



SERVICE SCHEDULE FOR COMMUNICATION ASSISTIVE TECHNOLOGY, ASSESSMENT AND TRAINING SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING COMMUNICATION ASSISTIVE TECHNOLOGY, ASSESSMENT AND TRAINING SERVICE

1.1 The Term for the provision of Communication Assistive Technology, Assessment and Training Service is the period from 1 October 2017 (“Start Date”) until the close of 30 November 2024 (the “End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.

1.2 There are no further Rights of Renewal.

1.3 There is no obligation on the part of ACC to extend the term of the Service Schedule even if TalkLink Trust has satisfactorily performed all of the Services.

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

XXX

3. NAMED SERVICE PROVIDERS (PART B, CLAUSE 6)

Table 1 – Named Service Providers

4. SERVICE ITEMS AND PRICES (PART B, CLAUSE 13)

Table 2 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
ATA03	Communication Assistive Technology Initial Assessment or Reassessment	<p>Assessment for <u>standard</u> client need, to:</p> <ul style="list-style-type: none"> Determine whether Communication Assistive Technology will address the Client's identified support needs and improved functional outcomes; and, If Communication Assistive Technology will assist as described above, to advise on Client appropriate and cost-effective Assistive Technology options <p>In accordance with Part B, clause 5.1.</p>	\$650.65	Set fee maximum of one per referral
ATA04	Communication Assistive Technology Assessment Complex	<p>Assessment for <u>complex</u> client need to:</p> <ul style="list-style-type: none"> Determine whether Communication Assistive Technology will address the Client's identified support needs and improved functional outcomes; and, If Communication Assistive Technology will assist as described above, to advise on Client appropriate and cost effective Assistive Technology options <p>(prior approval required)</p> <p>In accordance with Part B, clause 5.1.</p>	\$1,301.37	Set fee maximum of one per referral
ATA31	Equipment Trial, Setup, Fitting and Training	The Service Provider will Trial, Setup and Purchase equipment to	\$1,156.79	Set fee maximum of two

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		ensure it meets the Client's identified needs. In accordance with Part B, clause 5.5 and 11.3.		per episode
ATA32	Exceptional Training	Additional training funding that may be available for complex cases, subject to approval.	\$144.60	Per hour up to a maximum of 4 hours per referral
ATAT6	All Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking when: <ul style="list-style-type: none"> return travel is via the most direct, practicable route; and the return travel exceeds 20km <p>Note 1: 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>Note 2: 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	Per trip
ATATA1	Air Travel	Air travel when a Service Provider is: <ul style="list-style-type: none"> requested by ACC to travel to an outlying area that is not the Service Provider's usual area of residence or practice 	Actual and reasonable	Per trip

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<p>to deliver Services; and</p> <ul style="list-style-type: none"> air travel is necessary and has been approved by ACC. <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>		
ATATD10	Travel Distance	<p>A contribution towards travel:</p> <ul style="list-style-type: none"> for return travel via the most direct, practicable route; and where the return travel exceeds 20km <p>Note 1: 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>Note 2: ACC does not pay for the first 20km 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 invoicing is on a pro-rata basis.</p>	\$0.70	Per Kilometre
ATATT5	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 	\$72.28	Per hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<p>route between their base/facility and where the services are provided; and</p> <ul style="list-style-type: none"> the distance the Service Provider travels exceeds 20km return; and/or the time the Service Provider travels exceeds 30 minutes <p>Note 1: 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>Note 2: If travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>		
ATATT1	Travel Time – subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under ATATT5, where:</p> <ul style="list-style-type: none"> 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; and additional travel time is required after the first hour of travel; <p>Note 1: 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</p>	\$144.60	Per hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		the Client as agreed by ACC		
		Note 2: 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.		
ATAAC	Accommodation	<p>Payable when an Assessor has been requested by ACC to deliver a service in an outlying area that is not the Assessor's usual area of residence or practice and overnight accommodation is necessary. ACC will pay actual and reasonable accommodation costs of up to a maximum of \$258.28 plus GST per day with prior ACC approval and receipts provided.</p> <p>Hotels – Maximum of \$172.19 + GST per night</p> <p>Meal and Incidental Allowances – Actual and reasonable up to the following maximums \$86.09 + GST per 24 hour period where overnight stay is required.</p> <p>No reimbursement for alcohol, including mini-bar expenses.</p>	Actual and reasonable	Per night (Max \$258.28 excl. GST)

