



SERVICE SCHEDULE FOR INITIAL OCCUPATIONAL ASSESSMENT SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM OF SERVICE SCHEDULE FOR INITIAL OCCUPATIONAL ASSESSMENT

- 1.1 The Term of this Service Schedule in respect of Initial Occupational Assessment is the period from the date this Service Schedule is signed by both parties ("Start Date") until the close of 30 April 2025 ("End Date") or such earlier date upon which the period is lawfully terminated. This is the final term of the Contract.

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

« TLA_Information »

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

First Name	Surname	Qualification #1	Qualification #2	Professional Body	Registration No.

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

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
IOA01	Initial Occupational Assessment (Standard)	Assessment and report in accordance with Part B, clause 5.1. A standard Initial Occupational Assessment is undertaken unless the Client meets one of the criteria for a complex assessment (see IOA02).	\$739.09	Per Report

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
IOA01T	Telehealth: Initial Occupational Assessment (Standard)	Telehealth: Assessment and report in accordance with Part B, clause 5.1. A standard Initial Occupational Assessment is undertaken unless the Client meets one of the criteria for a complex assessment (see IOA02).	\$739.09	Per Report
IOA02	Initial Occupational Assessment (Complex)	<p>Assessment and report in accordance with Part B, clause 5.1. Upon referral by ACC and Clients meet one of the following criteria:</p> <ul style="list-style-type: none"> • Dual Diagnosis/ co-morbidity. Client has active mental health issues and/or a significant co-morbidity that impacts on the time required to complete and report on the assessment. • Serious Injury Profile of 1,2,3,5,6,8,10 or 13 (this includes traumatic brain Injury; Spinal Cord Injury with an Asia Scale of A, B, C, D). • Sensitive Claim. • Alcohol and other Drug abuse issues • Communication Issues, i.e. English as a second language or difficulties with receptive or expressive communication. <p>Note: if the Service Provider identifies, during a standard IOA, the criteria for a complex assessment, as above, they can recommend a Complex IOA to ACC who can consider and approve this request.</p>	\$854.06	Per Report
IOA02T	Telehealth: Initial Occupational Assessment (Complex)	<p>Telehealth: Assessment and report in accordance with Part B, clause 5.1. Upon referral by ACC and clients meet one of the following criteria:</p> <ul style="list-style-type: none"> • Dual diagnosis/ co-morbidity. Client has active mental health issues and/or a significant co-morbidity that impacts on the time required to complete and report on the assessment. • Serious Injury Profile of 1,2,3,5,6,8,10 or 13 (this includes Traumatic Brain Injury; 	\$854.06	Per Report

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
		<p>Spinal Cord Injury with an ASIA Scale of A, B, C, D).</p> <ul style="list-style-type: none"> • Sensitive Claim. • Alcohol and other Drug abuse issues • Communication Issues, i.e. English as a second language or difficulties with receptive or expressive communication. <p>Note: if the Service Provider identifies, during a standard IOA, the criteria for a complex assessment, as above, they can recommend a complex IOA to the ACC who can consider and approve this request.</p>		
IOA03	Re-assessment	Re-assessment as referred by ACC.	\$410.63	Per Report
IOA03T	Telehealth: Re-assessment	Telehealth: Re-assessment as referred by ACC.	\$410.63	Per Report
IOA04	CV preparation	Individualised CV to emphasise marketable qualities and skills.	\$213.51	Per CV
	Did not attend	Client fails to attend scheduled appointment without giving one Business Day's prior notification to the Assessor. The Assessor must notify the ACC		Two DNAs per Client Referral
IOADNAS	Standard IOA	Did not attend Standard IOA.	\$295.64	
IOADNAC	Complex IOA	Did not attend Complex IOA.	\$341.62	
IOADNAR	Reassess. IOA	Did not attend Reassessment.	\$164.25	
IOADNAV	CV prep	Did not attend CV preparation.	\$85.40	

Travel and Accommodation

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
IOATT5	Travel Time – first hour	<p>Paid for the first 60 minutes (or less) of total travel in a day where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route between their base/facility and where the services are provided; and the distance the Service Provider travels exceeds 20km return; and/or the time the Service Provider travels exceeds 30 minutes. 	\$73.06	Per Hour of part thereof

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
		<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>		
IOATT1	Travel Time – subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under IOATT5, where:</p> <p>the travel is necessary; and</p> <p>the Service Provider travels via the most direct, practicable route available between their base/facility and where the services are provided; and</p> <p>additional travel time is required after the first hour of travel.</p> <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: the first 60 minutes must be deducted from the total travel time and if travel includes more than one Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	\$146.12	Per Hour or part thereof
IOATD10	Travel Distance	<p>A contribution towards travel: for return travel via the most direct, practicable route; and</p> <p>where the return travel exceeds 20km</p> <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>	\$0.78	Per Kilometre

4.1 Price Review

4.1.1 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,

- (a) general inflation;
- (b) changes in service component costs;
- (c) substantial changes in the market.

