



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 December 2024 (Start date) until the close of 30 November 2027 (End date) or such earlier date upon which the period 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 maximum of two further terms of two years. Any decision to extend the Term of this Service Schedule will be based on:

1.2.1 The Parties reaching agreement on the extension in writing prior to the End date.

1.2.2 ACC being satisfied with your performance and delivery of the Services.

1.2.3 All other provisions of this Contract either continuing to apply during such extended Term(s) or being re-negotiated to the satisfaction of both parties.

1.3 There is no obligation on the part of ACC to extend the Term of the Service Schedule, even if the Supplier has satisfactorily performed all the Services.

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

3. SERVICE ITEMS AND PRICES (PART B, CLAUSE 18)

Table 1 - 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	Assessment for <u>standard</u> Client need, in accordance with Part B, clause 5.3.	\$698.72	Set fee maximum of one per referral
ATA04	Communication Assistive Technology Assessment Complex	Assessment for <u>complex</u> Client need in accordance with Part B, clause 5.4.and 5.5.	\$1,397.43	Set fee maximum of one per referral
ATA31	Equipment Trial, Setup, Fitting and Training	The Service Provider will Trial, Setup and Purchase equipment to ensure it meets the Client's identified needs in accordance with Part B, clauses 5.5, 5.6 and 6.	\$1,242.16	Set fee maximum of two per episode (no prior approval required)
ATA32	Exceptional Training	Additional training funding that may be available for complex cases, subject to approval.	\$155.27	Per hour up to a maximum of 4 hours per referral (prior approval required)
ATAT6	All Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking in accordance with Part B, clause 19.	Actual and reasonable	Per trip
ATATA1	Air Travel	Air travel in accordance with Part B, clause 19.	Actual and reasonable	Per trip
ATATD10	Travel Distance	A contribution towards travel in accordance with Part B, clause 19.	\$0.82	Per Kilometre
ATATT1	Travel Time	A contribution towards travel time in accordance with Part B, clause 19.	\$155.27	Per hour
ATAAC	Accommodation	Payable when an Assessor has been requested to travel by ACC, in accordance with Part B, clause 19.	Actual and reasonable	Actual and reasonable

4. PRICE REVIEW

4.1 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:

4.1.1 general inflation

4.1.2 changes in service component costs, and

4.1.3 substantial changes in the market.

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

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

5. RELATIONSHIP MANAGEMENT

Table 2 - 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

6. 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 Partner"

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 an 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 7.1 of this Service Schedule.
 - 2.1.2 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.
 - 2.1.3 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.
 - 2.1.4 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:
 - 2.1.4.1 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; and
 - 2.1.4.2 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.
 - 2.1.5 Clients requiring Low Technology solutions will receive a Low Technology solution that has been manufactured to address their identified needs; and

- 2.1.6 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

Eligibility Criteria

- 3.1 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.

Referral process

- 3.2 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 The Client's name, contact details, claim number, demographic details and a description of their injury.
 - 3.2.2 Relevant clinical history to enable a quality Assessment and recommendations that will support improved Client outcomes.
 - 3.2.3 Any previous assessment report(s) relevant to the current circumstances.
- 3.3 The Supplier must return any Referral to ACC if it contains inadequate information and request further details before accepting the Referral.
- 3.4 Upon receipt of a Referral, the Supplier will:
 - 3.4.1 notify ACC within one Business day if the Referral has been declined; or
 - 3.4.2 contact the Client within ten Business days of accepting the referral, to explain the Assessment process and answer any Client questions;
 - 3.4.3 confirm whether the Client requires a support person; and
 - 3.4.4 arrange a suitable time and venue to undertake the Assessment.

4. SERVICE LOCATION AND SPECIFIED AREA

- 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

Operational Guidelines

- 5.1 The Service must be provided in accordance with the Operational Guidelines for Communication and Assistive Technology Assessments Service which are available on the ACC website. The Operational Guidelines may be updated by ACC from time to time.
- 5.2 If there is a conflict between the Operational Guidelines and this Service Schedule, the provisions of the Service Schedule takes precedence.