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

Table 3 - Relationship Management

Level	ACC	Supplier
Client	Staff 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 (for delivery)
 Justice Centre
 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

NOTICES FOR SUPPLIER TO:

 _____ (for deliveries)

 _____ (for mail)

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

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B. SERVICE SPECIFICATIONS FOR COMMUNICATION ASSISTIVE TECHNOLOGY, ASSESSMENT AND TRAINING

1. PURPOSE

- 1.1. ACC wishes to purchase Communication Assistive Technology, Assessment and Training Services (“the Services”), for Clients who have injury related support or rehabilitation needs. The Service will assess Client need and recommend options that will contribute towards improved functional outcomes for the Client.
- 1.2. For the purpose of this Service Schedule, Communication Assistive Technology, includes: Augmentative and Alternative Communication (AAC), Computer Access Aids and Environmental Controls.

2. SERVICE OBJECTIVES

- 2.1. ACC will measure the success of this Service based on the following objectives:
 - 2.1.1. Clients receive a Communication Assistive Technology Assessment or Reassessment within the timeframes set out in Part B, clause 6.1 that includes:
 - 2.1.1.1. Completion of an Initial Assessment that identifies the Client’s needs, and appropriate options that will contribute towards improved functional outcomes for the Client. If Communication Assistive Technology is determined to be appropriate to meet these goals, low technology and high technology options will be identified;
 - 2.1.1.2. Completion of a report to ACC summarising the Client’s needs, the options for addressing the identified needs, and a description of the support available in the Client’s environment if technology is provided.
 - 2.1.2. Clients requiring Communication Assistive Technology as approved by ACC, trial Communication Assistive Technology equipment to determine the specific solution that will meet their needs. This includes:
 - 2.1.2.1. Trialling solutions identified in the Initial report sent to ACC to determine that they meet the identified needs of the Client and are acceptable to the Client;
 - 2.1.2.2. Completion of a report to ACC that details the specific solution, the cost of the solution and a detailed plan for training the client and the significant people in their environment to use and/or support the safe use of the technology.

- 2.1.3. Clients requiring Low Technology solutions will receive a Low Technology solution that has been manufactured to address their identified needs.
- 2.1.4. Clients who have received Communication Assistive Technology, and significant people in their environments, receive training to use and/or support the use of the technology. This includes ensuring that the Client is able to safely use and maintain the technology independently or with support from people in their environment.

3. SERVICE COMMENCEMENT

3.1. Eligibility Criteria

This Service is for Clients who have been determined by ACC as being eligible for Communication Assistive Technology, Assessment and Training and have been referred to the Supplier by ACC

3.2. Referral process

- 3.2.1. ACC will provide the Supplier with referral information on the ACC referral form. At a minimum, the referral will contain the following information:
 - 3.2.1.1. The Client's name, contact details, claim number, demographic details and a description of their injury,
 - 3.2.1.2. Relevant clinical history to enable a quality Assessment and recommendations that will support improved Client outcomes,
 - 3.2.1.3. Any previous Assessment Report(s) relevant to the current circumstances.
- 3.2.2. The Supplier must return any Referral to ACC if it contains inadequate information and request further details before accepting the Referral.
- 3.2.3. Upon receipt of a Referral, the Supplier will Contact the Client within ten Business Days of accepting the referral to explain the Assessment process, answer any Client questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the Assessment.