4.1.3 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.

NOTICES FOR ACC TO:

ACC Heath Procurement
Justice Centre
19 Aitken Street (For deliveries)
PO Box 242 (For mail)
Wellington
Marked: "Attention: Procurement Specialist"
Phone: 0800 400 503
Email: health.procurement@acc.co.nz

_____ (for deliveries)

_____ (for mail)

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

TABLE OF CONTENTS

1.	PURPOSE OF PURCHASING THE SERVICE	7
2.	SERVICE OBJECTIVE.....	7
3.	SERVICE COMMENCEMENT	8
4.	SERVICE LOCATION OR SPECIFIED AREA	10
5.	SERVICE REQUIREMENTS.....	10
6.	SERVICE SPECIFIC QUALITY REQUIREMENTS	10
7.	SERVICE EXIT	13
8.	EXCLUSIONS	13
9.	LINKAGES	13
10.	REPORTING, QUALITY AND PERFORMANCE REQUIREMENTS.....	14
11.	PAYMENT AND INVOICING.....	14
12.	TELEHEALTH	14
13.	GLOSSARY	15

B. SERVICE SPECIFICATION FOR INITIAL OCCUPATIONAL ASSESSMENT

1. PURPOSE OF PURCHASING THE SERVICE

- 1.1 The Initial Occupational Assessment (IOA) is the first step in vocational rehabilitation where the Client is unlikely to be able to return to their pre-injury employment due to an ACC covered injury. The IOA identifies the types of work that may be appropriate for the Client taking into account the Client's education, experience, and training, or any combination of the three. In considering the suitability of the types of work, the Assessor may also take into account, among other things, the Client's pre-incapacity earnings.
- 1.2 The Initial Occupational Assessment of a Client and/or preparation of a Curriculum Vitae for a Client is undertaken to fully explore and identify:
 - 1.2.1 Client's existing skills, based on the Client's education, previous experience and training and the transferability of these into suitable occupations; and
 - 1.2.2 suitable alternative occupations for the Client.
- 1.3 Initial Occupational Assessments and Curriculum Vitae are tools to provide a basis for rehabilitation, to assist in the development and implementation of a Client's rehabilitation plan.
 - 1.3.1 Initial Occupational Assessments should assist Clients and ACC to make informed rehabilitation and employment decisions based on knowledge about transferable skills, suitable employment options available in the NZ labour market and to assist Clients for work readiness.

2. SERVICE OBJECTIVE

- 2.1 The objectives of this Service are to:
 - 2.1.1 provide ACC with access to high quality Initial Occupational Assessment and Curriculum Vitae preparation Services which are cost-effective, provided in a safe environment, and delivered in a timely manner;
 - 2.1.2 support sustainable and measurable improvements in Clients' rehabilitation and return to work outcomes;
 - 2.1.3 assist rehabilitation planning and implementation;
 - 2.1.4 enhance objectivity in the rehabilitation and return to work process;
 - 2.1.5 identify the types of work that are available in New Zealand and suitable for the Client, taking into account as many pre-injury skills (education, experience and training) as possible and may take into account the Client's pre-incapacity earning;
 - 2.1.6 enable ACC to provide comprehensive rehabilitation focused on addressing the Client's identified needs and barriers to return to work or work-readiness, in a range of suitable types of work;

- 2.1.7 complete the Services within the time frames set out in clause 6.2 for 90% of Clients;
- 2.1.8 provide reports assessed by ACC as complete, accurate and of suitable quality to inform decision making.

