



SERVICE SCHEDULE FOR PSYCHOLOGICAL SERVICES

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING PSYCHOLOGICAL SERVICES

- 1.1 The Term for the provision of Psychological Services is the period from the date of signing by both parties (“Commencement Date”) until the close of 30 April 2024 (the “Date of Expiry”) 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 periods of one year. Any decision to extend the Term of the Service Schedule will be based on:
 - 1.2.1 the parties reaching agreement on the extension in writing prior to the End Date and
 - 1.2.2 ACC being satisfied with the performance of the Services by the Supplier, and
 - 1.2.3 all other provisions of this Contract either continuing to apply during such extended Term 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 (CLAUSE 4)

3. NAMED SERVICE PROVIDERS

Name, Vocation, ACC Provider Number

4. SERVICE ITEMS AND PRICES

Table 1 – Psychological Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
PSY50	In-person assessment (excluding PSY51 and PSY52)	In accordance with Part B, clause 5. This is a treatment needs assessment only and is not used to determine cover of a mental injury.	\$186.48	Per hour to a maximum of 4 hours
PSY50T	Assessment (excluding PSY51 and PSY52) delivered by Telehealth	Includes assessment and report writing time up to a maximum of 4 hours.		
PSY51	In-person assessment to determine MICPI cover	In accordance with Part B, clause 5. Assessment inclusive of reading, writing and Client report review time.	\$186.48	Per hour to a maximum of 16 hours
PSY51T	Assessment to determine MICPI cover delivered via Telehealth			
PSY40	Pre-Cover WRMI Early Intervention, in-person	In accordance with Part B, clause 5.10. Involves early provider contact and information gathering.	\$186.48	Per hour to a maximum of 4 hours
PSY40T	Pre-Cover WRMI Early Intervention, via Telehealth	It has two purposes: 1) to provide early psychological intervention to reduce the psychological impact of the traumatic event on the Client; and 2) to gather information which can be used in a mental injury assessment report.		
PSY52	In-person assessment to determine WRMI cover	In accordance with Part B, clause 5. Assessment inclusive of reading, report writing time and Client report review time.	\$186.48	Per hour to a maximum of 16 hours
PSY52T	Assessment to determine WRMI cover via Telehealth			
PSY53	Pre-Cover WRMI Post Assessment In-person Therapeutic Sessions	In accordance with Part B, clause 5.11. Allows the Client continuity of support while ACC determines WRMI cover.	\$186.48	Per hour to a maximum of 2 hours

Service Item Code	Service Item Description	Service Item Definition	Price (excl GST)	Pricing Unit
PSY53T	Pre-Cover WRMI Post Assessment Therapeutic Sessions via Telehealth			
PSY60	Treatment in- person Sessions without MICPI cover	In accordance with Part B, clause 5.7.	\$186.48	Per hour and / or part thereof to a maximum of 16 hours per block
PSY60T	Treatment Sessions without MICPI cover via Telehealth			
PSY61	Treatment in- person Sessions with MICPI cover	In accordance with Part B, clause 5.7.	\$186.48	Per hour and / or part thereof to a maximum of 16 hours per block
PSY61T	Treatment Sessions with MICPI cover via Telehealth			
PSY62	Treatment in- person Sessions with WRMI cover	In accordance with Part B, clause 5.7.	\$186.48	Per hour and / or part thereof to a maximum of 16 hours per block
PSY62T	Treatment Sessions with WRMI cover via Telehealth			
PSY70	Progress / Completion Report without MICPI cover	In accordance with Part B, clauses 5.8 or 5.9.	\$186.48	Per report
PSY71	Progress / Completion Report with MICPI cover	In accordance with Part B, clauses 5.8 or 5.9.	\$186.48	Per report
PSY72	Progress / Completion Report with WRMI cover	In accordance with Part B, clauses 5.8 or 5.9.	\$186.48	Per report

Table 2 – Did Not Attend and Travel Codes – Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYDNA	Non-Attendance Fee	Did Not Attend - payable for the missed face to face assessment or treatment if a Client does not attend a scheduled appointment without giving 2 Business Days prior notification, and the Supplier has taken all reasonable steps to ensure they attend, including reminding the Client of the appointment 3-4 days before the scheduled time. Not to be used in conjunction with any other non-travel code. The Supplier must notify ACC.	\$74.59	Max 2 per claim (payable once per DNA) On site 40%
			\$111.89	Off-site 60%
PSYTD10	Travel Distance	A contribution towards travel: for return travel via the most direct, practicable route; and where the return travel exceeds 20km. 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). 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.	\$0.70	Per km