Assessments

- 5.3 The Communication Assistive Technology Assessment process includes the following components:
- 5.3.1 Provide a full explanation of the assessment process at the beginning of the first meeting with the Client and Client's family/whānau or support people if requested.
 - 5.3.2 Use assessment tools consistent with current accepted practice to complete the assessment.
 - 5.3.3 Completing all aspects of the Assessment and all standardised measures in accordance with the guidelines for those measures.
 - 5.3.4 Development of an initial report that recommends options that will contribute to improved functional outcomes for the Client.
 - 5.3.5 Trial of any Equipment that is recommended by the Assessor in the initial Assessment.
 - 5.3.6 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.
 - 5.3.7 Manufacture of low technology Communication Assistive Technology.
 - 5.3.8 Installation of any Equipment.
 - 5.3.9 Training in the use and maintenance of any Equipment.
- 5.4 The Service Provider will complete the Complexity Framework, using the template provided by ACC, to determine the level of complexity of the Assessment.

- 5.5 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 as set out in Table 1.

Trial of Equipment

- 5.6 If the Trial of Communication Assistive Technology Equipment is recommended to demonstrate the effectiveness of the proposed solution, the Service Provider will coordinate the equipment trial. This includes:
- 5.6.1 Sourcing the Equipment for the Trial;
 - 5.6.2 Arranging the Trial with the Client at a time and location suitable to the Client and with the least financial impact on the Client;
 - 5.6.3 Completing an evaluation of the Trial Equipment; and
 - 5.6.4 Providing a report to ACC detailing:
 - 5.6.4.1 the outcomes of the Trial;
 - 5.6.4.2 recommendations for specific equipment that should be provided to the Client;
 - 5.6.4.3 the Client's feedback on the recommended equipment; and,
 - 5.6.4.4 a plan for training the Client and the significant others in their environment to use and/or support the safe use of the Equipment.
 - 5.6.5 Where ACC has purchased Communication Assistive Technology Equipment and approved a training plan, the Supplier will:
 - 5.6.5.1 Set up the Equipment;
 - 5.6.5.2 Train the Client and significant people in their environment to use/support the safe use of the Equipment; and
 - 5.6.5.3 Provide a Completion Report to ACC.
- 5.7 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.

6. EQUIPMENT

- 6.1 All Communication Assistive Technology Equipment must be requested in accordance with the Managed Rehabilitation Equipment Services (MRES) Operational Guidelines which is available on the ACC website.
- 6.2 The MRES Operational Guidelines may be updated from time to time.

- 6.3 If there is a conflict between the MRES Operational Guidelines and this Service Schedule, the provisions of this Service Schedule take precedence.
- 6.4 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).
- 6.5 The Supplier may purchase Equipment items directly from non-contracted suppliers, without prior approval from ACC, if the items are valued at under \$100 (per item, excluding GST) and are not included on the MRES Equipment List.
- 6.6 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 EU100, and has a receipt for the item attached.

7. TIMEFRAMES

- 7.1 The Supplier will meet to the following timeframes:

Table 3 - Timeframes

Requirement	Applicable Timeframe
Notify the ACC referrer if the Referral is declined	Within one Business day 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 10 Business days of accepting the Referral
Carry out the initial Assessment	Within 20 Business days of receiving the referral
Complete and submit an initial Assessment report to ACC	Within 10 Business days of carrying out the Assessment
If relevant, complete the full Assessment and Trial	Within eight weeks of beginning the full Assessment and Trial
Submit report and training plan to ACC	Within 10 Business days of completing the full Assessment and Trial
Provide set-up and training	In accordance with training plan approved by ACC
Submit a Completion report to ACC.	Within 10 Business days of completing the Training Plan approved by ACC

8. SERVICE SPECIFIC QUALITY REQUIREMENTS

- 8.1 The Supplier must provide the Services using the Assessment Tools in accordance with Good Industry Practice.

Personnel qualifications and experience

- 8.2 The Supplier must ensure all Service Providers and other personnel involved in the delivery of the Service meet the following requirements, as applicable:

- 8.2.1 Each Service Provider undertaking an Assessments must:

- 8.2.1.1 Hold a professional qualification in an appropriate health discipline (e.g. Speech-Language Therapy or Occupational Therapy).
- 8.2.1.2 Have Membership with the Assistive Technology Alliance of New Zealand ("ATANZ").
- 8.2.1.3 Maintain registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003.
- 8.2.1.4 Demonstrate postgraduate experience of not less than two years in the Assessment and rehabilitation of injury-related conditions.
- 8.2.1.5 Demonstrate postgraduate experience of not less than two years working with people in their own homes.

