



SERVICE SCHEDULE FOR SUPPORT NEEDS ASSESSMENT SERVICES

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING SUPPORT NEEDS ASSESSMENT SERVICES

- 1.1. The Term for the provision of Support Needs Assessment Services is the period from 1 December 2017 (“Start Date”) until the close of 30 November 2024 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.
- 1.2 There are no further Rights of Renewal.
- 1.3 There is no obligation on the part of ACC to extend the Term of the Service Schedule, even if the Supplier has satisfactorily performed all the Services.

2. NAMED SERVICE PROVIDERS (PART B, CLAUSES 8.2 AND 8.3)

«Named_Providers_and_Provider_IDs»

3. SERVICE LOCATION (PART B, CLAUSE 4)

4. SERVICE ITEMS AND PRICES (PART B, CLAUSE 16)

Table 1 – Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
ASI03	Support Needs Assessment (SNA) and Report – Child	Comprehensive Assessment that includes evidence-based and substantiated advice to ACC on strategies to address the child’s needs, support their	\$2,313.56	Set Fee per Client

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
	and Young Person (Standard) Up to age 16 years at date of assessment	strengths and abilities and promote engagement in age-appropriate activities and roles. The strategies must also have consideration of natural supports, family and parental responsibility, community supports, and ACC funded responses. In accordance with Part B, clause 5.		
ASI03T	Support Needs Assessment (SNA) and Report – Child and Young Person – Telehealth (Standard) Up to age 16 years at date of assessment	Comprehensive Assessment carried out by Telehealth that includes evidence-based and substantiated advice to ACC on strategies to address the child’s needs, support their strengths and abilities and promote engagement in age-appropriate activities and roles. The strategies must also have consideration of natural supports, family and parental responsibility, community supports, and ACC funded responses. In accordance with Part B, clause 5.	\$2,313.56	Set fee per Client
ASI04	Support Needs Assessment (SNA) and Report – Child and Young Person (Complex) Age 0-5 at date of assessment	As per definition under Service Item ASI03 plus child must be under 5 years old and have exceptional medical support needs (see Appendix 2). Prior approval will be required from ACC. In accordance with Part B, clause 5.	\$2,891.97	Set Fee per Client
ASI04T	Support Needs Assessment (SNA) and Report – Child and Young Person – Telehealth (Complex) Age 0-5 at date of assessment	As per definition under Service Item ASI03 plus child must be under 5 years old and have exceptional medical support needs (see Appendix 2). Carried out by Telehealth. Prior approval will be required from ACC. In accordance with Part B, clause 5.	\$2,891.97	Set Fee per Client

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
ASI05	Support Needs Assessment (SNA) and Report – Adult TBI or SCI Age 16 years and above at date of assessment	Comprehensive Assessment that includes evidence-based and substantiated advice to ACC on strategies to address the Client's needs, support their strengths and abilities and promote participation in typical life roles and activities. The strategies must encompass consideration of cultural needs, be age typical, have consideration of natural supports, community supports, Client actions and ACC funded responses. In accordance with Part B, clause 5.	\$1,735.18	Set Fee per Client
ASI05T	Support Needs Assessment (SNA) and Report – Adult TBI or SCI - Telehealth Age 16 years and above at date of assessment	Comprehensive Assessment carried out by Telehealth that includes evidence-based and substantiated advice to ACC on strategies to address the Client's needs, support their strengths and abilities and promote participation in typical life roles and activities. The strategies must encompass consideration of cultural needs, be age typical, have consideration of natural supports, community supports, Client actions and ACC funded responses. In accordance with Part B, clause 5.	\$1,735.18	Set Fee per Client
ASI06	Support Needs Assessment (SNA) Additional Administration up to 6 hours	Additional administration time required to complete an assessment In accordance with clause 6.2.2	\$144.60	Per hour, to a maximum of 6 hours No prior approval required
ASI07	SNA Additional Administration over 6 hours	Additional administration time required to complete an assessment In accordance with clause 6.2.3	\$144.60	Per hour, to a maximum of 6 hours when an assessment exceeds 18 hours for an adult assessment,