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYTT5	Travel Time - less than 1-hour return, or for first hour of travel	<p>Paid for the first 60 minutes (or less) of total travel in a day where:</p> <p>the travel is necessary; and</p> <p>the Service Provider travels via the most direct, practicable route between their base/facility and where the services are provided; and</p> <p>the distance the Service Provider travels exceeds 20km return; and/or</p> <p>the time the Service Provider travels exceeds 30 minutes.</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: If travel includes more than one Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	\$93.24	Per hour or part thereof

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYTT1	Travel Time - subsequent hour	<p>Paid for return travel time after the first 60 minutes in a day paid under PSYTT5, where:</p> <p>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> <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>	\$186.48	Per hour or part thereof
PSYTA1	Air Travel	<p>Air travel when a Service Provider is:</p> <p>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.</p> <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>	Actual and Reasonable	Per trip

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYT6	All other travel	<p>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.</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 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

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYAC	Accommodation	<p>Payable when an Assessor has been requested by ACC to conduct a clinic 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 \$258.28excl. GST per day with prior ACC approval and receipts provided.</p> <p>Hotels – Maximum of \$172.19 excl. GST per night.</p> <p>Meal and Incidental Allowances – Actual and reasonable up to the following maximum of \$86.09 excl. GST per 24-hour period where overnight stay is required.</p> <p>No reimbursement for alcohol, including mini-bar expenses.</p>	<p>Actual and Reasonable (max of \$258.28 excl. GST per day)</p>	Per Night

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
PSYTR1	Remote Clinic Room Hire	<p>Paid where an Approved Service Provider is: requested by ACC to deliver services in an outlying area that is not the Service Provider's usual area of residence or practice; and the Service Provider is required to hire rooms for the specific purpose of delivering Services.</p> <p>Note: ACC will only pay for the 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 (max of \$226.58 excl. GST per day)	Per Day

Price Review

ACC will review the prices specified in this clause 4 when, at ACC's sole discretion, it considers that a review is 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 a 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 the Supplier has agreed to the increase in writing. If the Supplier agrees to the price increase, the price increase will take effect from a date specified by ACC.

5. RELATIONSHIP MANAGEMENT

Table 3 - 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

6. 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

NOTICES FOR SUPPLIER TO:

 _____ (for deliveries)

 _____ (for mail)

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

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B. SERVICE SPECIFICATIONS FOR PSYCHOLOGICAL SERVICES

1. PURPOSE

- 1.1. ACC wishes to purchase Psychological Services from the Supplier.
- 1.2. The purpose of the Service is to enable Clients to achieve and maintain their maximum level of health and independence in daily activities.

2. SERVICE OBJECTIVES

- 2.1. ACC will measure the success of this Service based on the following objectives:
 - 2.1.1. Assessment of the Client's current psychological status for the purposes of ACC's treatment planning to address rehabilitation needs;
 - 2.1.2. Identification of current barriers that are preventing rehabilitation towards independence;
 - 2.1.3. Providing timely and appropriate, evidence-based psychological interventions to address the identified barriers, to achieve Client independence;
 - 2.1.4. Providing Client education for self-management;
 - 2.1.5. Providing early education to the family/whānau of the Client about the effects of psychological problems/mental injury to foster strong recovery/coping strategies and Client managed recovery and rehabilitation; and
 - 2.1.6. Achieving agreed outcome specifications.

3. SERVICE COMMENCEMENT

- 3.1. Client Eligibility for Service
 - 3.1.1. A Client is eligible to receive Psychological Services if the Supplier has received a written referral for Psychological Services from ACC for the Client and if one of the following apply:
 - 3.1.2. The Client: has suffered a personal injury as defined in the Accident Compensation Act 2001 (AC Act) which has been accepted as having cover under the AC Act, and may include:
 - 3.1.2.1. Mental injury suffered by a person because of physical injuries (MICPI) suffered by the person; or
 - 3.1.2.2. Work related mental injury (WRMI) suffered by a person in the circumstances described in section 21B of the AC Act; or

- 3.1.2.3. Mental injury suffered by a person because of a non-covered treatment injury (TIMI) suffered by the person; and
 - 3.1.2.4. has suffered a personal injury that has resulted in the requirement of Psychological Services to assist with their rehabilitation; or
 - 3.1.3. The Client may have suffered a personal injury as defined in the AC Act and a claim has been lodged for:
 - 3.1.3.1. Work-related mental injury (WRMI) that is likely to have been suffered by a person in the circumstances described in section 21B of the AC Act; and
 - 3.1.3.2. It has resulted in the requirement of Psychological Services to assist with their rehabilitation.
- 3.2. Service Commencement
 - 3.2.1. Clients who may require Psychological Services include Clients who have developed psychological difficulty as a result of their personal injury or are experiencing psychological barriers to recovery from their personal injury.
- 3.3. Referral Process
 - 3.3.1. The Supplier may only receive a Referral for Psychological Services (ACC265) from ACC following a:
 - 3.3.1.1. Psychiatric assessment or recommendation;
 - 3.3.1.2. Neuropsychological assessment or recommendation;
 - 3.3.1.3. Pain assessment or recommendation;
 - 3.3.1.4. Other specialised assessment or recommendation;
 - 3.3.1.5. Recommendation from a Psychology Advisor (PA); or
 - 3.3.1.6. Recovery Team Member identifying the need for Psychological Services.
 - 3.3.2. The Supplier is deemed to have accepted a Referral unless ACC receives written, email or verbal notice from the Supplier within 3 Business Days of receipt of the Referral.
 - 3.3.3. ACC will not pay the Supplier for Services for a person or Client who has not been referred to the Supplier in accordance with this Service Schedule.

