



# SERVICE SCHEDULE FOR BEHAVIOURAL SUPPORT SERVICES

CONTRACT NO: \_\_\_\_\_

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## A. QUICK REFERENCE INFORMATION

### 1. TERM FOR PROVIDING BEHAVIOUR SUPPORT SERVICES

- 1.1 The Term for the provision of Behaviour Support Services is the period from 1 November 2023 (“Start date”) until the close of 31 October 2026 (the “End date”) or such earlier date upon which the Term is lawfully terminated or cancelled.
- 1.2 Prior to the End date, the Parties may agree in writing to extend the Term of this Service Schedule for a further year.
- 1.3 Any decision to extend the Term of this Service Schedule will be based on:
  - 1.3.1 The Parties reaching agreement on the extension in writing prior to the End date; and
  - 1.3.2 ACC being satisfied with the performance of the Services by the Supplier; and
  - 1.3.3 All other provisions of this Service Schedule either continuing to apply during such extended Term or being re-negotiated to the satisfaction of both Parties.
- 1.4 There is no obligation on the part of ACC to extend the Term of this Service Schedule.

### 2. SPECIFIED AREA AND SERVICE LOCATION (PART B, CLAUSE 4)

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### 3. SERVICE ITEMS AND PRICES (PART B, CLAUSE 11)

3.1 The Supplier will:

3.1.1 Invoice ACC for Services delivered under this Contract as described in Table 1 below.

3.1.2 Record work done and hours delivered and will provide the record on request.

3.2 The Supplier will hold an ACC purchase order for all Service items below before commencing the delivery of Services, unless otherwise stated.

3.3 ACC may give verbal or emailed approval to the Supplier to proceed where a purchase order, or amended purchase order will be provided within the following five Business days.

#### **Part A: Table 1 - Service Items and Prices**

<b>Service Item Code</b>	<b>Service Item Description</b>	<b>Service Item Definition</b>	<b>Price (excl. GST)</b>	<b>Pricing Unit</b>
BSS02	Behaviour Support Programme: Assessing and Planning	<p>The Psychologist's assessment of the Client, their family/whānau, care givers and the development of a Plan for delivery of a Behaviour Support Programme.</p> <p>Can be delivered, in part, by Telehealth where clinically appropriate.</p> <p>Hourly rate covers all Service delivery costs and overheads.</p> <p>Where agreed with ACC, the Supplier may start Services where the purchase order could be delayed.</p> <p>An initial 15 hours on referral from ACC with a further five hours available on request.</p> <p>20 maximum available hours.</p>	\$188.68	Per hour or part thereof
BSS05	Behaviour Support Programme: Delivering the programme by a psychologist	<p>Delivery of the agreed Behaviour Support Programme by a Psychologist, as described in the Client's Behaviour Support Plan.</p> <p>Can be delivered, in part, by Telehealth where clinically appropriate.</p> <p>Hourly rate covers all Service delivery costs and overheads.</p>	\$188.68	Per hour or part thereof

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
BSS06	Behaviour Support Programme: Delivering the programme by an allied health professional	<p>Delivery of the agreed Behaviour Support Programme by the Allied Health professional, as described in the Client's Behaviour Support Plan.</p> <p>Can be delivered, in part, by Telehealth where clinically appropriate.</p> <p>Hourly rate covers all costs and overheads.</p>	\$146.12	Per hour or part thereof
BSS10	Rapid Intervention Service	<p>Delivery of the Rapid Intervention Service for the Client by the Psychologist.</p> <p>NOTE: The Rapid Intervention Service is not a crisis or emergency service.</p> <p>Can be delivered, in part, by Telehealth where clinically appropriate.</p> <p>Hourly rate covers all Service delivery costs and overheads.</p> <p>Up to 12 hours delivered over a maximum of six weeks.</p> <p>Referral and Purchase Order not required.</p>	\$188.68	Per hour or part thereof
BSS20	Outcome Support and Monitoring	<p>Support and monitoring of the Client remotely after the completion their Behaviour Support Programme or Rapid Intervention Service.</p> <p>Travel service items are not available for Outcome Support and Monitoring or any other ACC payments.</p> <p>Invoiced at the appropriate hourly rate for the provider delivering the Service on the day.</p> <p>Hourly rate covers all Service delivery costs and overheads.</p> <p>BSSDNA does not apply.</p> <p>Up to 14 hours delivered over a 12-month period (or less).</p>	<p>\$188.68</p> <p>\$146.12</p>	<p>Psychologist rate</p> <p>Allied Health rate</p> <p>Per hour or part thereof</p>