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
				or 22 hours for a child and youth assessment. Prior approval required
ASI08	SNA Second Assessor due to Safety Concerns	Attendance of a second Assessor due to safety concerns identified by ACC. In accordance with 15.6	\$144.60	Per hour – prior approval required. Maximum 3 hours
PSA01	Retrospective Personal Support Assessment	Comprehensive assessment that considers personal supports (attendant care, childcare and home help) for a defined retrospective period of time, in accordance with Part B, clause 6.4. Includes peer review of each report in accordance with Part B, clause 8.5.2 for adults and 8.6.4 for paediatrics.	\$162.48	Per Hour
PSA01T	Retrospective Personal Support Assessment – Telehealth	Comprehensive assessment carried out by Telehealth that considers personal supports (attendant care, childcare and home help) for a defined retrospective period of time, in accordance with Part B, clause 6.4. Includes peer review of each report in accordance with Part B, clause 8.5.2 for adults and 8.6.4 for paediatrics.	\$162.48	Per Hour
ASITT5	Travel Time - 1 st hour	Paid for the first 60 minutes (or less) of total travel in a day where: 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	\$72.28	Per 1 st hour of travel time

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<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>		
ASITT1	Travel Time-Subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under ASITT5, 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>	\$144.60	Per subsequent hours of travel time
ASITD10	Travel Distance	<p>A contribution towards travel: for return travel via the most direct, practicable route; and 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</p>	\$0.70	Per kilometre above 20kms

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<p>“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>		
ASITA1	Air Travel	<p>Air travel when a Named Service Provider is:</p> <p>requested by ACC to travel to an outlying area that is not the Named Service Provider’s usual area of residence or practice to deliver Services; and</p> <p>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	Actual and reasonable
ASIT6	All Other Travel	<p>Costs for return travel by ferry, taxi, rental car, public transport and parking when:</p> <p>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</p>	Actual and reasonable	Per Trip

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		invoicing is on a pro-rata basis.		
ASIDNA	Non attendance	If a Client fails to attend a scheduled appointment without giving at least 24hrs notice.	\$86.76	Per appointment
ASIAC	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.</p> <p>ACC will pay actual and reasonable accommodation costs of up to a maximum of \$258.28 excl. GST per day with prior ACC Coordinator 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 maximums \$86.09 excl. GST per 24 hour period where overnight stay is required.</p> <p>No reimbursement for alcohol, including mini-bar expenses.</p>	Actual and reasonable	Actual and reasonable

Price Review

ACC will review pricing when, at ACC's sole discretion, we consider a review necessary. The factors ACC may take into account during a review include, but are not limited to:

- general inflation
- changes in service component costs
- substantial changes in the market

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

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

4. RELATIONSHIP MANAGEMENT (PART B, CLAUSE 15)

Table 2 - 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

5. ADDRESSES FOR NOTICES (STANDARD TERMS AND CONDITIONS, CLAUSE 23)

NOTICES FOR ACC TO:

ACC Health Procurement (For delivery)
 Justice Centre
 19 Aitken Street
 Wellington 6011
 P O Box 242 (For mail)
 Wellington 6140
 Marked: "Attention: Procurement Specialist"
 Phone: 0800 400 503
 Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

 _____ (for deliveries)

 _____ (for mail)

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

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B. SPECIFICATIONS FOR SUPPORT NEEDS ASSESSMENT SERVICES

1. PURPOSE

- 1.1. ACC wishes to purchase Support Needs Assessment Services to inform the development and/or implementation of an Individualised Plan for Clients with multiple physical, sensory and/or cognitive disabilities.
- 1.2. The Service is underpinned by the New Zealand Disability Strategy vision of a “fully inclusive society where people will be integrated into community life on their own terms, their abilities will be valued, their diversity and interdependence will be recognised, and their human rights will be protected”.

