



SERVICE SCHEDULE FOR INDIVIDUAL RESIDENTIAL SUPPORT SERVICES

CONTRACT NO. _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING INDIVIDUAL RESIDENTIAL SUPPORT SERVICES

- 1.1 The Term for the provision of Individual Residential Support Services is the period from date of signing (“Commencement Date”) until date lawfully terminated by both parties.

2. SPECIFIED AREA AND SERVICE LOCATION (PART B, CLAUSE 14)

3. SERVICE ITEMS AND PRICES (PART B, CLAUSE 20)

Service Code	Service Description	Price (GST excluded)	Pricing Unit
«Service_It em_Code»	Individual Residential Support Daily Rate (refer to Appendix 1 for additional services included in the Daily Rate)	\$«M_1_July_2025_Daily_Rate»	Per Day

4. ADDRESSES FOR NOTICES (PART 1, SCHEDULE 2, CLAUSE 8)

4.1 Notices for ACC to:

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

4.2 Notices for Supplier to:

_____ (for deliveries)

_____ (for mail)

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

4.3 Name of Client

Name of Client receiving services under this Agreement, Part B, Clause 1
("the Client"):
«Client_Name» – Claim #: «Claim_Number»

B. SERVICE SCHEDULE FOR INDIVIDUAL RESIDENTIAL SUPPORT SERVICES

1. OVERVIEW

- 1.1 This Service Schedule is for Individual Residential Support Services (“IRSS” or the “Service”) that ACC will purchase from the Supplier for the Client who needs Individual Residential Support as a result of having sustained an injury.

2. WHO THE SERVICE IS FOR

- 2.1 The Service is available to People who have sustained an Injury and as a result have significant multiple physical sensory and/or cognitive disabilities and who are not able to live at home. The Service is available to people who have the assessed need for ongoing supported residential care. This Service is for one Person where there are no other ACC people in that Home requiring Residential Support services which can be covered under a multiple contract.

3. WHY THE SERVICE IS PURCHASED

- 3.1 The Service is purchased to provide the Client with a home that supports an everyday life which maintains wellbeing and independence for the Client as far as practicable. This will include the opportunity to have goals, and take part in family and community life as far as reasonably possible. This Service will also assist the person to participate in suitable activities outside the home.

4. WHAT THE SERVICE INCLUDES

- 4.1 The key services provided by the Supplier under this contract are Individual Residential Support and Access to Community Activities. These Services are described in Appendix 1.

5. LEVEL OF SUPPORT AND CARE

- 5.1 This is an Individual Contract which sets out ACC’s expectations and the daily contract rate to reflect the Client’s abilities and level of need. The Supplier may only provide Services that have been specified by ACC and agreed by the Supplier. Requests for changes will be reviewed by ACC and should not occur until formally agreed in writing.

6. HOW DOES THE PERSON ACCESS THESE SERVICES?

6.1 The Person is Referred to the Supplier

6.1.1 ACC has spoken with the Client and family / whānau / aiga to identify what support is needed to lead an everyday life within their home and community. The person has agreed the identified facility is a place they want to live and ACC has agreed to pay for this Service.

6.1.2 The Supplier will admit the Client within 10 working days of the written acknowledgement by ACC.

7. WHAT THE SUPPLIER MUST DO

7.1 When the Person is admitted it is expected that:

7.1.1 An Individual Support Plan that is consistent with the Client's abilities and needs is agreed with the Client and ACC within 10 working days of admission.

7.1.2 A Weekly Plan of who will deliver the supports and when the service will be delivered in the home throughout the week is agreed with the Client.

7.1.3 Links are made with other Services and co-ordination occurs as required.

7.1.4 Communication needs of the Client are considered and staff are trained in communication aids and methods used by the Client.

7.1.5 Decision making occurs with the Client that respects and encourages the person to maintain personal freedom, and living without direction as far as possible.

7.2 If the Client has a history of violence or aggression, a plan should be included with the Individual Support Plan on how this will be prevented and, if necessary, managed.

7.3 The Supplier will keep the Individual Support Plan and Weekly Plan up to date and correct, and both the Client and Supplier will keep a copy. The Supplier will send a copy to ACC within 10 working days.

8. FLEXIBILITY FOR SERVICES

8.1 The Supplier must provide the Individual Residential Support Services which have been assessed as appropriate and are included in the Individual Support Plan. The Supplier will maintain a Weekly Planner which shows how the Individual Support Plan will be delivered each day of the week.