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
BSSDNA	Client Did Not Attend	When the Client did not attend a scheduled in-person appointment without giving at least 24 hours prior notice.	\$75.47	Psychologist
			\$113.21	
			\$58.45	Allied Health
		Not available for Outcome Support & Monitoring.	\$87.67	Per hour or part thereof
		Invoiced at the appropriate hourly rate for the provider delivering the Service on the day.		
		Note: Travel can be invoiced for when travel was undertaken, or non-refundable travel costs were incurred.		
		40% of the hourly rate (in clinic)		
		60% of the hourly rate (offsite)		
		Up to a maximum of three hours per Client, per Service referral		
BSSTT5	Travel Time - 1st hr (>20km)	Service provider's first hour of travel time to deliver Services.	\$94.34	Psychologist
			\$73.06	Allied Health
		For up to the first hour of total travel in a day where: the distance the Service provider travels exceeds 20km return; and/or the time the Service provider travels exceeds 30 minutes.		Per hour or part thereof
		Invoiced at 50% of the appropriate hourly rate for the provider delivering the Service on the day. See Travel Guideline below. Purchase order not required.		
BSSTT1	Travel time – subsequent hours	Service provider's return travel time after the first 60 minutes in a day paid under BSSTT5.	\$188.68	Psychologist
			\$146.12	Allied Health
		Invoiced at the appropriate hourly rate for the provider delivering the Service on the day. See Travel Guideline below. Purchase order not required		Per hour or part thereof

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
<p>Travel Guideline</p> <p>Travel is paid where the travel is necessary; and the Service provider travels via the most direct, practicable route available between their base/facility and where the Services are provided.</p> <p><b>Note 1:</b> Where the Supplier has no base or facility in the Service provision area return travel will be calculated between the “start point” and “end point” closest to the Client as agreed by ACC.</p> <p><b>Note 2:</b> If travel includes more than one Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p> <p><b>Note 3:</b> 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>				
BSSTD10	Travel distance	A contribution towards travel: for return travel via the most direct, practicable route; and where the return travel exceeds 20km. ACC purchase order not required	\$0.78	Per kilometre
BSSTA1	Air Travel	A reimbursement of the cost of Air travel when a Service provider is: requested by ACC to travel to an outlying area that is not the Service provider's usual area of residence or practice to deliver Services; and air travel is necessary and has been approved by ACC.	Actual and reasonable costs	Per trip
BSST6	Other Travel Costs	Costs for return travel by ferry, taxi, rental car, public transport and parking when: return travel is via the most direct, practicable route; and the return travel exceeds 20km.	Actual and reasonable costs	Per trip
BSSAC	Accommodation, meals & incidentals	Accommodation, meals and incidentals are payable when the Service provider has been approved to deliver Services outside of the region in which an assigned Service provider is based. ACC will pay actual and reasonable accommodation costs up to a maximum of \$273.85 per day. In a 24-hour period where overnight stay is required. No reimbursement for alcohol, including mini-bar expenses. Hotel/motel – maximum of \$182.57	Actual and reasonable costs	As paid by provider within the maximums

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		Meal and Incidentals - maximum \$91.28 Receipts must be available to evidence actual costs. See the Behaviour Support Services Operational Guidelines.		

## PRICE REVIEWS

ACC will review prices specified in this clause 3 when, at ACC's sole discretion, it considers that a review necessary. The factors that 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 following pricing review, ACC determines that the factors it took into account have not had a significant impact on price, the prices will remain unchanged.

If ACC proposes any price increase, the price increase will only take effect if Supplier agrees to the price increase in writing. If the Supplier agrees to the price increase, the price increase will take effect from a date specified by ACC.

## 4. RELATIONSHIP MANAGEMENT (CLAUSE 11 STANDARD TERMS AND CONDITIONS)

### *Part A: Table 2 - Relationship Management*

Level	ACC	Supplier
Client	Recovery Team/ Recovery Team Member	Individual staff or operational 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

**NOTICES FOR ACC TO:**

## ACC Health Procurement

Justice Centre

(for deliveries)

19 Aitken Street

Wellington 6011

P O Box 242

(for mail)

Wellington 6140

Marked: "Attention: Procurement Specialist"

Phone: 0800 400 503

Email: [health.procurement@acc.co.nz](mailto:health.procurement@acc.co.nz)

**NOTICES FOR SUPPLIER TO:**

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(for deliveries)

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(for mail)

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Marked: Attention: \_\_\_\_\_, \_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

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## **B. SERVICE SPECIFICATIONS FOR BEHAVIOUR SUPPORT SERVICES**

### **1. PURPOSE**

- 1.1 The purpose of this Service is to prevent and reduce significant behaviours of concern by providing specialist psychological support to Clients and their family, whānau and caregivers.

### **2. SERVICE OUTCOME**

- 2.1 The Client, their family, whānau and caregivers will have an enhanced quality of life and increased resilience.

### **3. SERVICE OBJECTIVES**

- 3.1 ACC will measure the success of this Service based on the following objectives:
  - 3.1.1 A reduction in frequency, intensity, and duration of identified behaviours of concern.
  - 3.1.2 An increase in the Client's participation in meaningful and age typical roles and activities including injury related rehabilitation, where appropriate.
  - 3.1.3 An increase in the Client's social and vocational participation.
  - 3.1.4 A reduction in the use of attendant care for supervision.
  - 3.1.5 A reduction in the number of Clients re-referred to the Service or whose Service is extended.