2. SERVICE OBJECTIVES

- 2.1. Clients receive a comprehensive assessment that identifies their current or retrospective support needs and abilities.
- 2.2. The assessment outcome will be defined qualitatively and through validated standardised measures, in accordance with the guidelines for these measures.
- 2.3. A range of strategies and options are identified where appropriate to address the Client’s injury related needs which enhance independence, facilitate a Client’s participation in home, work, school/education, leisure and community independence and to promote quality of life.
- 2.4. Assessments provide sufficient, evidence-based and substantiated information to enable ACC to make a decision as to the nature and extent of ACC funded services and supports.

3. SERVICE COMMENCEMENT

3.1. Eligibility Criteria

- 3.1.1. This Service is for Clients who have been determined by ACC as being eligible for Support Needs Assessment Services and have been referred to the Supplier by ACC.

3.2. Referral process

- 3.2.1. ACC will refer a Client requiring a Support Needs Assessment Services to the Supplier by sending an ACC4202 Referral and Report form (adult referral), or an ACC4501 Referral and Report form (child and youth referral). ACC will discuss and agree the referral with the Supplier before sending it.

- 3.2.2. ACC will refer a Client requiring a Retrospective Personal Support Assessment to the Supplier by sending an ACC4209 Referral form (adult and paediatric). ACC will discuss and agree the referral with the Supplier before sending it.
- 3.2.3. At a minimum, the Referral will contain the following information:
 - 3.2.3.1. The Client's name, contact details, claim number, demographic details and a description of their injury;
 - 3.2.3.2. The reason for the referral based on the Client's identified needs and goals;
 - 3.2.3.3. Relevant clinical history to enable a quality assessment and recommendations that will support improved Client outcomes;
 - 3.2.3.4. Any previous Assessment report(s) relevant to the current circumstances;
 - 3.2.3.5. The name and contact details of other relevant providers who the service provider may need to contact as part of the assessment;
 - 3.2.3.6. Any known risks associated with providing Services to the Client.
- 3.2.4. The Supplier must return any Referral to ACC if it contains inadequate information and request further details before accepting the Referral.
- 3.2.5. On receipt of a Referral, the Supplier will:
 - 3.2.5.1. Notify ACC within one Business Day if the Referral has been declined.
 - 3.2.5.2. Contact the Client within two Business Days to explain the Assessment process, answer any Client questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the Assessment.

4. SERVICE LOCATION

- 4.1. The Service will be provided in the Client's home, workplace or other appropriate community location as otherwise directed by ACC.
- 4.2. The Service can be delivered by Telehealth where clinically appropriate. Services delivered by telehealth must:
 - 4.2.1. have Client or authorised representative consent (recorded in the clinical notes), and with the option of an in-person meeting if the Client prefers

- 4.2.2. be preceded by an initial risk assessment to ensure Client safety
- 4.2.3. meet the same required standards of care provided through an in-person consultation
- 4.2.4. have clinical records that meet ACC and professional body requirements
- 4.2.5. meet the requirements outlined in the standards/guidelines of the health provider's relevant regulatory body
- 4.2.6. If there is a difference between what the regulatory body states and what is stated in this contract, then the contract conditions take precedence.
- 4.2.7. 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.

5. SERVICE COMPONENTS

- 5.1. The Supplier may be requested to provide some or all of the following Services:
 - 5.1.1. Support Needs Assessment, in accordance with clause 6.1; or
 - 5.1.2. Support Needs Assessment, in accordance with clause 6.1, and Retrospective Support Needs Assessment, in accordance with clause 6.2.