9. ADDITIONAL SERVICES

- 9.1 The Supplier will provide additional services agreed by ACC as additional to the normal daily living bed rate. Any such additional services are specified in the Individual Support Plan and the costs are included in the specified daily rate. The specified additional services are to be organised and paid for by the Supplier.

10. WHAT IS NOT DELIVERED

- 10.1 There are some closely or inter-related Services that are not delivered under this Individual Service Schedule. Any Service funded by a separate Service schedule or agreement through Health New Zealand - Te Whatu Ora, under Regulations or any other government agency are not funded or covered under this Service Schedule (Appendix 1).
- 10.2 If not covered by other service contracts with ACC or under Regulations, then the Client is liable to meet any additional costs. Further specific information can be sought from ACC.

11. WHAT TO DO WHEN THINGS CHANGE

- 11.1 If the Client's needs change and cannot be accommodated within the Individual Support Plan, the Supplier will contact ACC to discuss the changes. If ACC agrees that this Individual Support Plan is no longer appropriate then a review of the Client's needs and circumstances will be arranged. On completion of the needs assessment ACC will discuss the results of the assessment with the Supplier and if agreed a new Individual Support Plan will need to be agreed by all parties as set out in clause 7.

12. CONTINGENCY PLANNING

- 12.1 If for some reason the usual Services cannot be delivered, then the Supplier must arrange alternative Services as part of contingency planning for the Client to meet Individual Residential Support Services. This includes:
- 12.1.1 When the Support Worker is on leave the Supplier will have suitably qualified relief replacement workers;
- 12.1.2 In the case that the Supplier is no longer able to provide a suitable level of service the Supplier will contact ACC so that alternate care can be arranged; or
- 12.1.3 In case of a natural disaster.

13. STOPPING SERVICES

- 13.1 The Client or the Supplier can contact ACC to ask for a referral to another Supplier or to stop the Service. Services stop when:
 - 13.1.1 The period of support identified on the Individual Support Plan ends and there is intention to change; or
 - 13.1.2 The Client decides to leave the service; or
 - 13.1.3 The Client dies.

14. WHERE THE SERVICES ARE DELIVERED

- 14.1 The Services will be provided at the facility or facilities specified in Part A – Quick Reference Information, clause 2.

15. HOW THE SERVICE IS DELIVERED

- 15.1 The Supplier must hold certification and show compliance with the Health and Disability Standards NZS 8134:2021.
- 15.2 The Supplier will discuss and decide with the Client who will be their Individual Support Worker(s). The Supplier will also:
 - 15.2.1 Plan for Services with the Client;
 - 15.2.2 Deliver Services as agreed in the Individual Support Plan;
 - 15.2.3 Deliver Services in a way that respects the dignity, rights, needs, abilities and cultural values of the Client, and their family/whānau/aiga;
 - 15.2.4 Respect the Client's Home and privacy within their home;
 - 15.2.5 Ensure Services are delivered by suitably trained and competent persons who will support the Client's needs and goals on a day to day basis;
 - 15.2.6 Ensure normal nursing care is provided by a Registered Nurse (RN) or an EN/Support worker working under the supervision/direction of the RN;
 - 15.2.7 Contact ACC to arrange a review if the Client's support needs change;
 - 15.2.8 Use the Client's feedback to continuously improve the service, and regularly ask the Client if they are happy with the Service, using an independent person to do this; and
 - 15.2.9 Ensure the Client knows how to make their concerns known when they are not satisfied with their Services, and a solution is reached together in an acceptable time.

16. EFFECTIVENESS OF THE SERVICE

- 16.1 Successful delivery of Services occurs when:
 - 16.1.1 The Client has an ongoing voice in, and is central to, the Services being delivered;
 - 16.1.2 This Service is coordinated with any other agencies that provide support Services so that they work together to achieve the Client's Goals which are part of the Individual Support Plan;
 - 16.1.3 The potential for further injury or decline in the Client's health is prevented or reduced through preventive strategies;
 - 16.1.4 Satisfactory progress is made on the Client's Goals and the Goals are regularly reviewed with the Client;
 - 16.1.5 The Client has received Services at the agreed times without any unexpected interruptions to the Services;
 - 16.1.6 The Client is satisfied with the way in which Services have been delivered;
 - 16.1.7 Relevant legislation, industry and organisational guidelines and standards are complied with;
 - 16.1.8 The Client is respected as an individual; and
 - 16.1.9 The Client has choice about what activities they have access to.

17. MONITORING, REPORTING AND REVIEWING SERVICE OUTCOMES

- 17.1 The Supplier will give an annual report by 1 March each year to ACC on the Client's progress which will include but is not limited to:
 - 17.1.1 Progress towards goals;
 - 17.1.2 Activities attended in the community;
 - 17.1.3 Health and well being; and
 - 17.1.4 Changing needs.
- 17.2 ACC will from time to time visit the Home to see the Client, the facility and documentation and to review the services.