4. SERVICE LOCATION

- 4.1. The Supplier will provide the Psychological Services at the location(s) specified in Part A, Clause 2.
- 4.2. If the Client's circumstances are exceptional or if a physical condition precludes the Client from attending the Supplier's service location for an Assessment/Reassessment or treatment then the Service may be provided in a location that meets the needs of the eligible Client.
- 4.3. Where Assessment/Reassessment or treatment of a Client is required in a location away from the Supplier's facility, travel costs will be reimbursed at the rate specified in Part A, Clause 4. Where possible Services will be carried out in one locality to minimise travel costs to ACC. If provision of the Service is required in a location outside that specified in Part A, Clause 2 of this Service Schedule, the Supplier must seek prior written approval from ACC and, if ACC approves the request, travel costs will be reimbursed at the rate specified in Part A, Clause 4.
- 4.4. Services can be delivered by Telehealth, where clinically appropriate, and where this is considered to best meet the Client's needs and circumstances. Services delivered by Telehealth must:
 - 4.4.1. have Client or authorised representative consent (recorded in the clinical notes), and with the option of an in-person meeting if the Client prefers;
 - 4.4.2. Be accessible by the Client;
 - 4.4.3. be preceded by an initial suitability assessment and safety plan performed by the Service Provider;
 - 4.4.4. meet the same required standards of care provided through an in-person consultation;
 - 4.4.5. have clinical records that meet ACC and professional body requirements;
 - 4.4.6. meet the requirements outlined within ACC's guidance on the provision of services through Telehealth, and the New Zealand Psychologist's Board Telehealth guidance_and comply with the relevant New Zealand regulations, standards, and guidelines for Telehealth.
 - 4.4.7. 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.
 - 4.4.8. in circumstances where the Client will access the services at a location outside the Service Provider's Territorial Authority, have prior written approval from ACC.

5. SERVICE REQUIREMENTS

- 5.1. All Psychological Services being assessments for Mental Injury caused by Physical Injury (MICPI) cover, Work-Related Mental Injury (WRMI) cover or assessments without MICPI, provided by the Service Provider for a Referred Client, will include an assessment consultation and report which will be part of an Individual Rehabilitation Plan agreed to by ACC and the Client.
 - 5.1.1. The Supplier must ensure that all Client appointments under Psychological Services are delivered:
 - 5.1.1.1. in-person; or
 - 5.1.1.2. via Telehealth in accordance with Part B, Clause 4 of this Service Schedule and ACC's Telehealth Guide.
 - 5.1.2. The Supplier will provide all equipment and technology necessary to deliver services by Telehealth and manage their own technical issues.
- 5.2. The Supplier must ensure that Psychological Services provided by the Service Provider for the Client include:
 - 5.2.1. Arranging any necessary appointments with the Client;
 - 5.2.2. Providing an initial clinical evaluation to:
 - 5.2.2.1. Assess the Client's current psychological status;
 - 5.2.2.2. Identify current barriers that are preventing rehabilitation towards independence;
 - 5.2.2.3. Identify current appropriate treatment strategies designed to meet the rehabilitation needs of the Client;
 - 5.2.2.4. Determine suitability of the referral;
 - 5.2.2.5. Confirm the number of sessions recommended in the Referral.
- 5.3. The Supplier must ensure that each Assessment Consultation and Assessment Report covers the following:
 - 5.3.1. A detailed history of the Client;
 - 5.3.2. An introduction to the Client of the purpose of the Services, confidentiality issues, and any other concerns the Client may have at the outset;
 - 5.3.3. The history of the presenting mental injury or psychological problem, and its causal link to the original personal injury;
 - 5.3.4. Functional enquiry regarding current mental status, mood and other compromising psychological or psychiatric symptoms;
 - 5.3.5. Personal, educational, social and occupational history;