6. SERVICE REQUIREMENTS

- 6.1. The Support Needs Assessment will include consideration of information contained in the Referral and appended documents. At the beginning of the first meeting with the Client, the Named Service Provider will provide a full explanation of the assessment process. The Named Service Provider will:
 - 6.1.1. Provide a full explanation of the assessment process at the beginning of the first meeting with the Client; and
 - 6.1.2. Complete all aspects of the Support Needs Assessment and all standardised measures in accordance with the guidelines for those measures; and
 - 6.1.3. Advise ACC of any changes needed to the information provided by ACC; and
 - 6.1.4. Identify a Client's support needs and abilities; and

- 6.1.5. Develop a range of strategies and options to address those needs. Strategies must consider: natural supports, community supports, Client actions and ACC funded responses. Strategies for Adults will be based in person-centred practice and, for Children and Young People will be based in family-centred practice; and
 - 6.1.6. Complete a Support Needs Assessment report, using the template provided by ACC, which identifies options for meeting the Client's identified needs and goals including:
 - 6.1.7. Specific evidence based and substantiated rationale for ACC funded services and, in particular, any exceptional responses to identified support needs and/or support that falls outside of ACC guidelines.
 - 6.1.8. Provide the Support Needs Assessment Services in accordance with the Practice Agreement which is available from ACC.
 - 6.1.9. The Practice Agreement may be updated by ACC from time to time;
 - 6.1.10. The Practice Agreement does not apply to Retrospective Support Needs Assessments.
 - 6.1.11. If there is a conflict between the Practice Agreement and this Service Schedule, the provisions of the Service Schedule take precedence.
 - 6.1.12. Complete the separation of duties declaration for accepted Referrals on the Assessment Report template. If a Named Service Provider has had a therapeutic or treatment provider relationship with the Client within the previous six months a different Named Service Provider of an alternative discipline or the same discipline (whichever is the most appropriate) must undertake the assessment.
 - 6.1.13. Use Functional Independence Measure (FIM) (or WeeFIM where clinically applicable) scoring as a standard component of the Assessment. A change of FIM score compared to a previous Assessment which provided FIM scoring must be explained within the assessment tool.
 - 6.1.14. Identify any linkages to Iwi and Māori community organisations, and other ethnic and cultural groups, as appropriate.
 - 6.1.15. The Supplier will provide all equipment and technology necessary to deliver services by Telehealth and manage their own technical issues.
- 6.2. Additional Hours
- 6.2.1. The Supplier may request additional hours if the Client's sustained injury requires further assessment to better understand the Client's support needs.

- 6.2.2. Where an Assessment requires more than twelve hours to complete for an Adult Assessment, or more than 16 hours to complete for a Child and Youth Assessment, the Supplier may provide up to a maximum of an additional six hours to complete the Assessment without requiring ACC prior approval. The Supplier may use service item code ASI06 for the additional hours.
- 6.2.3. Where an Assessment requires more than the allocated hours above, the Supplier can seek retrospective approval from ACC for a further maximum six hours of Assessor time. The Supplier must submit:
 - 6.2.3.1. a report detailing the reasons for the additional hours, the time and activities and outcomes achieved to complete the Assessment;
 - 6.2.3.2. any other information as required to assist the request; and
 - 6.2.3.3. the confirmed number of hours required to complete the Assessment.
- 6.2.4. ACC will review the request and has sole discretion to approve or decline the request for additional hours. Any approval will be granted using service item code ASI07.
- 6.2.5. The Supplier must hold all records and provide to ACC on request.
- 6.3. The Retrospective Personal Support Assessment
 - 6.3.1. The Supplier will include consideration of information contained in the Referral and appended documents. The Named Service Provider will:
 - 6.3.2. Complete all aspects of the Retrospective Personal Support Assessment and complete standardised measures in accordance with the accepted guidelines for those measures.
 - 6.3.3. Advise ACC of any further information that is required to complete the assessment.
 - 6.3.4. Consider the information gathered from the Client, caregiver or parents; clinical documentation and observation of the Client's current presentation. This should be balanced against the Service Provider's experience working with Clients of similar presentation and knowledge of the support that they typically require.
 - 6.3.5. For Paediatric Clients:
 - 6.3.5.1. Compare assessment results with available normative data of a typically developing child in accordance with the assessment guideline to inform recommendations.

