted practice that includes but is not limited to:
 - 11.2.1. Policies and procedures for the appointment of staff and contractors;
 - 11.2.2. Policies and procedures for the provision of Services;
 - 11.2.3. Quality improvement processes to monitor and evaluate the effectiveness of the implementation of policies and procedures which includes ascertaining Client satisfaction and actions taken as a result;
 - 11.2.4. Complaints management process;
 - 11.2.5. Supervision and peer review of staff and contractors;
 - 11.2.6. Maintaining records of meetings.
- 11.3. The Supplier will demonstrate competence in the provision of Services as set out in Part B, clause 8.3 of this Service Schedule.

12. KEY PERFORMANCE INDICATORS

- 12.1. Key performance areas are outlined in the table below:

Table 5 – Key Performance Indicators

Performance area	Measure
Client experience	Client satisfaction Measured functional improvement
Qualified personnel	100% of staff have required qualifications and experience
Timeliness	Contractual timeframes are met
Service and assessment quality	Documented client outcomes and goals are achieved

13. REPORTING REQUIREMENTS

13.1. The Supplier will report to ACC in accordance with the following table:

Table 6 – Reporting Requirements

Information	Frequency	When	Responsibility
The number of Referrals: <ul style="list-style-type: none"> • Received • Accepted • Declined (including reasons) KPI measures Receipt of incomplete referral information	Quarterly	Quarterly from the commencement date of the contract	Supplier
Any service delivery information, including but not limited to: <ul style="list-style-type: none"> • Complaints including who made the complaint and action taken as a result of the complaint • Number of times during the period that ACC have had to ask for further clarification or amendments on reports • Average time between first assessment and limb fitting 	Quarterly	Quarterly from the commencement date of the contract	Supplier
An annual report that includes the following: <ul style="list-style-type: none"> • Results from annual client satisfaction surveys • The annual client satisfaction survey should include questions to elicit the following information: • Whether Clients and their family/whanau feel they have been supported throughout their recovery from amputation • Whether Clients and their family/whanau feel that they have been fully involved in a comprehensive assessment where all options are clearly detailed and explored • Whether Clients and their family/whanau feel that they have been supported in adapting to life in 	Annually	Annually from the commencement date of the contract	Supplier

their home, workplace and community

- Whether Clients and significant people in their environments have received training to use and/or support the use of the artificial limb(s). This includes ensuring that the Client can safely don, doff and maintain the artificial limb independently or with support from people in their environment
-

13.2. ACC may request further information or reports on Services provided. Any such request will be reasonable, and the Supplier shall provide the information within 20 Business Days of the request being received by the Supplier.

14. RELATIONSHIP MANAGEMENT

14.1. To ensure the continuing effective operation of the service, formal working relationships are to be maintained as defined in Table 2 - Relationship Management.

15. PAYMENT AND INVOICING

15.1. ACC will pay the prices in Table 1 - Service Items and Prices for Services provided in accordance with this Contract.

16. DEFINITIONS

In this Service Schedule, unless the context otherwise requires:

“Primary Limb” means the first artificial limb that a Client receives following an amputation.

“Replacement Limb” means any subsequent limbs that the Client receives to replace the Primary Limb.