### **4. SERVICE LOCATION OR SPECIFIC AREA (PART A CLAUSE 2)**

- 4.1 The Supplier will provide the Service in the geographical areas as specified in Part A, clause 2.
- 4.2 ACC may direct Suppliers to provide Services outside of these geographical areas to address capacity and capability constraints.
- 4.3 The Supplier will provide the Service in settings that best meet the needs of the Client and their support network, including but not limited to the Client's home (including residential setting), school, workplace or day activity setting or any other appropriate community location.
- 4.4 The Supplier may deliver the Service by Telehealth, where clinically appropriate. The Telehealth Services must:

- 4.4.1 Have the Client or the Client's authorised representative consent (recorded in the clinical notes), and a record that the option of an in-person meeting was offered if the Client prefers; and
  - 4.4.2 Be preceded by an initial risk assessment to ensure Client safety; and
  - 4.4.3 Meet the same required standards of care provided through an in-person consultation; and
  - 4.4.4 Have clinical records that meet ACC and professional body requirements; and
  - 4.4.5 Meet the requirements outlined in the standards/guidelines of the New Zealand Psychologists' Board; and
  - 4.4.6 have both the Client receiving the Telehealth Service, and the provider delivering the Telehealth Service physically present in New Zealand at the time the Service is provided.
- 4.5 If there is a difference between the regulatory body statements and what is stated in this Service Schedule, with regards to the provision of Telehealth, then this Service Schedule takes precedence.

## **5. SERVICE REQUIREMENTS**

- 5.1 The Behaviour Support Service has three components:
- 5.1.1 Behaviour Support Programme - BSP (up to nine months).
  - 5.1.2 Rapid Intervention Service - RIS (up to six weeks).
  - 5.1.3 Outcome Support and Monitoring - OSM (up to 12 months).

### **Operational Guidelines**

- 5.2 The Supplier and ACC will operate this Service in accordance with this Service Schedule and the Behaviour Support Services Operational Guidelines (available on ACC's website).
- 5.3 ACC may amend the Operational Guidelines from time to time in consultation with the Supplier.
- 5.4 If there is any inconsistency or conflict between the Behaviour Support Services Operational Guidelines and this Service Specification, this Service Specification takes precedence.

**Note:** All timeframes in this Service are specified in clause 5.48 Table 3 Service Timeframes

## **Behaviour Support Programme (BSP)**

### **Purpose**

- 5.5 The purpose of BSP is to prevent and reduce significant behaviours of concern by providing specialist psychological support to Clients and their family, whānau and caregivers.

### **Eligibility**

- 5.6 The BSP is for a Client who has:
- 5.6.1 Sustained a personal injury as defined in the AC Act including but not limited to, a traumatic brain injury or comparable injury; and
  - 5.6.2 Behaviours which interfere with, restrict or prevent access to everyday routines, settings, further injury-related rehabilitation, activities and relationships; and
  - 5.6.3 A Support Needs Assessment with scores evidencing behaviours of concern:
    - 5.6.3.1 for a Client over the age of 16 years - Overt Behaviour Scale; or
    - 5.6.3.2 for children and young people aged 16 years and under - Section E of ICAP; or
    - 5.6.3.3 with an objective assessment describing behaviours of concern including (but not limited to) neuropsychological, psychiatric, education, discharge or other medical or rehabilitation assessment; and
  - 5.6.4 been referred by ACC.

### **Referral**

- 5.7 ACC will refer the Client to the Supplier by:
- 5.7.1 Contacting the Supplier to discuss the:
    - 5.7.1.1 Client's presentation and needs;
    - 5.7.1.2 Supplier's capacity timeframes;
    - 5.7.1.3 Need, if any, to contact the Client immediately without waiting for the purchase order; and
  - 5.7.2 Following up with a written referral and a purchase order.
- 5.8 The ACC Referral Form will include, as appropriate:
- 5.8.1 A Support Needs Assessment that has been completed within the last two years.

- 5.8.2 A copy of Section E from the ICAP for Clients who are children and young people.
- 5.8.3 A neuropsychological assessment.
- 5.8.4 An Education Based Rehabilitation Assessment.
- 5.8.5 A Psychiatric Assessment.
- 5.8.6 Discharge information from any inpatient and/or residential facility.
- 5.8.7 Other documentation identifying behaviours of concern.
- 5.9 Where the Supplier is unable to accept the referral, they will notify ACC via email.
- 5.10 When the Supplier has accepted the referral, they will contact the Client or their preferred contact person to make a time for an initial meeting.

### **Entitlement**

- 5.11 The Supplier may provide to the Client, their family, whānau and caregivers:
  - 5.11.1 15 hours for assessment and planning with an additional 5 hours available on request, to meet any cultural or complexity needs.
  - 5.11.2 The planned hours as specified in the Client's Behaviour Support Plan and approved by ACC.

### **Assessment and Planning**

- 5.12 On acceptance of referral, the Supplier will assign a Psychologist to the Client who will:
  - 5.12.1 Lead and direct this Service.
  - 5.12.2 Co-ordinate and liaise with the Client, their family, whānau, caregivers, other key agencies and ACC.
  - 5.12.3 Develop the Behaviour Support Plan.
  - 5.12.4 Deliver the Psychologist-led Services.
- 5.13 The Supplier will assess the Client and the key people in their environment by:
  - 5.13.1 Meeting with the Client, their family, whānau, caregivers and other key agencies actively supporting the Client to establish a comprehensive understanding of the Client's situation, needs and goals.
  - 5.13.2 Considering the assessments and plans developed in the preceding 2 years, including but not limited to:
    - 5.13.2.1 ACC Support Needs Assessment (SNA);
    - 5.13.2.2 Training for Independence Assessment and Plan (if available);