- 6.3.5.2. Adjust the hours of support to reflect the cares children typically required as dependent on their parents for the provision of personal cares, to varying degrees, during their childhood. It is considered parental responsibility to meet these needs in a competent manner.
- 6.3.5.3. Only recommend support for those needs that are deemed to be over and above the needs and /or time required for the typically developing child of the same age. This includes the requirement to provide supervision for children under the age of 14 years.
- 6.3.6. Recommend attendant care hours that reflect the assistance that would have been required to complete daily personal care tasks during the retrospective period.
- 6.3.7. Obtain a peer review for each Assessment in accordance with clause 8.3.5.2.
- 6.3.8. Identify any linkages to Iwi and Māori community organisations, and other ethnic and cultural groups, as appropriate.

7. TIMEFRAMES

7.1. The Supplier will meet the following timeframes (table 3):

Requirement	Applicable Timeframe - SNA	Applicable Timeframe - RPSA
Notify ACC if the Referral has been declined.	Within one Business Day of receiving the Referral.	Within one Business Day of receiving the Referral.
Contact the Client to explain the assessment process, answer any Client questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the Assessment.	Within two Business Days of receiving the Referral.	Within two Business Days of receiving the Referral.
Complete the Assessment.	Within 20 Business Days of accepting the Referral.	Will be dependent on assessment complexity and period of time that the assessment covers.
Complete and submit an Assessment Report to ACC.	Within five Business Days of completion of the Assessment.	Within ten Business Days of completion of the Assessment.
Submit a revised Assessment Report if the first report is not of an appropriate standard.	Within five Business Days of notification by ACC that the Assessment Report is unsatisfactory.	Within five Business Days of notification by ACC that the Assessment Report is unsatisfactory.

8. SERVICE SPECIFIC QUALITY REQUIREMENTS

- 8.1. Assessment tools used must be consistent with current accepted practice.
- 8.2. The Supplier must:
 - 8.2.1. Ensure that only Named Service Providers provide Services under this Service Schedule.
 - 8.2.2. Ensure that each Named Service Provider:
 - 8.2.2.1. Meets the relevant qualification and experience in accordance with clause 8.4, Table 4; and
 - 8.2.2.2. Maintains registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003; and
 - 8.2.2.3. Meets the competency requirements as documented in Appendix 1 – Competency Framework.
 - 8.2.3. Ensure that each Named Service Provider undertaking Support Needs Assessments:
 - 8.2.3.1. Has undertaken a minimum of 12 Support Needs Assessments in the preceding 12 months, for any agencies that fund or provide Support Needs Assessments (or similar).
 - 8.2.4. Ensure that each Named Service Provider undertaking Retrospective Personal Support Assessments:
 - 8.2.4.1. Meets the additional criteria in accordance with clause 8.5 for Adults and 8.6 for Paediatrics; and,
 - 8.2.4.2. Has each Assessment report peer reviewed in accordance with clauses 8.5.2 for adult and 8.6.2 for paediatrics.
- 8.3. Security/Safety screening
 - 8.3.1. The Supplier must:
 - 8.3.1.1. Uphold the safety of ACC Clients by carrying out appropriate screening/vetting, including Police vetting, for all authorised persons who provide services under this Agreement;
 - 8.3.1.2. establish and maintain systems, processes and security screening practices, for all supplier authorised persons, including subcontractors and collaborate with ACC, to uphold the safety of Clients;

- 8.3.1.3. ensure all authorised persons who work with children 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 (Requirements for Safety Checks of Children’s Workers) Regulations 2015; and
 - 8.3.1.4. immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.
- 8.3.2. If ACC receives any information from any source related to the safety of Clients, in relation to these Services, ACC may take steps to investigate and take appropriate action. If ACC considers on reasonable grounds that the safety of a Client or Clients may be impacted, ACC can, at its sole discretion, suspend or terminate all or any part of the Services, or this Agreement.
- 8.4. Qualifications and Experience Criteria for Support Needs Assessments (table 4)