4. SERVICE LOCATION

- 4.1. The Services will be provided by the Supplier for Clients in the Regions as specified in Part A, clause 2.
- 4.2. The Services will be provided:
 - 4.2.1. In the Client's home, hospital or residential setting; and/or
 - 4.2.2. The Supplier's premises; and/or

- 4.2.3. Another location in the Client's local area as agreed between the Client and the Service Provider.

5. SERVICE REQUIREMENTS

- 5.1. The Communication Assistive Technology Assessment process includes the following components:
 - 5.1.1. Completing the Assessment,
 - 5.1.2. Development of an initial report that recommends options that will contribute to improved functional outcomes for the Client,
 - 5.1.3. Trial of any Equipment that is recommended by the Assessor in the initial Assessment report where ACC has provided written approval for the Trial,
 - 5.1.4. Providing a report detailing the client outcomes from the Trial, recommendations for specific equipment to be provided to the Client, the Client's feedback on the recommended equipment and a plan for training the Client and the significant others in their environment to use and /or support the safe use of the Equipment,
 - 5.1.5. Manufacture of low technology Communication Assistive Technology,
 - 5.1.6. Installation of any Equipment,
 - 5.1.7. Training in the use and maintenance of any Equipment.
- 5.2. At the beginning of the first meeting with the Client, the Service Provider will provide a full explanation of the Assessment process.
- 5.3. The Service Provider will use Assessment tools consistent with current accepted practice to complete the Assessment (for example, the SETT Framework).
- 5.4. If ACC or a reviewer engaged by ACC considers that an Assessment Report is not of an appropriate standard, ACC will advise the Service Provider and the Service Provider will submit a revised report to ACC within ten Business Days at no further cost to ACC.
- 5.5. Where a Trial of Communication Assistive Technology Equipment has been approved by ACC, the Service Provider will coordinate the equipment Trial. This includes:
 - 5.5.1. Sourcing the Equipment for the Trial,
 - 5.5.2. Arranging the Trial with the Client at a time and location suitable to the Client and with the least financial impact on the Client;
 - 5.5.3. Completing an evaluation of the Trial Equipment,

- 5.5.4. Providing a report to ACC detailing:
 - 5.5.4.1. the outcomes of the Trial,
 - 5.5.4.2. recommendations for specific equipment that should be provided to the Client,
 - 5.5.4.3. the Client's feedback on the recommended equipment; and,
 - 5.5.4.4. a plan for training the Client and the significant others in their environment to use and /or support the safe use of the Equipment.
- 5.6. Where ACC has purchased Communication Assistive Technology Equipment and approved a training plan, the Supplier will:
 - 5.6.1. Set up the Equipment,
 - 5.6.2. Train the Client and significant people in their environment to use/support the safe, use of the Equipment,
 - 5.6.3. Provide a completion report to ACC.

6. SERVICE SPECIFIC QUALITY REQUIREMENTS

6.1. The Supplier will adhere to the following timeframes:

Requirement	Applicable Timeframe
Notify the ACC referrer if the Referral is declined	Within five Business Days of receiving the Referral
Contact the Client to explain the Assessment process, answer any Client questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the Assessment	Within ten Business Days of accepting the Referral
Complete the initial Assessment	Within ten Business Days of the first appointment with the client
Complete and submit an initial Assessment Report to ACC	Within ten Business Days of completion of the Assessment
Submit a revised Assessment Report if the first report is not of an appropriate standard	Within ten Business Days of notification by ACC that the Assessment Report is unsatisfactory
Notification of outcome: ACC will advise the Service Provider that Assessment and Trials for a Communication Assistive Technology solution have been approved	Within ten Business Days of receiving the Assessment Report
Contact ACC, Client and/or support person to notify potential wait period for Trial equipment or for the next visit to a geographically distant location. Arrange a suitable time and venue to undertake the Assessment/Trial	Within ten Business Days of receiving the approval