18. OCCURRENCE OF AN EXCEPTION OR INCIDENT

- 18.1 If an Exception or Incident occurs the Supplier will:
 - 18.1.1 Notify ACC within 24 hours of it occurring, except when this occurs outside a Working day, in which instance the Supplier must notify ACC on the following day; and

- 18.1.2 Within two working days, send a written report to ACC which identifies the Person and describes the nature of the Exception or Incident and steps taken by the Supplier to protect and prevent further occurrence.

19. PAYMENT AND INVOICING

19.1 Invoice requirements

- 19.1.1 The Supplier will raise a separate GST invoice for the Person within five days of the end of each month/week. To help ACC ensure efficient payment processing, this invoice must contain the following information:

- 19.1.1.1 The invoice must be addressed to ACC;
- 19.1.1.2 The Supplier's name, address and ACC Vendor number;
- 19.1.1.3 The GST number of the Supplier;
- 19.1.1.4 The words 'Tax Invoice' in a prominent place;
- 19.1.1.5 An invoice number;
- 19.1.1.6 The invoice date;
- 19.1.1.7 The relevant ACC purchase order number;
- 19.1.1.8 The name of the Agreement and the contract number;
- 19.1.1.9 The Supplier's name and ACC Vendor number;
- 19.1.1.10 The name and claim number of the Person receiving the Service;
- 19.1.1.11 A description of the Services and their codes (these are on the purchase order);
- 19.1.1.12 The quantity (or days) of Services delivered; and
- 19.1.1.13 The start and end date on which the Service was provided.

20. PAYMENT OF INVOICE

- 20.1 If the Supplier has complied with its obligations under this Agreement, ACC will pay the invoice into the Supplier's bank account as indicated in Part A, clause 3 of this Agreement on or by the 20th day of the month following receipt of the invoice or service date.

- 20.2 The price for each Service set out in this Service Schedule is the entire amount chargeable in relation to that Service, and no additional amount may be charged to ACC, any Client or other person (whether by way of co-payment or part-charge or otherwise) for Services provided under this Service Schedule.

21. PAYMENT DURING PERSON'S ABSENCE

- 21.1 If the Client is absent from the Supplier's facility for two days, ACC will pay the Supplier at the applicable rate and no prior approval is required. The Supplier is required to arrange and pay for any required home based care for the Person during the two day absence.
- 21.2 Where the Client is absent from the Supplier's facility for more than two days, ACC must grant prior approval where possible. ACC will pay the Supplier for the additional leave days at the Bed Retention Rate. ACC will arrange and pay for the home based care required for the Client.
- 21.3 Where the Client requires acute admission to hospital, the Supplier needs to inform ACC within 48 hours of admission and ACC will pay the Supplier the Bed Retention Rate.

22. SUPPLIER TO CONTINUE TO PROVIDE SERVICES

- 22.1 Where ACC and the Supplier cannot agree to the level of service required following an assessment report, and the Client is currently living in the Home, the Supplier will provide services to the Client at the Service specified in the Referral or last agreed Individual Support Plan, whichever is applicable.

23. PRICE CHANGES

- 23.1 If price changes are required because the Client's need changes, then ACC will issue a contract variation with the new agreed prices.
- 23.2 ACC will review prices annually for all Services described in this Service Schedule. In this pricing review, ACC will take into account general inflation, service component costs, and any substantial changes within the market for these Services. However, if ACC decides, in its sole discretion, that there have not been significant impacts on price, the prices will remain unchanged.
- 23.3 ACC and the Supplier may agree to an adjustment to prices as a result of this price review. ACC will send a contract variation and any increase will apply when the Supplier returns the signed variation. ACC will not back pay.