- 5.3.6. Medical and psychiatric history;
 - 5.3.7. Client's goals and motivation;
 - 5.3.8. A risk assessment;
 - 5.3.9. Service Provider's plan of action which details how functional objectives will be achieved to meet the expected outcomes of the Referral; and
 - 5.3.10. Written agreement with an initial assessment where an independent assessment has been conducted, or written explanation including an extensive rationale of any variance to the initial assessment.
- 5.4. The Supplier must ensure that Assessment Reports are in the Service Provider's own format and are submitted to ACC with the Psychological Services Action Plan (ACC266).
 - 5.5. For Assessment of MICPI or WRMI cover only, there is a maximum of 16 hours to complete the Assessment. This includes preparation and reading time, face-to-face assessment time, and report writing. It also includes time to review the Assessment Report with the Client either in-person or via Telehealth.
 - 5.6. The Supplier must ensure that the assessment review appointment includes the Client unless there are concerns around Client or Service Provider safety, or if this is deemed clinically inappropriate.
 - 5.7. The Supplier must ensure that follow up service sessions include:
 - 5.7.1. Conducting a clinical evaluation of the Client to determine suitability of the Referral and confirmation of the number of sessions recommended in the Referral;
 - 5.7.2. The provision of cognitive-behavioural or other evidence-based therapy to promote Client adaptation to their injuries;
 - 5.7.3. Access to information regarding mental injury and its effects;
 - 5.7.4. Providing early education to the family/whānau of the Client about the effects of psychological problems/mental injury to foster strong recovery/coping strategies and Client managed recovery and rehabilitation;
 - 5.7.5. Re-assessing goals and discussing progress made throughout the sessions;
 - 5.7.6. Monitoring clinical outcomes for the Psychological Services provided; and
 - 5.7.7. Ensuring the Client has sufficient supports in place on completion of Psychological Services.

- 5.8. There is a maximum of 16 hours per block for follow up sessions, however, the Supplier must ensure that Service Providers only deliver the number of follow up sessions actually required for a Client consistent with achieving the Client's objectives and goals.
- 5.9. Progress Reports
- 5.9.1. Following an initial Assessment Report and provision of the Psychological Services Action Plan (ACC266) the Supplier must ensure that the Service Provider submits Progress Reports (ACC267) to ACC and the Client's General Practitioner in accordance with this clause.
- 5.9.2. Progress Reports must be submitted on completion of 50% of the total Psychological Services sessions being provided to each Client where the total number of follow up/treatment sessions is 16 or greater.
- 5.9.3. ACC provides the template for the Progress Report Notice on the website acc.co.nz. The Service Provider must complete all sections that are relevant for the Client.
- 5.9.4. While working on the Progress Report, Service Providers will work in co-ordination with all rehabilitation services approved by ACC and provided for the Client and will ensure the transfer of information to all relevant parties on request of ACC.
- 5.10. Completion Reports
- 5.10.1. On completion of the Psychological Services, the Supplier must ensure that a Completion Report (ACC268), which complies with this clause, is provided to ACC and the Client's General Practitioner.
- 5.10.2. ACC provides the template for the Completion Report Notice on the website acc.co.nz. The Service Provider must complete all sections that are relevant for the Client.
- 5.11. Pre-cover Work-Related Mental Injury (WRMI) Early Intervention
- 5.11.1. The Supplier must provide pre-cover WRMI Early Intervention Services, which involves early contact with the Client to help gather information for the Service Provider and ACC to a maximum of four hours.
- 5.11.2. Pre-cover WRMI Early Intervention has two purposes:
- 5.11.2.1. To provide early psychological intervention, to reduce the psychological impact of the traumatic event on Clients, and to assist in the prevention of mental injury; and
- 5.11.2.2. To gather information which can be used in an Assessment Report should the Client wish to progress to a cover decision for WRMI.

- 5.11.3. Following the Pre-cover WRMI Early Intervention Service if:
 - 5.11.3.1. The Client wishes to progress to a WRMI cover decision, the Supplier must provide an assessment as specified in PSY52; or;
 - 5.11.3.2. The Client decides not to proceed to a WRMI cover decision, the Supplier must outline in an email to ACC the number and date of sessions undertaken by the Client, any issues covered and the outcome of the sessions.
- 5.12. Pre-cover Work-Related Mental Injury (WRMI) Post Assessment Therapeutic Sessions
 - 5.12.1. The Supplier must provide pre-cover WRMI Post Assessment Therapeutic Sessions, which allows a Client continuity of support while ACC determines whether such Clients have cover for Work-Related Mental Injury following receipt of the Assessment for WRMI Cover Report.
 - 5.12.2. Pre-cover WRMI Post Assessment Therapeutic Sessions have two purposes:
 - 5.12.2.1. To provide early psychological intervention to reduce the psychological impact of the traumatic event on Clients, and to assist in the prevention of mental injury; and
 - 5.12.2.2. To allow continuity of support.
- 5.13. Approval Process for Further Psychological Services
 - 5.13.1. Prior to completion of the initial Psychological Services outlined in the Client's Individual Rehabilitation Plan and in the Referral, the Supplier may request ACC funding approval to provide further Psychological Services to that Client in respect of the same claim. The Supplier must ensure that the Service Provider makes this request at least 2 weeks before the approved initial Psychological Services are finished.
 - 5.13.2. Any such request for funding approval for further Psychological Services must be submitted to, and approved by, ACC prior to commencement of any further session(s), and must include the following information:
 - 5.13.2.1. the functional objectives and outcomes of the proposed further Psychological Services;
 - 5.13.2.2. what the initial Psychological Services have achieved to date in terms of outcomes;
 - 5.13.2.3. the reason why further Psychological Services are necessary;