3. SERVICE COMMENCEMENT

3.1 Eligibility Criteria

- 3.1.1 Criteria for access to the Services described in this Service Schedule are as follows:
 - 3.1.1.1 the Client has an accepted claim for cover; and
 - 3.1.1.2 the Client is entitled to receive vocational rehabilitation assistance; and
 - 3.1.1.3 a Referral has been made by ACC to the Supplier for the Initial Occupational Assessment and / or Curriculum Vitae preparation services as described in the Operational Guidelines; and
 - 3.1.1.4 where the Referral is for a Curriculum Vitae alone, an Initial Occupational Assessment, completed within the last three months, identifying transferable functional skills and suitable occupations.

3.2 Referral Process

- 3.2.1 When Referring a Client for an Initial Occupational Assessment and/or Curriculum Vitae preparation, ACC will, where appropriate:
 - 3.2.1.1 ensure the Client is aware that upon the acceptance of the Referral, the Supplier will make contact with the Client to arrange an appointment date and time;
 - 3.2.1.2 ensure that the Client is aware of his/her obligation to give at least one Business Day's notice if an arranged appointment cannot be kept and failing to attend an appointment could risk suspension of entitlements;
 - 3.2.1.3 provide an explanation to the Client of the Initial Occupational Assessment and/or Curriculum Vitae Service, including the components involved, the process and the outcome sought;
 - 3.2.1.4 forward a copy of an ACC652 Initial Occupational Assessment Report that was completed in the last 3 months, where the Referral is for a curriculum vitae alone;
 - 3.2.1.5 provide the following information on the ACC 98 Standard Referral Form:
 - 3.2.1.5.1 Client name and contact details;
 - 3.2.1.5.2 contact details of ACC;

- 3.2.1.5.3 reason for the Initial Occupational Assessment and/or Curriculum Vitae preparation Referral;
- 3.2.1.5.4 the Client's indicative rehabilitation outcome;
- 3.2.1.5.5 advise specific information regarding the Client's employment history;
- 3.2.1.5.6 advise any previous relevant rehabilitation interventions including copies of any relevant reports or assessments;
- 3.2.1.5.7 advise any other planned or agreed rehabilitation interventions as appropriate and any relevant aspects of the Client's rehabilitation plan;
- 3.2.1.5.8 advise any known barriers to a successfully completed Assessment and/or Curriculum Vitae;
- 3.2.1.5.9 specify any aspects of the Service which require more or less attention;
- 3.2.1.5.10 Provide the assessor with any other information that may be relevant to the IOA including the Client's earnings before the Client's incapacity.
- 3.2.1.6 advise the Supplier of:
 - 3.2.1.6.1 any threatening or aggressive behaviour that ACC has observed the Client to exhibit; and/or
 - 3.2.1.6.2 any diagnosed psychiatric condition the Client has which may cause them to be aggressive or violent.
- 3.3 The Referral may be given verbally initially, but shall be followed up in writing within one Business day.
- 3.4 The Supplier may return any Referral that contains inadequate information to ACC and request further details before accepting the Referral.
- 3.5 If on receipt of a Referral, or after obtaining further details as per clause 3.4 above, the Supplier determines that for any reason they are unwilling or unable to accept the Referral, the Supplier must immediately contact ACC to notify decline of the Referral.
- 3.6 Any person who has self-referred to the Supplier in the anticipation of a Referral shall be referred back to ACC. ACC will not pay the Supplier for any service provided or time spent with such a person prior to a formal Referral being made.
- 3.7 If the Supplier is unable to meet the timelines stated above, the Supplier shall contact ACC to either:
 - 3.7.1 negotiate an alternative timeframe; or
 - 3.7.2 allow ACC to retract the Referral.

4. SERVICE LOCATION OR SPECIFIED AREA

- 4.1 The Services will be provided within the area specified in Part A, clause 2 of this Service Schedule.
- 4.2 Services will be provided in the Supplier's premises unless otherwise agreed with ACC.

5. SERVICE REQUIREMENTS

- 5.1 The Supplier will ensure that the assessment for each Client will:
 - 5.1.1 identify all types of work available in NZ, for which the Client is suited by reason of their experience, education or training, or any combination of these (the "Work Types"), prioritise Work Types that most closely align with the Client's preinjury occupation, training and experience. Assessors may consider pre incapacity earnings and should use their professional expertise to source information about earnings of other types of work considered suitable; and
 - 5.1.2 include the ability for the Client to comment, make submissions and raise any issues or concerns; and
 - 5.1.3 refer to the Operational Guidelines for guidance to complete this assessment; and
 - 5.1.4 ensure that the assessment and assessment report is completed in accordance with the Operational Guidelines.
- 5.2 Curriculum Vitae Preparation
 - 5.2.1 A Curriculum Vitae is designed to make a Client more marketable to employers.
 - 5.2.2 The Supplier will ensure that the Curriculum Vitae is completed in accordance with the Operational Guidelines.