- 8.2.2 All Personnel must:

- 8.2.2.1 Consistently provide the highest standard of customer service in accordance with Good Industry Practice.
- 8.2.2.2 Undertake induction and development requirements in accordance with Good Industry Practice.

Supervision of new service personnel

- 8.3 The Supplier may support the development of staff or contractors who do not possess the minimum experience requirements into the Service Provider role.
- 8.4 Where a Service Provider does not possess the minimum experience requirements set out in clause 8.2 above, the Supplier must:
- 8.4.1 Ensure the Service Provider is supervised and mentored by a Service Provider who has at least five years' experience and has within their position description the responsibility for developing the capability and skill sets of others (Supervisor).
 - 8.4.2 Ensure the Supervisor has experience and be able to demonstrate through their ongoing professional development, competence in delivering Clinical Supervision to others.

- 8.4.3 Ensure that each Assessment is peer reviewed by the Supervisor.

Hold auditable records of the professional development activities undertaken by staff and any contractors.

Monitoring Competency

- 8.5 The Supplier must maintain quality assurance systems and processes in accordance with Good Industry Practice to identify and monitor competency level, training needs and compliance with supervision and training requirements for Service Providers and other Personnel that provide any part of the Services.

Practising Certificate

- 8.6 The Supplier must ensure all registered Service Providers have and maintain current and valid annual practising certificates, and that the Service Providers comply with any relevant conditions on their delivery of Services.

Capacity and Capability

- 8.7 The Supplier must ensure it has Service Providers and Personnel necessary to deliver the Services in accordance with this Service Schedule. The Supplier must ensure all personnel required to deliver the Services meet the requirements of Part B, clause 8 and are available in each of the locations identified in Part A, clause 2 (Service Locations).
- 8.8 The Supplier will advise ACC immediately if they do not have Service Providers available to undertake Assessments within any of the locations identified in Part A, clause 2. ACC may suspend referrals to the Supplier in the affected area until the Supplier notifies ACC in writing of being able to deliver the Services in the affected area.

Safety Checks

- 8.9 To protect and uphold the safety of Clients at all times, the Supplier must:
- 8.9.1 Carry out appropriate screening/vetting, including Police vetting, for all authorised personnel (including, but not limited to employees, Service Providers and Subcontractors) the Supplier engages to deliver the Services under this Contract.
 - 8.9.2 Establish and maintain appropriate systems, processes and security screening practices, for all supplier authorised personnel (including, but not limited to employees, Services providers and Subcontractors) the Supplier engages to deliver the Services under this Contract.
 - 8.9.3 Ensure all authorised personnel who work with children complete 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.

- 8.9.4 Immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.
- 8.10 The Supplier expressly acknowledges and agrees that where ACC receives any information from any source related to the safety of Clients, in relation to these Services, ACC may take steps to investigate and take appropriate action. If ACC considers on reasonable grounds that the safety of a Client or Clients may be impacted, ACC may at its sole discretion, suspend or terminate all or any part of the Services or this Contract.

Policies, Protocols, Guidelines and procedures

- 8.11 The Supplier must maintain the following:
 - 8.11.1 **Operating Procedures** to manage Service Provider induction, training, decision making and oversight, quality improvements, performance management and risk management in relation to the Services.
 - 8.11.2 **Privacy Policy** to manage Client Personal Information including, to meet the requirements of clause 9 of ACC's Standard Terms and Conditions.
 - 8.11.3 **Health and Safety Plan** relevant to the Client and environments where the Supplier and their Service Providers will be delivering the Services.
 - 8.11.4 **Business Continuity Plan** to manage service continuity and minimise impacts to the Services and Client.
 - 8.11.5 **Service Provider List** to document all Service Providers including any subcontractors delivering the Services to Clients under this Contract.
- 8.12 A copy of the above listed items must be promptly provided to ACC on request or as required.

9. SERVICE EXIT

- 9.1 The Services end for a Client on the later of the following occurring:
 - 9.1.1 The Assessment has been submitted to ACC and ACC has not requested further information within ten Business days; or
 - 9.1.2 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.
 - 9.1.3 Supplier has confirmed that the equipment meets the client's identified needs.

10. EXCLUSIONS

- 10.1 The following services are not included in this Service:
 - 10.1.1 Other Social Rehabilitation Assessment Services;

- 10.1.2 On-going therapy or intervention using Assistive Technology devices;
- 10.1.3 Assessments for Clients who have a covered claim for blindness and require Assistive Technology that is available through ACC's Blind Services contract.