Requirement	Applicable Timeframe
Complete the full Assessment and Trial	Within eight weeks of beginning the full Assessment and Trial
Submit report and training plan to ACC	Within ten Business Days of completing the full Assessment and Trial
Notification of outcome: ACC approve purchase of Equipment and training plan	Within ten Business Days of receiving the report and training plan.
Provide set-up and training	In accordance with training plan approved by ACC
Submit a Completion Report to ACC.	Within ten Business Days of completing the Training Plan approved by ACC

- 6.2. The Supplier will have a service philosophy that aligns with the principles of the New Zealand Disability Strategy (NZDS).
- 6.3. The Supplier must ensure that only Named Service Providers provide Services under this Service Schedule. The Supplier must ensure that each Named Service Provider undertaking Assessments:
- 6.3.1. Has a professional qualification in an appropriate health discipline (e.g. Speech-Language Therapy or Occupational Therapy); and
 - 6.3.2. Has Membership with the Assistive Technology Alliance of New Zealand (ATANZ); and
 - 6.3.3. Maintains registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003; and
 - 6.3.4. Has demonstrated postgraduate experience of not less than two years in the Assessment and rehabilitation of injury-related conditions; and
 - 6.3.5. Has demonstrated postgraduate experience of not less than two years working with people in their own homes; and
 - 6.3.6. Is able to demonstrate competence in Communication Assistive Technology Assessment and provision which includes:
 - 6.3.6.1. Completion of a minimum of 16 Assessments per Calendar Year across agencies that fund or provide Communication Assistive Technology Assessments and includes the Ministry of Health and Ministry of Education; and
 - 6.3.6.2. Annual professional development directly related to Communication Assistive Technology Assessment and provision; and
 - 6.3.6.3. Maintains membership with a discipline specific professional organisation, for example, New Zealand Association of Occupational Therapist (NZAOT), New Zealand Speech-Language Therapists Association (NZSTA).

- 6.4. The Supplier may support the development of staff or contractors who do not possess the minimum experience requirements into the Service Provider role in accordance with clause 6.7 below.
- 6.5. The Supplier will hold auditable records of the professional development activities undertaken by staff and any contractors in accordance with Part B, clause 6.3.
- 6.6. All new Service Providers irrespective of their post graduate experience and professional registration will be orientated to the Service provider role by the Supplier. This will include but is not limited to:
 - 6.6.1. Provision of a position description for the Service Provider role,
 - 6.6.2. Familiarisation with the service requirements,
 - 6.6.3. Familiarisation and demonstration of competence in the completion of Assessment tools,
 - 6.6.4. Familiarisation and demonstration of competence in the completion of Assessment templates and reports,
 - 6.6.5. On going supervision and performance appraisal.
- 6.7. Where a Service Provider does not possess the minimum experience requirements set out in clauses 6.3 above, the Service Provider will be orientated, supervised and mentored by a senior Named Service Provider who has within their position description the responsibility for developing the capability and skill sets of others. This will be a formalised programme that continues until such time as the Service Provider has met the minimum experience requirements and can demonstrate competence in the Named Service Provider role in accordance with Part B, clause 6.3. This will include but is not limited to:
 - 6.7.1. Identifying learning and development needs,
 - 6.7.2. Setting realistic goals with the Service Provider for their development,
 - 6.7.3. Providing the opportunity for observation of the Service Provider role,
 - 6.7.4. Completing Assessments under the supervision of the senior Named Service Provider,
 - 6.7.5. Assessment of skill sets and competence to provide services consistent with this Agreement,
 - 6.7.6. Promoting self-directed learning.
- 6.8. The Supplier must have Named Service Providers, who meet the requirements of Part B, clause 6.3 based in each of the locations included in Part A, clause 2 (Service Locations).
 - 6.8.1. The Supplier will advise ACC immediately if they do not have Named Service Providers available to undertake Assessments within any of the locations identified in Part A, clause 2.