- 5.13.2.3 Neuropsychological and Psychiatric Assessments (if available);
  - 5.13.2.4 ACC Rehabilitation Plan (if appropriate); and
  - 5.13.2.5 any other relevant documents.
- 5.13.3 Identifying the Client's and, if needed, their family, whānau, caregivers':
  - 5.13.3.1 Social cognition abilities such as social skills, self-regulation, motivations, empathy, and self-awareness; and
  - 5.13.3.2 "Triggers" that cause the behaviours of concern and the associated context and factors; and
  - 5.13.3.3 Goals; and
  - 5.13.3.4 The Client's vision of who they want to be; and
  - 5.13.3.5 Service needs; and
  - 5.13.3.6 Risks and barriers.
- 5.14 The Supplier will:
  - 5.14.1 Use standardised assessment tools and evidence-based measures as clinically appropriate.
  - 5.14.2 Document their assessment to the standards specified by their profession.
  - 5.14.3 Develop an individually tailored, culturally appropriate and outcome focused a Behaviour Support Plan tailored to the Client and their support network.
- 5.15 The Behaviour Support Plan will:
  - 5.15.1 Provide a brief description of the behaviours of concern and their impact on the Client's quality of life.
  - 5.15.2 Identify the Client's goals and the goals of their support network.
  - 5.15.3 Describe the strategies, interventions and techniques that will be implemented to:
    - 5.15.3.1 Minimise and/or prevent the Client's behaviour/s of concern;
    - 5.15.3.2 Manage the behaviour/s of concern when they occur; and
    - 5.15.3.3 Over the long term, stop behaviour/s of concern from interfering with the quality of life and resilience of the Client and their support network.
  - 5.15.4 Describe the risks or barriers to the Client's goals and the actions to be taken to minimise or mitigate them.

- 5.15.5 Describe how the Client and their support network will be kept informed of the Client's behaviour changes and improvements.
- 5.15.6 Specify the timeframes in which the agreed goals will be achieved.
- 5.15.7 Describe the Client's integration into meaningful roles, activities and access to further rehabilitation opportunities and/or longer-life supports.
- 5.15.8 Briefly outline the Client's likely transition plan for discharge from the Service.
- 5.15.9 Identify the hours required for the implementation of the Plan.
- 5.16 The Supplier will submit the Client's Behaviour Support Plan on the template provided by ACC.
- 5.17 ACC will, after receiving the Plan, advise the Supplier of ACC's:
  - 5.17.1 Agreement to the proposed Behaviour Support Plan; or
  - 5.17.2 The need to negotiate amendments to the Behaviour Support Plan.

### **Delivery of the Behaviour Support Programme**

- 5.18 The Supplier will:
  - 5.18.1 Ensure the programme of Services delivered is consistent with the Client's Behaviour Support Plan.
  - 5.18.2 Deliver psychological support including strategies and interventions that:
    - 5.18.2.1 Are tailored specifically to the Client's abilities, needs and goals; and
    - 5.18.2.2 Consider the Client's rights, lifestyle, values and environment; and
    - 5.18.2.3 Meet the individual needs of the Client and their family and whānau.
  - 5.18.3 Educate the following people to equip them with the necessary skills and knowledge to implement the Behaviour Support Plan sustainably and consistently:
    - 5.18.3.1 Client; and
    - 5.18.3.2 Their family / whānau; and
    - 5.18.3.3 Caregivers; and
    - 5.18.3.4 Where applicable, school staff or those in the Client's work environment; and
    - 5.18.3.5 Other Service providers etc.

- 5.18.4 Ensure the Client's family, whānau and caregivers:
  - 5.18.4.1 Know and understand what triggers the behaviours of concern; and
  - 5.18.4.2 Are equipped with strategies to reduce and manage behaviours of concern; and
  - 5.18.4.3 Have strategies to support desired behaviours.
  - 5.18.4.4 Plan to discharge the Client from the BSP within the agreed timeframe and describe how the Client will transition.
- 5.19 The Supplier will organise case conferences to:
  - 5.19.1 Ensure alignment, with other Service providers actively delivering therapy, rehabilitation, care and support to the Client, in the:
    - 5.19.1.1 Delivery of Services; and
    - 5.19.1.2 Planning and support of the Client's transition and discharge; and
    - 5.19.1.3 Improved efficacy of Services.
  - 5.19.2 Update ACC on the Client's progress with achieving the goals of Behaviour Support Plan. Other suppliers may be included as required.
  - 5.19.3 Discuss, with ACC and/or other suppliers, significant changes in the Client's situation or their Behaviour Support Plan.
- Note:** Case conferences may include the Client, family, whānau and caregivers as appropriate to the situation.
- 5.20 The Supplier may deliver the approved hours flexibly to adapt to the changing needs of the Client and, where necessary, adapt the Behaviour Support Plan to reflect the necessary changes.
- 5.21 The Supplier may request an extension to the Service, where the additional time will ensure a better outcome for the Client.
- 5.22 The Supplier will:
  - 5.22.1 Continuously monitor the impact of the Behaviour Support Plan to determine if the strategies/interventions should continue, cease or require reassessment and further planning; and
  - 5.22.2 Update ACC with a Progress Report after three and six months of BSP delivery or at intervals agreed in advance with ACC; and
  - 5.22.3 Provide ACC with a Service Review Report at the completion of the Behaviour Support Programme delivery.