- 5.13.2.4. the recommended number of further Psychological Services sessions;
- 5.13.2.5. expected timeframes for further Psychological Services.
- 5.13.3. ACC will provide notice in writing to the Supplier, Service Provider and the Client of its decision (at ACC's sole discretion) to accept or decline the Service Provider's request for funding approval for further Psychological Services within two weeks of receipt of the request.

6. SERVICE SPECIFIC QUALITY REQUIREMENTS

6.1. Service Delivery Timeframes

- 6.1.1. The Service will usually be provided during normal working hours but may be provided after hours or during weekends.
- 6.1.2. The Supplier must ensure that the Service Provider does not carry out more than one Psychological Services session with a Client on any day without prior approval from ACC.
- 6.1.3. Upon receipt of a Referral from ACC for Psychological Services, the Supplier will:
 - 6.1.3.1. Ensure that the Client is contacted within 3 Working Days of receiving the Referral to arrange an initial appointment, and, where applicable;
 - 6.1.3.2. Ensure that ACC is notified within 1 Working day of receiving notice that the Client has declined to attend the initial appointment.
- 6.1.4. The Supplier will contact ACC if the Client cannot be contacted within the time frame stipulated in Part B, Clause 6.1.3.
- 6.1.5. The Supplier will ensure that the initial consultation is provided within 10 Working days of contacting the Client.
- 6.1.6. The Supplier will contact ACC if the initial consultation cannot be completed within the time frame stipulated in Clause 6.1.5. An Assessment Report will be submitted no later than 10 working days following the Assessment.
- 6.1.7. Progress Reports must be supplied to ACC on completion of 50% of the total Psychological Services being provided to each Client where the total number of Psychological Services follow up/treatment sessions being provided is greater than 16.
- 6.1.8. Psychological Services should be completed within 24 weeks of submitting the Assessment Report.

- 6.1.9. If a Client fails to attend a Psychological Services session, ACC must be notified within 1 Working day of the missed appointment.
- 6.1.10. If additional Psychological Service sessions are anticipated, a request must be sent to ACC at least 2 weeks prior to the completion of the initial Psychological Services Session, in accordance with Part B, Clause 5.13.
- 6.1.11. Further Psychological Services, must be commenced within 10 Working days after the date of receipt of ACC funding approval under Part B, Clause 5.13.
- 6.1.12. A Completion Report must be supplied to ACC within 2 weeks of the final Psychological Services session.
- 6.2. Named Service Providers
 - 6.2.1. The Supplier will utilise the services of only the Named Service Providers included in Part A, Clause 3 (or subsequently added as Service Providers by ACC pursuant to Part B, Clause 6.3), in the course of providing Psychological Services for Clients.
- 6.3. Addition of Named Service Providers
 - 6.3.1. The Supplier may, at any time during the Term of this Service Schedule, make a written request to ACC that a psychologist be added as 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 6.5.
 - 6.3.2. 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.
 - 6.3.3. If a request is accepted under this clause, the psychologist shall be deemed added as a Service Provider from the date of ACC's written notification to the Supplier.
- 6.4. Removal of Named Service Providers
 - 6.4.1. The Supplier may, at any time during the Term of this Agreement for Psychological Services, provide written notification to ACC that a Service Provider has ceased to be a Service Provider for Psychological Services. The Service Provider shall be deemed to be removed from this Service Schedule, 5 Working Days after receipt of the Supplier's notice by ACC.

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

6.5. Service Provider Qualifications

6.5.1. The Supplier will ensure that each Service Provider providing Psychological Services has the required scope of practice: Clinical Psychologist, Psychologist, Counselling Psychologist, Neuropsychologist or Educational Psychologist, and meet the following additional criteria:

6.5.1.1. Qualifications:

6.5.1.1.1. Is a registered Psychologist in New Zealand under the Health Practitioners Competence Assurance Act 2003;

6.5.1.1.2. Has a qualification which meets at least level 8 (postgraduate) of an NZQA recognised course of study, which includes in its content: assessment, classification and formulation; abnormal psychology; skills in two or more models of therapeutic intervention; human development and knowledge and skills in the use of psychometric tools (if using psychometrics);