6.8.2. ACC will suspend referrals to the Supplier until Named Service Providers who meet the requirements of Part B, clause 6.3 are available and ACC has been advised in writing.

6.9. Adding Named Service Providers:

6.9.1. The Supplier will encourage the professional development of non-Named Service Providers in order for them to gain the skills and experience required for Named Service Provider applications in accordance with clauses 6.3.

6.9.2. The Supplier may, during the Term of this Service Schedule, make a request to ACC to add Named Service Providers.

6.9.3. Upon request ACC will send an application form to be completed.

6.9.4. ACC may, at its sole discretion, accept or decline applications by providing written notification. Justification for any declined application will be provided.

6.9.5. All new Named Service Providers will be orientated to the role by the Supplier. This will include, but is not limited to:

6.9.5.1. Provision of a position description for the Named Service Provider role,

6.9.5.2. Familiarisation with the service requirements of this Service Schedule,

6.9.5.3. Familiarisation and demonstration of competence in the use of assessment tools,

6.9.5.4. Familiarisation and demonstration of competence in the completion of assessment templates and reports,

6.9.5.5. Ongoing performance appraisal.

6.10. Removing Named Service Providers:

6.10.1. The Supplier will provide written notification to ACC in the event of a Named Service Provider ceasing to provide Services. The notification must include:

6.10.1.1. The name of the Named Service Provider

6.10.1.2. The Named Service Provider's Provider ID

6.10.1.3. The date on which the Named Service Provider will cease providing the Services. This will be the last date the Service Provider can invoice for Services.

6.10.2. Following receipt of the written notice, ACC will provide written confirmation that the Service Provider has been removed from the Service Schedule.

- 6.10.3. ACC may at its sole discretion give notice to the Supplier that a Named Service Provider is removed from this Service Schedule, such notice not to be given arbitrarily.

7. SERVICE EXIT

- 7.1. The Services end for a Client on the later of the following occurring:
 - 7.1.1. The Assessment has been submitted to ACC and ACC has not requested further information within ten Business Days; or
 - 7.1.2. When the Communication Assistive Technology has been installed and the Client and significant people in their environment have received training to use/support the use of the technology.

8. EXCLUSIONS

- 8.1. The following services are not included in this Service:
 - 8.1.1. Other Social Rehabilitation Assessment Services,
 - 8.1.2. On-going therapy or intervention using Assistive Technology devices,
 - 8.1.3. Assessments for Clients who have a covered claim for blindness and require Assistive Technology that is available through ACC's Blind Services contract.

9. PERFORMANCE REQUIREMENTS

- 9.1. The Services will align with the objectives detailed in Part B, clause 2.1.
- 9.2. The Services will be delivered within the timeframes set out in Part B, clause 6.1.
- 9.3. The Supplier must be able to demonstrate that mechanisms are in place to ascertain Client satisfaction with all aspects of Services (see Part B, clause 10.1).
- 9.4. The Supplier must have a quality improvement programme consistent with accepted good practice, and available to ACC upon request.
- 9.5. The Supplier must have an established peer review process for Service Providers undertaking Assessments that are consistent with accepted good practice.
- 9.6. The Supplier must have Service Providers who meet the requirements of Part B, clause 6.3 that are available to provide services in each of the Regions included in Part A, clause 2.

10. REPORTING REQUIREMENTS

10.1. The Supplier will report the following information to ACC:

Table 3 – Reporting Requirements

Information	Frequency	Responsibility
Narrative of Service Delivery during period including: <ul style="list-style-type: none">• Improvements/Innovations• Client feedback/Customer Satisfaction Issues which impact on service delivery of service and/or timeliness Details of Service Providers who have not completed the required number of assessments as detailed in Part B, clause 6.3.6 in the previous 12 months and the reasons why and plan to remedy	Annually in the month following the anniversary of this contract.	Supplier

10.2. The annual report must be sent to SocialRehab@acc.co.nz.

10.3. Information contained in the annual report may trigger a further request for information from the Supplier.

11. EQUIPMENT

11.1. All Communication Assistive Technology Equipment must be requested in accordance with the Managed Rehabilitation Equipment Services (MRES) Operational Guidelines which are available on the ACC website.