## **Reporting**

- 5.23 The Behaviour Support Programme Progress Report will:
- 5.23.1 Describe the Client's progress towards achieving the goals outlined in the Behaviour Support Plan; and
  - 5.23.2 Recommend any changes to the Behaviour Support Plan to adapt to the Client's or their family, whānau, caregiver's current needs; and
  - 5.23.3 Be submitted on the template provided by ACC.
- 5.24 The Behaviour Support Programme Service Review Report will:
- 5.24.1 Be submitted to ACC at the conclusion of the Behaviour Support programme; and
  - 5.24.2 Summarise the Services delivered; and
  - 5.24.3 Outline the efficacy of the strategies implemented with the Client and their family, whānau and caregivers; and
  - 5.24.4 Describe the impact of the strategies and interventions on the Client's quality of life in all areas identified in the Behaviour Support Plan; and
  - 5.24.5 Recommend, what if any, Services are required at discharge from BSP; and
  - 5.24.6 Be submitted on the template provided by ACC.

## **Rapid Intervention Service (RIS)**

### **Purpose**

- 5.25 RIS delivers short term intensive support to the Client and those in need to:
- 5.25.1 Reduce or manage the current escalation of behaviour/s of concern; and
  - 5.25.2 Reinforce the skills and knowledge from the BSP; and
  - 5.25.3 Strengthen their ability to respond appropriately to known or new triggers and/or behaviours.

### **Eligibility**

- 5.26 RIS is for a Client who:
- 5.26.1 The Supplier has already provided a Behaviour Support Programme under this Service in the preceding 12 months; and
  - 5.26.2 Has an escalation of behaviour/s of concern that are more than their previous frequency, and/or duration and/or intensity; and
  - 5.26.3 Needs short-term support to get back on track with achieving or maintaining their Behaviour Support Programme goals.



## **Referral**

- 5.27 A referral from ACC for the RIS to commence is not required.
- 5.28 The Supplier can begin delivering the RIS when:
  - 5.28.1 Support has been requested by the Client, their family, whānau, caregiver, anyone involved with supporting the Client (i.e. another Service provider) or ACC; and
  - 5.28.2 Has been determined to be necessary by the Client's Psychologist.

## **Entitlement**

- 5.29 The Supplier may deliver up to:
  - 5.29.1 Three hours of RIS prior to notifying ACC by email that the Service has begun; and
  - 5.29.2 12 hours of RIS in total over a six-week period from the first contact with the Client, their family, whānau, caregiver etc, until the Service completion.
- 5.30 The Supplier may deliver up to two occurrences of RIS within the 12 months following the submission of the final Behaviour Support Programme Service review report.

## **Assessing Need**

- 5.31 The Supplier will contact the Client, and their family/whānau/caregiver to determine the Client's need for RIS.
- 5.32 The Supplier will, having met with the Client, determine if this escalation of behaviours of concern is best supported via:
  - 5.32.1 The Rapid Intervention Service; or
  - 5.32.2 A further Behaviour Support Programme (which includes an updated assessment and Behaviour Support Plan); or
  - 5.32.3 The Outcome Support and Monitoring Service; or
  - 5.32.4 A referral to the Community Mental Health crisis assessment team.
- 5.33 Once the Supplier has determined the appropriate clinical response, they will advise ACC of their recommended response via email.

## **Intervention**

- 5.34 When the Supplier determines the necessary clinical response is the delivery of the RIS, the Supplier will provide psychological support to the Client, their family, whānau, caregivers, or anyone involved with directly supporting the Client.

## **Completion**

- 5.35 The Supplier will organise a Case Conference with ACC at the completion of the RIS to discuss the:
  - 5.35.1 Strategies or interventions delivered; and
  - 5.35.2 Outcomes achieved; and
  - 5.35.3 Any recommendations which may include:
    - 5.35.3.1 a revised Behaviour Support Programme; or
    - 5.35.3.2 support with the Outcome Support and Monitoring Service.
- 5.36 The Supplier will submit the RIS Report, which outlines the points discussed in clause 5.32 and, where Behaviour Support Programme is recommended, how many hours the Supplier will need to develop a Behaviour Support Plan.
- 5.37 The RIS Report is submitted on the template provided by ACC, even if the Service was not completed due to the Client being transferred to a further Behaviour Support Programme.

## **Outcome Support and Monitoring (OSM)**

### **Purpose**

- 5.38 OSM delivers longer, low intensity support to:
  - 5.38.1 Ensure the Client and their family:
    - 5.38.1.1 Continue to actively manage interactions to minimise behaviours of concern; and
    - 5.38.1.2 Transition to independence from psychological support.
  - 5.38.2 Reduce the Client's need for the Rapid Intervention Service or repetition of the Behaviour Support Programme.

### **Eligibility**

- 5.39 OSM is for a Client who has just completed a Behaviour Support Programme or the Rapid Intervention Service and would benefit from a period of low intensity support.