6.5.1.1.3. Holds a current Annual Practicing Certificate with the NZ Psychologist Board; and

6.5.1.1.4. Holds current financial membership with at least one of the following:

- (i) NZ Psychological Society;
- (ii) NZ College of Clinical Psychologists; or
- (iii) An international professional body acceptable to ACC; and

6.5.1.2. Experience and competencies:

6.5.1.2.1. Has a minimum of one year full-time postgraduate experience working in mental health (not including clinical placements and internships);

- 6.5.1.2.2. Can demonstrate experience in working with Clients who have mental health difficulties associated with physical injuries or work-related trauma with this experience having been obtained or maintained in the last 5 years;
- 6.5.1.2.3. Can provide documentation of participation in relevant workshops, seminars and conferences;
- 6.5.1.2.4. Where applicable, is able to demonstrate knowledge of, and competency in using at least one of the following classification systems – Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition – Text Revision (DSM- IV- TR) or Diagnostic and Statistical Manual of Mental Disorders – Fifth Edition (DSM – 5), International Classification of Diseases – 10th Revision (ICD- 10), Psychodynamic Diagnostic Manual (PDM), Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood – Revised (DC:0- 3R); and
- 6.5.1.2.5. Has notified ACC of any areas of specialisation such as specialisation in children, adolescents, specific cultural knowledge and skills (such as a second language).

6.5.1.3. All Service Providers who work with a person under the age of 18 must 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 (Requirement for Safety Checks of Children's Workers) Regulations 2015.

6.6. Supervision required by all Service Providers

6.6.1. The Supplier will ensure that all Service Providers will have a supervisory agreement in place with a professional peer who is appropriate for the services being provided, and the Supplier will supply ACC with the contact details and qualifications of all Service Providers’ supervisors.

6.7. New Service Providers require additional supervision

6.7.1. The Supplier must ensure that Service Providers who are new to providing mental injury assessments to ACC obtain supervision from a supervisor who is an experienced ACC mental injury assessor. The supervisor needs to be approved by ACC and must review and co-sign a minimum of the Service Provider's first 10 mental injury assessments prior to the Service Provider supplying them to ACC. The purpose is to ensure the new Service Provider's early reports are of the quality required.

6.8. Competency Levels

6.8.1. The Supplier will ensure that all Service Providers are clinically and culturally competent, appropriately experienced, trained and qualified to provide Psychological Services.

6.8.2. The Supplier will have in place a system that identifies and monitors clinical and cultural competency levels, training needs and compliance with training requirements by Service Providers to ensure that all requirements in this Agreement are met.

6.9. Training

6.9.1. The Supplier will ensure that all Service Providers who provide Psychological Services will have satisfactorily completed recognised courses to further develop, refresh and update their skills and knowledge.

6.10. Provisional Service Provider Requirements

6.10.1. If a Service Provider does not have the required full experience requirements specified in clause 6.5, the Supplier may apply for them to be approved as a Provisional Service Provider if they meet the following criteria:

6.10.1.1. Qualifications:

6.10.1.1.1. Must be able to demonstrate Service Provider qualification requirements (either standard or specified equivalency); and

6.10.1.1.2. Must have experience and demonstrate competencies

6.10.1.1.3. Must provide details of on the job training to gain or update the Service Provider's experience working directly with Clients who have developed psychological problems following physical injury and traumatic incidents; or

6.10.1.1.4. Engage in further professional development with specific relevance to working with psychological problems following physical injury and/or traumatic incidents where recent professional development is not thought to be sufficient.

6.11. Supervision Requirements for Provisional Service Providers

6.11.1. All Provisional Service Providers must meet the following supervision requirements:

6.11.1.1. Have an arrangement in place for ongoing supervision with an appropriately qualified and experienced supervisor who has experience treating and assessing Clients with psychological problems following physical injury and traumatic incidents, including experience in ACC mental injury assessments;

6.11.1.2. Discussion of all cases with the supervisor prior to and following the assessment;

6.11.1.3. Engagement in fortnightly one - on - one supervision with the supervisor;

6.11.1.4. Maintenance of a supervision log which outlines the cases discussed and provides a summary of issues and recommendations for each case;

6.11.1.5. Have each Assessment Report and each Treatment report read and co-signed by the supervisor;

6.11.1.6. A final supervision report from the supervisor, supervision log, and two anonymised mental injury assessments, will be required by ACC once the criteria to work as a Named Service Provider are considered to have been met. This supervision report and supervision log should be received by ACC within 36 months of approval of provisional status.

6.11.2. The Supplier must provide ACC with a summary letter or other document outlining how the above requirements will be met over the provisional period.