11. PERFORMANCE REQUIREMENTS

- 11.1 The Services will align with the objectives detailed in Part B, clause 2.1.
- 11.2 ACC and the Supplier will review the Supplier's delivery of the Services and compliance with this Contract annually or as required. Each review will consider the following:
 - 11.2.1 The Services are delivered within the timeframes set out in Part B, clause 7.1.
 - 11.2.2 Mechanisms are in place to ascertain Client satisfaction with all aspects of Services (see Part B, clause 12.1).
 - 11.2.3 Quality improvement programmes are consistent with accepted good practice, and available to ACC upon request.
 - 11.2.4 Established peer review processes for Service Providers undertaking Assessments that are consistent with accepted good practice.
 - 11.2.5 Service Providers meet the requirements of Part B, clause 8.2 and are available to provide services in each of the Regions included in Part A, clause 2.
- 11.3 Performance will be measured in accordance with the following table:

Table 4 - Performance Measures:

Objective	Data Source	Target	Performance Measure
Clients receive services in a timely manner	Supplier reported data	≥90%	Percentage of initial Assessment reports submitted within 32 Business days from receipt of the referral.
ACC is able to make a decision on the first submission of the assessment report	Supplier reported data	≥90%	Percentage of assessment reports which have not required further clarification or queries from ACC.

12. REPORTING REQUIREMENTS

12.1 The Supplier will report the following information to ACC:

Table 5 – Reporting Requirements

Information	Frequency	When	Responsibility
Service timeframe reporting (clause 7.1): Percentage of Assessment reports submitted within service timeframes Average and median days to submit the Assessment report.	Six monthly	Due on the last Business day in July and January.	Supplier, via ACC survey
Provide details summarising the number of times resubmission of a report or clarification was provided to ACC after completion of the assessment.	Six monthly	Due on the last Business day in July and January.	Supplier, via ACC survey
Customer Satisfaction: <ul style="list-style-type: none"> Percentage of Clients offered the satisfaction survey Percentage of Clients completing the satisfaction survey Overall satisfaction levels Any points of interest or learning (including Client feedback, complaints) Issues which impact on service delivery of service and/or timeliness. 	Annually	Due on the last Business day in January	Supplier
Cultural Responsiveness: <ul style="list-style-type: none"> Demonstrate how you have supported your staff in the provision of culturally responsive assessment services, including cultivating appropriate organisational and community linkages to support Clients' cultural needs. 	Annually	Due on the last Business day in January	Supplier
Updated list of staff, detailing their experience, qualifications and profession.	Annually	Due on the last Business day in January	Supplier

Annual Declaration

12.2 ACC may, from time to time, request a declaration from the Supplier to confirm compliance with all or any part of the Contract or to disclose information to ACC relevant to the Supplier's visibility or suitability to deliver the Services. If requested to do so, the Supplier must provide ACC with a signed declaration promptly and within the period reasonably requested by ACC.

Information review

- 12.3 ACC may also obtain and review information from their Managed Rehabilitation Equipment Services (MRES) about Service Providers' use of the MRES service including:
 - 12.3.1 Number of times that the MRES supplier has had to ask for further clarification or amendments on reports and equipment orders.
 - 12.3.2 The amount of List vs non-List equipment ordered.
 - 12.3.3 Trials completed within the timeframes indicated in the MRES Operational Guidelines.
- 12.4 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.

13. INFORMATION SECURITY

- 13.1 In addition to the privacy and information management requirements detailed in ACC's Standard Terms and Conditions, the Supplier must:
 - 13.1.1 Ensure that its Personnel who receives and/or accesses ACC Client Personal Information from ACC in respect of a Client only does so for the purposes of delivering the Services, and in a manner that complies with the Supplier's privacy, security and confidentiality obligations under this Contract.
 - 13.1.2 Not transmit, transfer, export or store Client's Personal Information or Confidential Information outside of New Zealand and/or Australia.
 - 13.1.3 Maintain information security systems, procedures and process in accordance with Good Industry Practice to protect Client Personal Information and Confidential Information against loss or unlawful access, use, modification or disclosure.
 - 13.1.4 Undertake regular security assurance, monitoring and testing of its information management system, and promptly remediate any identified security vulnerabilities, in accordance with Good Industry Practice.
 - 13.1.5 Comply with any security information, accreditation and certification requirements requested or notified by ACC from time to time.
 - 13.1.6 Ensure and confirm all Subcontractors meet the requirements in this clause 13.1 before releasing any ACC Client Personal Information or Confidential Information under this Contract.