APPENDIX 1

Individual Residential Support – Individual Residential Support Services

Individual Residential Support Included in standard Daily Rate		(or exception if relevant)
Hotel Services	Standard	Calculated as a standard national daily rate.
<ul style="list-style-type: none"> • food, bed, laundry 		
Personal Support and oversight		
<ul style="list-style-type: none"> • pharmaceuticals • general consumables • stretches, showering • personal cares • behaviour management • rehabilitation maintenance 		Includes bulk medicine costs as well as any client costs for injury related medication.
Client participation in social activities		General consumables include incontinence sheeting, sticking plasters.
Additional Services (refer clause 9)	Unit	
<ul style="list-style-type: none"> • Psychologist • Physiotherapist • Speech Therapist • Occupational Therapy • Other 	Hours per week	Must be specified and agreed in the Individual Support Plan.
Access to Community Activities and Rehabilitation		
<ul style="list-style-type: none"> • Supplier/Provider's vehicle/transport • Support person if necessary 	Km and/or hrs per week	Paid at normal ACC rates for those services and included in the daily rate. As specified in Support/Weekly Plan Must be exclusive use for the Client
Excluded from Daily Rate		
Long term Medical Consumables		Must be an assessed requirement as specified in the Individual Support Plan.
<ul style="list-style-type: none"> • Incontinence products such as "pull ups", catheters, catheter bags, ostomy bags, burn garments, ventilator disposables, enteral feeding supplies, oxygen (cylinders, concentrators). 		Supplied and Paid for under the other ACC contracts e.g. Medical Consumables, Managed Rehabilitation Equipment Services.
Long term specialised equipment for to maintain independence (required over 6 weeks) or orthotics.		Must be an assessed requirement as specified in the Individual Support Plan. It is expected that most independence equipment such as crutches and wheelchairs will have been supplied through the social contracts.
Transport costs to treatment related to the injury.		
Outpatient and community services not covered by this agreement e.g. dentistry, optometrist, podiatry, audiology,		Supplied and paid for under ACC MRES contract. May be paid for under ACC ancillary regulations if criteria are met.

Individual Residential Support Included in standard Daily Rate	(or exception if relevant)
diagnostic imaging, vocational services, acute and elective secondary care services.	These services are not provided or paid for under this agreement but may be provided and paid for under other service contracts with ACC, under Regulations, if required and as a result of the injury.
Further Explanations	<p>The Client will pay for:</p> <p>Cost of Social activities of an everyday life such as going to the pub, movies, clubs, sport etc.</p> <p>Holidays away from the Home.</p> <p>Outings with family and friends.</p> <p>Transport which is not part of the Client's Individual Support Plan.</p> <p>Personal items and phone calls.</p>

GLOSSARY

Access to Community Activities	This includes a bus, taxi or facility owned vehicle to enable the Person to travel to activities in the community such as going to movies, pub or sports events. It also includes an escort if this is necessary in order to participate in community life.
Bed Retention Rate	This is the amount paid to keep the bed booked from being filled by another Client while the Person is on leave from the Supplier for a holiday, or visiting family.
Exception	An exception is clearly outside what could be accepted for the person in a Individual Residential Support. It may be notified by the Person, staff member or the public. It could be unacceptable risk to safety and security of the Person or another party involved in the service including the potential for media attention.
Everyday Life	Living in a facility should enable the person to enjoy as much as practicable the same kind of things people would do in the community.
Goal	An aspiration or target or future condition that the Person wishes to achieve in relation to the Person leading an everyday life. Goals can serve more than one purpose. For example, clarifying an action plan and determining how to measure success, fostering team work by focusing on a common end or providing a basis for measuring or determining progress.
Home	The building and amenities of the Supplier.
Individual Residential Support	Is an environment that encourages the Person to personalises their living space as much as practicable and make it like their permanent home.
Incident	An incident may include (without limitation) death of person, assaults/abuse on Supplier staff, breach of house rules and leaving the facility without permission or any event that would indicate the Person or their visitors may be a safety and security risk to themselves or others.
Personal Items	Personal supplies are items the Person is responsible for paying for e.g. clothing, toilet items, haircuts and toll calls.
Registered Nursing Services	A registered nurse has a current annual practising certificate issued by the Nursing Council of New Zealand and works within the scope of practice as defined by the Health Practitioners Competence Assurance Act 2003.
Rehabilitation	A process of active change and support with the goal of restoring to the maximum practicable extent, a person's health, independence and participation in society
Serious Injury	Serious injury is an internal claims classification that ACC has created for identifying and managing Clients with specific types of serious injury who are likely to have complex and long-term injury related needs. These injuries include moderate to severe traumatic brain injuries, spinal cord injuries and comparable injuries (eg multiple amputations, severe burns and blindness).
Individual Support Plan	An Individual Support Plan specifies the Person's needs to be able to live an everyday life to the maximum extent practicable. The Individual Support Plan may also include goals to maintain or progress the persons rehabilitation.
Supplier	An organisation or entity that holds the contract for Individual Residential Support Services.

Support Worker

An individual who is responsible for delivering the service on behalf of a Supplier. This includes the provision of direct and indirect care or support service to the Person and covers all staff and management who are employed, contracted or volunteers who are accountable to the Supplier.