Qualification	Competencies
<ul style="list-style-type: none"> • Registered Nurse; or • Occupational Therapist; or • Physiotherapist <p>With a current Practising Certificate and hold Registration with the relevant Registration Board in accordance with the Health Practitioners Competence Assurance Act 2003.</p> <p>All Named Service Providers must hold current FIM (Functional Independence Measure) and/or WeeFIM accreditation.</p>	<p>Adults</p> <p>The Named Service Provider must demonstrate at least 3 years post graduate experience and competencies of:</p> <ul style="list-style-type: none"> • Community experience in assessing support needs and abilities of Clients with serious injury or congenital or other acquired disability; and • Assessment practice that demonstrates a Client centred approach with a focus on abilities and needs; and • Awareness of age typical activities, roles, and needs, and strategies to respond to such needs; and • Ongoing professional development. <p>Children and Young People</p> <p>The Supplier must purchase the Inventory for Client and Agency Planning (ICAP) manual, response booklets and scoring software in order to complete this assessment as part of the Child and Youth SNA.</p> <p>The Named Service Provider must demonstrate at least 3 years post graduate experience and competencies of:</p> <ul style="list-style-type: none"> • Community experience of assessing support needs and abilities of young people with injury or congenital or other acquired disability; and • Assessment practice that demonstrates a

Qualification	Competencies
	<p>family centred approach supportive of the integrity of family/whanau and parents in their role as parents; and</p> <ul style="list-style-type: none"> • Ongoing learning; and • Experience and understanding of the education system and a young person's needs within education; and • Awareness of age appropriate activities, roles, developmental stages and needs, and strategies to respond to such needs.

8.5. Additional Skills and Experience required for Adult Retrospective Personal Support Assessment.

8.5.1. More than three years current and continuous experience completing Adult SNA for ACC and /or an alternative comparable organisation as may be determined at ACC sole discretion; and

8.5.2. Access to Peer Review by a senior practitioner, who is also a Named Service Provider for this Assessment. The Peer Review can be conducted by an approved RPSA Named Service Provider who is within your organisation or outsourced from another SNA Supplier who is an approved RPSA Named Service Provider.

8.6. Additional Skills and Experience required for Paediatric Retrospective Personal Support Assessment.

8.6.1. More than three years current and continuous experience completing SNA for ACC and /or an alternative comparable organisation as may be determined at ACC sole discretion; and

8.6.2. More than three years current and continuous postgraduate experience in either assessing paediatric support needs, or providing paediatric rehabilitation in a community setting for any agency as considered comparable by ACC (e.g. ACC, Ministry of Health); and

8.6.3. Ability to apply international and local validated normative data, outcome measures and relevant research including but not limited to; Paediatric Evaluation of Disability Inventory (PEDI), Hawaii Early Learning Profile (HELP), WeeFIM, Plunket, Oranga Tamariki, Normal Sleep patterns in infants and children: A systematic review of observational studies (Galland et al., 2012); and ⁱ

8.6.4. Access to Peer Review by a Senior practitioner, who is also a Named Service Provider for the Supplier for this Assessment. The Peer Review can be conducted by an approved RPSA Named Service Provider. who is within your organisation or outsource from another SNA Supplier who is an approved RPSA Named Service Provider.

- 8.7. The Supplier will hold auditable records of the professional development activities undertaken by staff and any contractors in accordance with Part B, clauses 8.4 and 8.5 and provide copies to ACC on request.
- 8.8. Addition of Named Service Providers
- 8.8.1. The Supplier may, at any time during the Term of this Service Schedule, request to ACC that a provider be approved as a Named Service Provider. The request must be accompanied by the completed Named Service Provider Application Form appended to the Service Schedule.
- 8.8.2. ACC may, in its sole discretion, accept or decline each such request by providing written notification to the Supplier. Any acceptance may be made subject to conditions.
- 8.8.3. If a request is accepted under this clause, the provider will be added as a Named Service Provider from the date advised in ACC's written notice to you.
- 8.9. Removal of Named Service Providers
- 8.9.1. The Supplier may, at any time during the Term of this Service Schedule, provide written notification to ACC that a Named Service Provider is to be removed from this Service Schedule.
- 8.9.2. Following receipt of the written notice, ACC will provide written confirmation that the Named Service Provider has been removed from the Service Schedule.
- 8.9.3. ACC may at its sole discretion give notice to the Supplier that a Named Service Provider is removed from this Service Schedule, such notice not to be given arbitrarily.