14. HEALTH AND SAFETY

Health and Safety Risk Management

- 14.1 In addition to the Supplier's obligations under clause 8.16 of ACC's Standard Terms and Conditions, the Supplier must maintain a health and safety risk management plan relating to the delivery of Services that at a minimum:
 - 14.1.1 Identifies health and safety risks arising from the Services.
 - 14.1.2 Establish controls to eliminate or minimise those health and safety risks so far as reasonably practicable.
 - 14.1.3 Ensure all workplaces, environments, fixtures, fittings and plant (as defined in the Health and Safety at Work Act 2015) are, so far as reasonably practicable, maintained without risk to health and safety.
 - 14.1.4 Describe the duties that overlap with other Persons Conducting a Business or Undertaking ('PCBUs' as defined by the Health and Safety at Work Act 2015).
 - 14.1.5 Ensure there are arrangements to consult, cooperate and coordinate with those other PCBUs in order to manage health and safety risks and events (including accidents, harm or near misses), so far as is reasonably practicable.
- 14.2 The Supplier must report on health and safety incidents, events and risks related to the Services to ACC via ACC's online health and safety form. ACC's online health and safety form can be accessed on the ACC website.

15. BROADER OUTCOMES

- 15.1 The Supplier will take reasonable steps to achieve and enhance opportunities to achieve, broader social, economic and environmental outcomes through the Services, including to:
 - 15.1.1 Improve cultural equity and outcomes for Māori, Pacific and other ethnic or indigenous groups.
 - 15.1.2 Perform the Services in a manner that gives appropriate regard to the protection of the natural environment, including by looking for opportunities to reduce emissions and waste impacts, such as by procuring and using low-waste and low emissions good and services where reasonably possible.
 - 15.1.3 Comply, and ensure that its subcontractors and Personnel comply, with relevant employment standards and laws (including obligations under the Employment Relations Act 2000, Minimum Wage Act 1983, Wages Protection Act 1983, and the Holidays Act 2003 or equivalent legislation.

16. OPERATIONAL CONTACT

- 16.1 During the Term of this Agreement the Supplier will nominate a person (as specified in clause 5 of the Quick Reference Information in Part A of this Service Schedule) to be the main contact for ACC who will undertake the functions of the Relationship Manager at clause 11 of the Standard Terms and Conditions.

17. LINKAGES

- 17.1 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, Health NZ – Te Whatu Ora, ACC's MRES supplier, regulatory bodies.

18. PAYMENT AND INVOICING

- 18.1 Services prices are defined for this Service in Part A: Table 1 - Service Items and Prices.
- 18.2 ACC agrees to pay the prices set out in Part A: Table 1 - Service Items and Prices for the Services provided in accordance with this Service Schedule.

19. PROVIDER TRAVEL

Travel by road

- 19.1 ACC agrees to contribute towards a Service provider's expenses for travel by road in the amounts for each Travel Time and Travel Distance specified in Part A: Table 1 of this Services Schedule, in accordance with *ACC's Travel Policy for Providers*, available on ACC's website.
- 19.2 The Supplier must ensure all Service Providers comply with *ACC's Travel Policy for Providers*.

Accommodation

- 19.3 ACC agrees to pay accommodation costs where the Service Provider is required to deliver service in an outlying area which is not the Assessor's usual area of residence and overnight accommodation is necessary. Prior approval is required.
- 19.4 ACC will pay the costs of accommodation costs up to a maximum of \$282.97 plus GST per day with prior approval. This includes:
- 19.4.1 Hotel costs to a maximum of \$188.65 plus GST per night.
 - 19.4.2 Meals and incidental allowances to a maximum of \$94.32 plus GST per 24-hour period.
- 19.5 Accommodation costs do not include reimbursement for alcohol and mini-bar expenses incurred.

Air travel

19.6 ACC agrees to pay for air travel costs when:

19.6.1 The Service Provider has been 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

19.6.2 Air travel is necessary and has been approved by ACC.

20. DEFINITIONS

In this Service Schedule, 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.

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 means 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.

Good Industry Practice the exercise of the due care, skill and diligence, and to the appropriate professional or industry standard, as would be expected from a leading provider or person in the relevant industry.

Personnel means all individuals engaged by a Party in relation to, or in connection with the delivery of the Services in this Contract.

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.