6. SERVICE SPECIFIC QUALITY REQUIREMENTS

- 6.1 Staffing Requirements
 - 6.1.1 Each Assessor must be named in Part A, clause 3 of this Service Schedule and must have:
 - 6.1.1.1 a tertiary qualification relevant to either vocational rehabilitation services, occupational assessments services or career development services (occupational therapy, physiotherapy, counselling, career development, psychology, social work, occupational health nurses); and

- 6.1.1.2 at least two years relevant experience (field work whilst studying is excluded) in providing vocational rehabilitation services, occupational assessment services or career development services and has demonstrated excellence in service provision and an ability to work effectively with ACC; and
- 6.1.1.3 current membership and/or annual practicing certificate from one of the following professional associations:

Health Professional Service Providers Requirements

Profession	APC	Professional Memberships
Occupational Therapist	Registered with the Occupational Therapy Board of New Zealand (OTBNZ)	Full member of Occupational Therapy New Zealand Whakaora Ngangahau Aotearoa Inc (OTNZ-WNA)
Physiotherapist	Registered with the Physiotherapy Board of New Zealand [PBNZ]	Member of Physiotherapy New Zealand [PNZ]
Registered Nurse	Registered with the Nursing Council of New Zealand, with a Registered Nurse or Nurse Practitioner scope of practice	Full membership of the New Zealand Occupational Health Nurses Association (NZOHNA)
Psychologist	Registered with the New Zealand Psychologists Board [NZPB]	Full membership of either NZ Psychological Society (NZPsS) or New Zealand College of Clinical Psychologists (NZCCP)
Social Worker	Registered with the Social Workers Registration Board (SWRB)	Member of Aotearoa New Zealand Association for Social Workers (ANZASW)

Non-Health Service Providers Requirements

Profession	Registration
Career Practitioner	Fellow, Professional or Full member of the Career Development Association of New Zealand (CDANZ).
Vocational Rehabilitation Counsellor	Full member of either the Australian Society of Rehabilitation Counsellors (ASORC); or the Rehabilitation Counselling Association of Australasia (RCAA)

- 6.1.2 ACC will release to the Client upon request, the names of Suppliers with Assessors in the specific location of interest, for the purpose of assisting Client choice of Supplier.

6.2 Timeframes

6.2.1 The Supplier will ensure that the timeframes in Table 1 are complied with.

Table 1- Timeframes

Must...	Within...
Decline the referral	Two Business days of receiving it. Note: If the referral contains inadequate information, the Supplier may request further details from ACC. The Supplier doesn't need to confirm the acceptance of the referral.
Notify ACC if they are unable to contact the Client	Three Business days of accepting the referral.
Commence the assessment	Five Business days of accepting the referral.
Notify ACC if the Client fails to attend a scheduled assessment	The same day the Client fails to attend.
Complete the Initial Occupational Assessment report	Ten Business days of receiving referral.
Forward three copies of the completed Initial Occupational Assessment report to ACC	Ten Business days of receiving referral.

6.3 In addition to the requirements specified in this Contract, the Supplier will deliver the Services in accordance with the Operational Guidelines. If there is a conflict between the Operational Guidelines and this Service Schedule, the provisions of this Service Schedule take precedence.

6.4 Addition of Named Service Providers

- 6.4.1 The Supplier may, at any time during the Term of this Service Schedule for Initial Occupational Services, make a written request to ACC to add a Service Provider. The written request must include sufficient information for ACC to determine that the Service Provider meets the criteria listed in Part B, clause 6.1.
- 6.4.2 ACC may in its sole discretion accept or decline each such request, by providing written notification to the Supplier. Agreement to such a request may be made subject to conditions.
- 6.4.3 If a request is accepted under this clause, the provider shall be deemed added as a Service Provider from the date of ACC's written notification to the Supplier.