6.12. Psychology Interns

6.12.1. For the purposes of this clause, the following definitions apply:

- 6.12.2. **“Psychology Intern”** means a student engaged in a Psychology Board accredited post-graduate diploma, master or doctoral course of studies, to achieve full registration in the Clinical Psychologist, Psychologist, Neuropsychologist or Counselling Psychologist scopes of practice, but who does not as yet have the necessary clinical experience.
- 6.12.3. **“Supervisor”** means a supervisor of a Psychology Intern that meets all the following requirements:
- 6.12.3.1. Is registered with the New Zealand Psychologists Board as a Psychologist, Clinical Psychologist, Neuropsychologist, or Counselling Psychologist scope of practice.
 - 6.12.3.2. Holds a current Annual Practicing certificate with the NZ Psychologists Board; and
 - 6.12.3.3. Is a current member of at least one of the following:
 - 6.12.3.3.1. New Zealand Psychological Society, or
 - 6.12.3.3.2. NZ College of Clinical Psychologists; or
 - 6.12.3.3.3. An international professional body acceptable to ACC; and
 - 6.12.3.3.4. Is an approved ACC named service provider with at least 2 years of clinical experience.
 - 6.12.3.3.5. Is approved by the Psychology Intern’s university to provide supervision for Psychology Interns.
 - 6.12.3.3.6. Is allocated to no more than two Psychology Interns during each clinical practicum.
- 6.12.4. Psychology Services to ACC clients may be provided by Psychology Interns if a Supervisor is co-located on-site at the relevant service location during the ACC client’s treatment session.
- 6.12.5. The Supplier may only invoice ACC in relation to these services in accordance with clause (6.12.6).
- 6.12.6. The Supplier acknowledges and agrees that it may invoice ACC for the supervisor’s time only when and to the extent the supervisor has been physically present providing direct supervision to the Psychology intern during the ACC client’s treatment session. In these circumstances, the Supplier may invoice ACC under the supervisor’s provider ID number utilising the psychology intern code in the applicable service schedule.

- 6.12.7. For all other circumstances, including where the Supervisor is co-located in the building but not physically present providing direct supervision during the appointment, the Supplier will not claim, and ACC will not fund Psychology Services provided by Psychology interns.
- 6.12.8. The Supplier must ensure its record-keeping includes what, if any, Psychology Services are provided to ACC clients by a Psychology Intern.
- 6.12.9. The Supplier must ensure that the following requirements are met in all circumstances where a Psychology Intern is providing Psychological Services:
 - 6.12.9.1. The Psychology Intern must adhere to the New Zealand Psychologists Board's standards of ethical conduct and clinical and cultural competence as well as any best practice guidelines adopted and endorsed by the board, (these standards are required by the Health Practitioners Competence Assurance Act 2003) including:
 - 6.12.9.1.1. Core competencies for the Practice of Psychology in New Zealand;
 - 6.12.9.1.2. Code of Ethics for Psychologists Working in Aotearoa/New Zealand;
 - 6.12.9.1.3. Cultural Competencies for Psychologists Registered Under the Health Practitioners Competence Assurance Act (2003) And Those Seeking to Become Registered.
 - 6.12.9.2. The Psychology Intern must have a Supervisor. The Psychology Intern may have a second nominated Supervisor to provide supervision if the primary Supervisor is not on site. The Psychology Intern must ensure that their named Supervisor/s is or are co-located on-site and available when undertaking clinical work with ACC clients.
 - 6.12.9.3. Each Supervisor meets all requirements included in the definition of that term above.
 - 6.12.9.4. The Supervisor/s are registered with the NZ Psychologists Board in the same scope, in which the Psychology Intern is undertaking their internship.
 - 6.12.9.5. The Psychology Intern may only see ACC clients under one Supplier contract.

- 6.12.10. If the Supplier is hosting a Psychology Intern that will or may provide Psychological Services, the Supplier must provide to ACC:
 - 6.12.10.1. An application – (ACC 8344 Psychology intern application form), the Psychology Interns annual practicing certificate, academic transcript,
 - 6.12.10.2. An induction plan including how the Supplier is going to introduce and educate the Psychology Intern about the Psychological Services,
 - 6.12.10.3. Details of the Psychology Intern’s supervision plan and arrangements including:
 - 6.12.10.3.1. The Supervisor/s details,
 - 6.12.10.3.2. Frequency and model of supervision as determined by the Psychology Intern's university, and
 - 6.12.10.3.3. Informed consent process for clients, and
 - 6.12.10.3.4. Acknowledgement signed by the Supervisor/s.
 - 6.12.10.4. All clinical work undertaken by the Psychology Intern will be overseen by the Supervisor/s, who will maintain responsibility for the client’s care at all times,
 - 6.12.10.5. That the Supervisor/s will be co-located on-site when the Psychology Intern is undertaking clinical work with ACC clients, and
 - 6.12.10.6. Note that the Supervisor of a Psychology Intern will check and co-sign each report and clinical record completed by the Psychology Intern. The Supervisor/s is responsible for ensuring that the standard of each assessment and treatment provided is at least equivalent to that of a qualified psychologist.