### **Referral**

- 5.40 Referral to OSM is via a recommendation included in the Behaviour Support Programme Service Review Report or the Rapid Intervention Service Report.
- 5.41 The Supplier will commence OSM on the receipt of a purchase order from ACC.

### **Entitlement**

- 5.42 The Client is entitled to receive up to 14 hours of OSM for a period of up to 12-months.
- 5.43 The Supplier may deliver OSM in time units appropriate to the Client and their family's need.
- 5.44 The Supplier may interrupt OSM when the Client is receiving RIS.
- 5.45 Suppliers may not claim any travel costs for Outcome Support and Monitoring delivery. OSM is delivered by Telehealth or if the Supplier elects to deliver the Service In-person, travel is at the Supplier's cost.

### **Intervention**

- 5.46 The Supplier will deliver OSM as recommended in the BSP Service Review Report and approved by ACC with the creation of a purchase order. This includes, as appropriate:
  - 5.46.1 Providing online psychological therapy;
  - 5.46.2 Group meetings/counselling;
  - 5.46.3 Responding to questions from the Client and their family, whānau, caregivers as required;
  - 5.46.4 Other psychological support to meet the needs of the Client and their family, whānau, caregivers.

### **Completion**

- 5.47 The Supplier has an additional two hours to update ACC on how well the Client and their support network are progressing with Outcome Support and Monitoring. The time is used to provide:
  - 5.47.1 Brief email updates to ACC;
  - 5.47.2 Any Case Conferences that maybe necessary;
  - 5.47.3 An Outcome Support and Monitoring Completion Report outlining:
    - 5.47.3.1 the success of the Client's transition to independence, other rehabilitation or longer life supports;
    - 5.47.3.2 any ongoing risks that may escalate the need for a further Behaviour Support Programme or Rapid Intervention Service;
    - 5.47.3.3 Recommendations for ACC to address any ongoing or associated Client needs.

## Service Timeframes

- 5.48 The following table outlines the responsibilities and timeframes for delivering all the Services within this Service Schedule. All timeframes must be met unless otherwise agreed with ACC.

### Part B: Table 3 - Service Timeframes

<b>Behaviour Support Programme</b>		
<b>Responsibilities</b>	<b>Clause</b>	<b>Timeframe</b>
ACC will contact the Supplier to discuss a Client referral after becoming aware of the Client need.	5.7.1	Within two Business days
ACC will send a written referral to the Supplier, after ACC has discussed the Client with the Supplier.	5.7.2	Within five Business days
The Supplier will, on receipt of a referral, email ACC if the referral is declined.	5.9	Within two Business days
The Supplier will, on accepting an ACC's referral, contact the Client or their representative to organise an initial meeting.	5.10	Within five days
The Supplier will, on accepting ACC's referral, meet with the Client and other key support people to begin the Client assessment and planning.	5.13.1	Within 10 Business days or as agreed with ACC
The Supplier will, after meeting with Client and other key support people, submit their completed Behaviour Support Plan to ACC for approval.	5.16	Within 15 Business days
ACC will, after receiving the Plan, advise the Supplier of their decision.	5.17	Within five Business days
The Supplier will submit the completed Progress Reports to ACC after receiving ACC's approval of the Behaviour Support Plan and purchase order.	5.22.2 5.23.3	At three and six months
The Supplier will submit the completed Service Review report.	5.24.6	At no later than nine months
<b>Rapid Intervention Service</b>		
<b>Responsibilities</b>	<b>Clause</b>	<b>Timeframe</b>
ACC will, upon hearing of an escalation in Client behaviours of concern, notify the Supplier.	5.28.1	Within one Business day
The Supplier will, when notified of an escalation in behaviours of concern, contact the Client, family, whānau, support people to begin the Rapid Intervention Service.	5.31	Within one Business day
The Supplier will, having commenced the Rapid Intervention Service, advise ACC.	5.33	Within three Business days
The Supplier will, having completed the Rapid Intervention Service, submit the Rapid Intervention Service Report to ACC.	5.36	Within five Business days
<b>Outcome Support and Monitoring</b>		
<b>Responsibilities</b>	<b>Clause</b>	<b>Timeframe</b>
The Supplier will update ACC on the progress of the Service by email.	5.47.1	At three, six and nine months
The Supplier will, once the Service is complete, submit an Outcome Support and Monitoring Completion Report to ACC.	5.47.3	Within five Business days

<b>Client Exit Responsibilities</b>		
	<b>Clause</b>	<b>Timeframe</b>
The Supplier will notify ACC by email, prior to terminating their Service to a Client.	6.1.2	10 Business days
ACC will notify the Supplier by email, prior to terminating the Supplier's Service to a Client.	6.1.3	10 Business days
The Supplier and ACC will notify each other, and any other people who should be informed, when the Client has exited from the Behaviour Support Service.	6.1.4	Three Business days

## **6. SERVICE EXIT**

6.1 The Behaviour Support Service is complete for a Client when the:

- 6.1.1 Supplier confirms the Client has completed their agreed Behaviour Support Programme, Rapid Intervention Service or Outcome Support and Monitoring and the appropriate end of Service report has been accepted by ACC; or
- 6.1.2 Supplier has withdrawn Services with ACC's approval; or
- 6.1.3 ACC has withdrawn the Client from the Service; or
- 6.1.4 Client has withdrawn from the Service.