The MRES Operational Guidelines may be updated from time to time.

If there is a conflict between the MRES Operational Guidelines and this Service Schedule, the provisions of this Service Schedule take precedence.

11.2. Service Providers must keep up to date with changes to MRES policies and processes, and updates to the MRES Operational Guidelines and Equipment Lists on the ACC website (www.acc.co.nz).

11.3. The Supplier may purchase Equipment items directly from non-contracted suppliers, without prior approval from ACC, if the items are valued at under \$60 (per item, excluding GST) and are not included on the MRES Equipment List.

ACC will reimburse the Supplier for the purchased item after receiving a separate invoice that details the item type and cost, cites service item code EU60, and has a receipt for the item attached.

12. LINKAGES

- 12.1. The Supplier will develop and document linkages with groups and organisations relevant to the Communication Assistive Technology Contract. This includes but is not limited to cultural groups, ACC and non ACC social rehabilitation providers, Ministry of Health, ACC's MRES supplier, regulatory bodies.

13. PAYMENT AND INVOICING

- 13.1. ACC agrees to pay the prices set out at Part A, clause 4, for Services provided in accordance with this Contract.
- 13.2. Where a Client's assessment need is agreed to be Complex (as per guidelines provided by ACC), then the Supplier may claim at the appropriate rate.
- 13.3. The Supplier must submit invoices electronically in the form of e-billing requirements supplied or specified by ACC.

14. DEFINITIONS

In this Agreement, unless the context otherwise requires:

"Assessment" means an Assessment in accordance with this Service Schedule identifying the Client's injury related needs for social rehabilitation and providing advice to ACC about options for addressing these needs.

"Assistive Technology" means any item, piece of equipment, or product system, that is used to increase, maintain, or improve functional capabilities of Clients with disabilities.

"Augmentative and Alternative Communication (AAC)" includes both unaided and aided methods of communication. **Unaided communication systems** – rely on the user's body to convey messages. Examples include gestures, body language, and/or sign language. Aided communication methods can range from paper and pencil to communication books or boards to devices that produce voice output (speech generating devices or SGD's) and/or written output. Electronic communication aids allow the user to use picture symbols, letters, and/or words and phrases to create messages.

"Branch Region" means the geographical region usually covered by an ACC branch office.

"Communication Assistive Technology" includes **Augmentative and Alternative Communication (AAC), Computer Access Aids and Environmental Controls.**

“Computer Access Aids” means headpointers, modified or alternate keyboards, switches activated by pressure, movement, or sound, touch screens, special software, eye-gaze technology, speech to text software that enable persons with disabilities to use a computer. This category includes access to smart phones.

“Environmental Controls” An Environmental Control Unit (ECU) is any piece of equipment that allows an individual with a disability to control aspects of their environment that are operated by electricity (i.e. lights, TV, telephone, etc.).

“Equipment” means any item likely to assist in restoring a Client to independence.

“Reassessment” means an Assessment completed with a Client who has previously had this type of Assessment.

“Social Rehabilitation Assessments” means Integrated Rehabilitation Assessments, Single Discipline Assessments, Education Support Assessments, Housing Assessments, Wheelchair and Seating Assessments, Highly Specialised Transport for Independence Assessments, Transport for Independence Assessments, Communication Assistive Technology Assessments and Equipment Assessments.

“Trial” or “Trialling” equipment means that the Client uses a piece or pieces of Equipment for a set period of time under the guidance of the Service Provider to establish the suitability of the Equipment to address the Client’s identified needs.