7. SERVICE EXIT

- 7.1. This Service is complete when:
 - 7.1.1. a satisfactory Completion Report is received by ACC and the Client’s General Practitioner on completion of the recommended and approved number of sessions; or
 - 7.1.2. ACC advises, or the Service Provider recommends and ACC agrees, that the Client cease receiving Psychological Services due to non-progress or non-attendance.

- 7.2. Any recommendation to cease due to non-progress or non-compliance from the Service Provider must be made in consultation with ACC and must be accompanied by a report demonstrating non-attendance including:
- 7.2.1. details of attempts to contact the Client;
 - 7.2.2. letters written to the Client;
 - 7.2.3. measures taken to address non-compliance including the presentation of alternatives offered; and
 - 7.2.4. the Client's response to this contact.

8. PERFORMANCE REQUIREMENTS

- 8.1. The Supplier's performance will be measured as shown in Table 5 – Performance Measurement

Table 5 – Performance Measurement

	Objective	Performance measure	Target	Data Source
1.	Timely Contact with the Client	Contacts the Client within 3 working days of receipt of referral or notifies ACC within 1 working day of receiving notice of Client decline to attend.	80%	Supplier Reports
2.	Timely Initial consultation with the Client	Initial Consultation provided within 10 working days of contacting the Client	80%	Supplier Reports
3.	Timely Reporting	The Assessment report is provided within 10 working days following the assessment.	80%	Supplier Reports

9. CONTRACT MONITORING REPORTING REQUIREMENTS

- 9.1. ACC may request the Supplier to supply further information or reports on Psychological Services provided. Any request will be reasonable, and the Supplier shall provide the information within 30 days of the request.
- 9.2. The purpose of such a report is to monitor the progress and quality of Service delivery under this Service Schedule against expected performance in accordance with Part B, Clauses 5,6 and 8.
- 9.3. The evaluation undertaken by ACC may include (but shall not be restricted to):
- 9.3.1. The processes outlined in this Service Schedule, including the timeliness, appropriateness and cost effectiveness of the Services provided and the ongoing management of this Service Schedule;

- 9.3.2. Satisfaction of the Referrer with the Service Provider and the quality of the Service Provider's Services;
- 9.3.3. Satisfaction of Clients with the Supplier, Service Provider and ACC; and
- 9.3.4. Any other matters reasonably considered to be relevant by ACC.

10. OPERATIONAL CONTACT

- 10.1. During the Term of this Service Schedule the Supplier will nominate a person (as specified in Part A, Clause 5) to be the main contact for ACC who will:
- 10.2. Have primary responsibility for relationships and communication with ACC and the operation of this Service on a day to day basis;
- 10.3. Be proactive in informing ACC of issues with provision of Services as outlined;
- 10.4. Raise issues and suggest solutions regarding this Service;
- 10.5. Ensure that the Service is operated in accordance with this Service Schedule;
- 10.6. Represent the Supplier in discussions on performance; and
- 10.7. Ensure that ACC is advised promptly when the person's contact details change.

11. RELATIONSHIP MANAGEMENT

- 11.1. To ensure the continuing effective operation of the Service, formal working relationships are to be maintained as defined in Part A, Table 3 - Relationship Management.

12. NOTICE PERIOD

- 12.1. The period of notice required for cancellation of this Service Schedule as set out in the Standard Terms and Conditions, Clause 20 is hereby reduced from three months to one month.

13. PAYMENT AND INVOICING

- 13.1. Services prices are defined for this Service in Table 1 – Psychological Service Items and Prices.
- 13.2. ACC agrees to pay the prices set out in Table 1 – Psychological Service Items and Prices.
- 13.3. The prices set out are the entire amount chargeable to ACC in relation to the Services and no additional amount may be charged to ACC, the Client or other person for Services under this agreement.

14. DEFINITIONS AND INTERPRETATION

“**Face-to-Face**” includes in-person and Telehealth, if both the Service Provider and Client are in New Zealand, and the Client consents.

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

“**MICPI**” means Mental Injury Caused by Physical Injury.

“**TIMI**” (Treatment Injury Mental Injury) means Mental Injury caused by a non-covered Treatment Injury.

“**Telehealth**” means the use of information or communication technologies to deliver services when Clients and 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 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 Part B, Clause 4 of this Service Schedule.

“**WRMI**” means Work-Related Mental Injury.

15. PSYCHOLOGICAL SERVICES FORMS TO BE ACCESSED FROM THE ACC WEBSITE

At www.acc.co.nz:

- ACC266: Psychological Services Action Plan.
- ACC267: Psychological Services Progress Report.
- ACC268: Psychological Services Completion Report.
- ACC4247: Mental Injury Assessment form which includes the Guidelines for completing mental injury assessment reports.