## **7. SERVICE SPECIFIC QUALITY REQUIREMENTS**

### **Staffing requirements**

7.1 The Supplier will:

- 7.1.1 Have competent and qualified Service providers who meet the requirements listed in Part B, Table 4 Qualifications, experience, and skills.
- 7.1.2 Ensure the Service providers assigned to the Client work as an interdisciplinary team.
- 7.1.3 Ensure that all Service providers are clinically and culturally safe, appropriately experienced, trained, and qualified to provide Behaviour Support Services.
- 7.1.4 Ensure their Service providers participate in ongoing professional development activities that support the delivery of quality Services such as:
  - 7.1.4.1 Regular and ongoing post-graduate and professional development, training and mentoring in Traumatic Brain Injury and behaviours of concern.

- 7.1.4.2 Clinical supervision as required by their respective professional/registration bodies.
- 7.1.4.3 Evaluation/research alongside clinical practice.
- 7.1.5 Ensure Service providers who work with children have completed a Children's Workforce Safety Check to ensure they are safety checked to the standard required under the Children's Act 2014 and the Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015.
- 7.1.6 Have a system that identifies and monitors clinical and cultural safety levels, training needs and compliance with training requirements by Service providers to ensure that all requirements in this Contract are met.

**Part B: Table 4 - Qualifications, experience and skills**

Profession	Qualifications, Registration and Memberships	Experience and Skills
Registered Psychologist	Registered Psychologist with a current annual practising certificate from NZ Psychologists Board and Professional association membership with at least one of the following: NZ Psychological Society NZ College of Clinical Psychologists an International Neuropsychological Society acceptable to ACC	Has attended post-graduate courses or specialised training in behavioural support, and Has at least two years post registration experience in working with Clients with: Behaviours of concern including formulation and implementation of a behaviour support plan and; Experience in working with Clients with cognitive disability. Staff will have the following skills: Knowledge and understanding of the principles of Applied Behaviour Analysis and Positive Behaviour Support An understanding of behavioural responses An understanding of communication and the relationship with behaviour An understanding of functional analysis and the relationship with behaviour An understanding of developing behavioural support plans and implementing these within the Client's specific environment. The ability to integrate the findings from other relevant clinical assessments, such as neuropsychological assessments, into the BSP as appropriate.

Profession	Qualifications, Registration and Memberships	Experience and Skills
Allied health providers	Registration with the appropriate professional Board and a current Annual Practising Certificate as per Health Practitioners Competence Assurance Act (HPCA) 2003	Training and experience in the provision of behavioural support and intervention.
Occupational Therapist		Two years community experience of working with Clients with a cognitive disability, their family/whānau and support networks.
Speech and Language Therapist		Staff will have an understanding of behavioural responses
Social Worker		functional analysis and the relationship with behaviour the Behaviour Support Programme implementation within the Client's specific environment.

## 8. EXCLUSIONS

8.1 The following Services are not purchased under this Service Schedule:

- 8.1.1 Social rehabilitation assessments.
- 8.1.2 Vocational Rehabilitation Services.
- 8.1.3 Pain Management Services.
- 8.1.4 Training for Independence Services.
- 8.1.5 Living My Life Service.
- 8.1.6 ACC funded rehabilitation in a residential rehabilitation facility.
- 8.1.7 Home and Community Support Services.
- 8.1.8 Long-term clinical psychological therapy.
- 8.1.9 Comprehensive neuropsychological or neuropsychiatric assessment and treatments.
- 8.1.10 Transport of the Client to and from the clinic or place of Service.
- 8.1.11 Recreation activities.
- 8.1.12 Service provider travel to and from their residence or normal place of business to another place of their business.

## 9. LINKAGES

9.1 The Supplier will ensure that linkages are maintained with the required services to ensure that Clients experience seamless transitions between related services, and concurrent services are appropriately co-ordinated to achieve required outcomes, such as:

- 9.1.1 Clinical Psychiatric Services.
- 9.1.2 Traumatic Brain Injury Residential Rehabilitation.
- 9.1.3 Home and Community Support Services.
- 9.1.4 Alcohol and Other Drug services.
- 9.1.5 Education.
- 9.1.6 Māori health providers.
- 9.1.7 Community rehabilitation services (including Training for Independence).
- 9.1.8 Community organisations (including ethnic and cultural groups) and other ACC funded services involved with the Client.
- 9.1.9 Community Mental Health Services including Community Assessment and Treatment Team (CATT) or a Crisis Assessment Team.

## 10. PERFORMANCE REQUIREMENTS

- 10.1 The Supplier's performance will be measured against the following Service Objectives as specified in clause 3.