6.5 Removal of Named Service Providers

- 6.5.1 The Supplier may, at any time during the Term of this Service Schedule for Initial Occupational Services, provide written notification to ACC that a Service Provider has ceased to be a Service Provider. The Service Provider shall be deemed to be removed from this Service Schedule, within 5 Working Days after receipt of the Supplier's notice by ACC.
- 6.5.2 ACC may, at any time during the Term of this Service Schedule for Initial Occupational Services, provide written notification to the Supplier that a Service Provider is to be removed from this Service Schedule. The Service Provider shall be deemed to be removed from this Agreement, within 5 Working Days after the Supplier's receipt of ACC's notice. ACC shall not issue such a notice arbitrarily.

7. SERVICE EXIT

- 7.1 The Services described in this Service Schedule are complete in respect of a Client when:
 - 7.1.1 the Assessment has been undertaken and reporting requirements met or (where Curriculum Vitae alone has been provided) the Curriculum Vitae has been completed and copies provided to the Client and ACC as per clause 6.2; or
 - 7.1.2 ACC requests the Supplier to cancel an Initial Occupational Assessment due to non-compliance by the Client to a degree considered unacceptable to ACC following discussion with the Supplier. The Supplier will advise ACC of all instances of irresolvable or repeated non-compliance, which may include (but is not limited to) lack of co-operation or deliberate efforts to undermine the usefulness of the Assessment.
- (Note: Where provision of the Service is cancelled due to Client non-compliance, no fee is payable.)

8. EXCLUSIONS

- 8.1 Other Vocational Rehabilitation Assessments and Services are not to be provided under this Service Schedule. If these services are deemed relevant, then ACC referral process must apply.

9. LINKAGES

- 9.1 The Initial Occupational Assessment is a pre-requisite for other Vocational Rehabilitation Services. The Client will participate in other Vocational Rehabilitation services upon Referral by ACC.

10. REPORTING, QUALITY AND PERFORMANCE REQUIREMENTS

- 10.1 The Supplier will monitor and manage the quality and performance of the Service by:
 - 10.1.1 participating in any peer review and/or quality processes implemented by ACC from time to time;
 - 10.1.2 advising ACC of any issues the Supplier has in relation to the Assessment process;
 - 10.1.3 providing a full response to any enquiry or request for information by ACC, when reasonably requested by ACC;
 - 10.1.4 providing the reporting requirements information outlined in clause 10.2 to ACC when requested, no more frequently than once a year.
- 10.2 Reporting Requirements
 - 10.2.1 This Contract requires the Supplier to supply ACC results against a number of contract monitoring measures to demonstrate that the Supplier is providing a quality service and complying with the Service Specifications. This will be requested no more frequently than once a year and can include but is not limited to:
 - 10.2.1.1 Services that meet the Service timeframes outlined in clause 6.2;
 - 10.2.1.2 Results of customer satisfaction surveys;
 - 10.2.1.3 Number, type and outcome of complaints;
 - 10.2.1.4 Qualifications, professional membership details and relevant professional development for each Named Provider on this Contract.

11. PAYMENT AND INVOICING

- 11.1 ACC agrees to pay the applicable prices set out in Part A, clause 4 of this Service Schedule for services in accordance with this Service Schedule.

12. TELEHEALTH

- 12.1 Services can be delivered by Telehealth where clinically appropriate. Services delivered by Telehealth must:
 - 12.1.1 have Client or authorised representative consent (recorded in the clinical notes) with the option of an in-person meeting if the Client prefers;
 - 12.1.2 be preceded by an initial risk assessment to ensure Client safety;
 - 12.1.3 meet the same required standards of care provided through an in-person consultation;
 - 12.1.4 have clinical records that meet ACC and professional body requirements;

12.1.5 meet the requirements outlined in the standards/guidelines of the relevant regulatory body. If there is a difference between the regulatory body statements and what is stated in this contract, then the contract conditions take precedence;

12.1.6 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.

12.2 Service Requirements

12.2.1 The supplier will provide all equipment and technology necessary to deliver services by Telehealth and manage their own technical issues.

13. GLOSSARY

“Assessor” has the same meaning as “Named Provider” and “Service Provider” listed in Part A, clause 3 approved by ACC to carry out Assessment Services under this Service Schedule;

“Work Types” means all types of work available in NZ, for which the Client is suited by reason of their experience, education or training, or any combination of these.

“Telehealth” means the use of information or communication technologies to deliver health care when Clients and care providers are not in the same physical location.

For 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, it does not include a quick triage or check-in phone calls (unless specified).

“In-person” means the provider and Client are physically present in the same room.¹

¹ Medical Council of New Zealand Statement on telehealth 31 March 2020.