### *Part B: Table 5 - Performance Measurement*

Service Objective	Performance measure	Target	Data Source
A reduction in frequency, intensity, and duration of identified behaviours of concern. Part B, clause 3.1.1	Measurable change in scores on tools agreed for both frequency and impact.	≥90% of Clients	Supplier's Annual Report
An increase in the Client's participation in meaningful and age typical roles and activities including injury related rehabilitation where appropriate. Part B, clause 3.1.2	Documented qualitative evidence of improvement in participation in age typical roles, injury-related rehabilitation and community activities.	≥90% of Clients	Supplier's Annual Report ACC Data
An increase in the Client's social and vocational participation. Part B, clause 3.1.3	Use of ACC services that support increased social engagement like Living my Life.	≥20%	Supplier's Annual Report ACC data
A reduction in the use of attendant care for supervision. Part B, clause 3.1.4	Identification of funded supports required to manage behavioural issues before and after the BSP Service.	≥20% of Clients	ACC data
A reduction in the number of Clients re-referred to the Service or	Referral and Service use analysis of existing Clients:	No more than 30% of Clients whose BSP ended within	Supplier's Annual Report



Service Objective	Performance measure	Target	Data Source
whose Service is extended. Part B, clause 3.1.5	- re-referred to BSP within 12 months - extensions of BSP Service - Rapid Intervention Service	the prior 12 months.  No more than two RIS within a two year period.	ACC data

### Quality Forums

- 10.2 The Supplier will attend an annual quality forum to:
- 10.2.1 Discuss the consolidated performance data compiled by ACC from the Suppliers' Annual Report and ACC data.
  - 10.2.2 Present, where requested, recent quality initiatives, case study, recent research, or other topic relevant to quality improvement.
- 10.3 The quality forum may be face to face or virtual.
- 10.4 The Supplier will participate in the development and collection of Client, family/whānau and caregiver experience and outcome measures as described in the Behaviour Support Services Operational Guidelines.

## 11. REPORTING REQUIREMENTS

### Service Reporting

- 11.1 The Supplier will provide an Annual Service Report to ACC no later than 1 December reporting on the period 1 November to 31 October.
- 11.2 The Annual Service Report will:
- 11.2.1 Comprise a written qualitative report and an Excel spreadsheet providing Service level information as described in Table 5 Performance Measurement.
  - 11.2.2 Include relevant case studies to highlight professional practice and Service achievements.
  - 11.2.3 Meet the content and format described in the Behaviour Support Services Operational Guidelines.

## 12. DEFINITIONS AND INTERPRETATION

In this Contract, unless the context requires otherwise:

**“Allied Health”** means one of the professionals listed at Part B, clause 7.1.6 (Table 4 – Qualifications, experience and skills) in this Service Schedule.

**“Behaviour Support Plan”** means a document or a series of linked documents

which outline strategies designed to deliver a level of behaviour support appropriate to the needs of the Client and their support network.

**“Behaviours of Concern”** are escalated behaviours that can impact the wellbeing or physical safety of a child or the people around them. This behaviour can disrupt day to day life and activities. The behaviour may involve emotional outbursts, shouting or screaming, violent reactions, running away or loss of control. The most widely quoted definition of behaviours of concern is Emerson (2008), which states: “culturally abnormal behaviour of such intensity, frequency of duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit use of, or result in the person being denied access to, ordinary community facilities”. Kelly et al (2006) makes specific reference to Clients with a brain injury, as behaviours that are “disruptive, make the client or other people uncomfortable, or go against the rules of community living”.

**“In-person”** is where the Service provider and the Client are physically present in the same room.

**“Intervention”** means a short term action taken to improve a disorder and for the purposes of this Service Schedule is used in the context of the Rapid Intervention Service (RIS).

**“ICAP”** and **“Inventory for Client and Agency Planning”** refers to the ICAP assessment tool which measures both adaptive and maladaptive behaviours and gathers additional information to determine the type and amount of special assistance needed for individuals with disabilities (see Bruininks, R. H., Hill, B. K., Weatherman, R. F., & Woodcock R. W. (1986). Inventory for Client and Agency Planning. Itasca, IL: Riverside Publishing Company).

**“Overt Behaviour Scale (OBS)”** refers to the tool for measuring challenging behaviours following acquired brain injuries in community settings. (Publication reference: Kelly, G., Todd, J., Simpson, G., Kremer, P., Martin, C. (2006).

**“Programme”** refers to a Behaviour Support Programme, which is a set of related activities with a particular long term aim.

**“Plan”** means the Behaviour Support Plan document provided to the Client and ACC which describes the goals and Services to be delivered in the Behaviour Support Programme (BPS).

**“Remote”** or **“remotely”** see Telehealth.

**“Telehealth”** means the use of information or communication technologies to deliver services when Clients and Service providers are not in the same physical location. For the purposes of this Service Schedule, Telehealth relates to real-time videoconferencing interactions and telephone consultations. Telehealth excludes electronic messaging e.g. texts and emails. A Telehealth consultation is to replace

an In-person visit so it does not include a quick triage or check-in phone calls (unless specified). Telehealth may be used to deliver applicable services (as per Part A, clause 4) only if both the Service provider and Client are in New Zealand, and the Client consents. Delivery via Telehealth channels must be clinically appropriate and be in line with the relevant professional body guidelines and ACC's Telepsychology Guidelines.

### **13. GOVERNMENT PROCUREMENT RULES**

- 13.1 The Parties acknowledge that ACC must comply with the Government Procurement Rules (currently in its fourth edition, effective from 1 October 2019) and any associated guidance issued from time to time (referred to together as the "Procurement Rules"). In order to give effect to the Procurement Rules, the Parties agree to the additional matters set out in the Behaviour Support Services Operational Guidelines.