9. SERVICE EXIT

- 9.1. The Services for a Client will end on the later of the following occurring:
- 9.1.1. Submission of an Assessment Report to ACC where no further information is requested; or
- 9.1.2. Recovery Team Member advises the Supplier that Services are complete for the Client; or
- 9.1.3. ACC withdraws the referral for any reason.
- 9.2. When a Client is transferred or discharged from the Service and accesses other appropriate services, the Supplier will transfer or discharge without avoidable delay or interruption.

10. EXCLUSIONS

10.1. The following services (without limitation) are excluded from this Service:

- 10.1.1. All other Social Rehabilitation Assessment Services; and
- 10.1.2. Treatment, rehabilitation and support services.

11. LINKAGES

11.1. The Supplier will develop and maintain linkages with groups and organisations relevant to the provision of the Services. This includes but is not limited to:

- 11.1.1. Other ACC contracted Assessment Services;
- 11.1.2. Cultural groups;
- 11.1.3. Ministry of Health;
- 11.1.4. Regulatory bodies.

12. PERFORMANCE REQUIREMENTS

12.1. The performance requirements will apply as follows for

12.1.1. Performance will be measured in accordance with the following table (table 5):

Objective	Measure	Target	Data source/Frequency	Reporting Responsibility
A The Support Needs Assessment is an independent assessment of the Client's needs.	Supplier maintains independence of the review process. Staff members used will have no prior association with the Client.	Independence maintained for all assessments.	Report of number of referrals to Supplier matched to those currently receiving treatment or rehabilitation services.	ACC & Supplier
B The Support Needs Assessment is complete and has considered all of the Client's needs.	Assessment is accepted by ACC to be complete in order to complete decision making and individual planning.	Assessments requiring modification, amendment or clarification are less than 10% of total referrals to the Supplier by ACC.	ACC reporting at completion and acceptance of each assessment. Report of the number of Assessments requiring modification, amendment or clarification by Supplier.	ACC & Supplier

- 12.2. The Supplier will have a documented quality improvement programme consistent with current accepted practice that includes but is not limited to:
- 12.2.1. Policies and procedures for the appointment of staff and contractors;
 - 12.2.2. Policies and procedures for the provision of Services;
 - 12.2.3. Quality improvement processes to monitor and evaluate the effectiveness of the implementation of policies and procedures which includes ascertaining Client satisfaction and actions taken as a result;
 - 12.2.4. Complaints management process;
 - 12.2.5. Supervision and peer review of staff and contractors;
 - 12.2.6. Maintaining records of meetings.
- 12.3. The Supplier will demonstrate competence in the provision of Services as set out in Part B, clause 8 of this Service Schedule.

13. REPORTING REQUIREMENTS

- 13.1. The Supplier will report to ACC in accordance with the following table (table 6):

Information	Frequency	When	Responsibility
Narrative of Service Delivery during the period including: <ul style="list-style-type: none"> • Improvements/Innovations • Client feedback (including complaints) • Issues which impact on service delivery of service and/or timeliness • Details of Service Providers who have not completed the required number of Assessments as detailed in Part B, clause 8.3.4.1 in the previous 12 months and the reasons why and plan to remedy. 	Annually	Annually from start date	Supplier

- 13.2. ACC may request further information or reports on Services provided. Any such request will be reasonable, and the Supplier shall provide the information within 20 Business Days of the request being received by the Supplier.

14. OPERATIONAL CONTACT

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

15. HEALTH AND SAFETY

- 15.1. Health and Safety Risk Management

- 15.2. In addition to the Supplier's obligations under clause 8.16 of ACC's Standard Terms and Conditions, the Supplier acknowledges and agrees that:

- 15.2.1. The Supplier is responsible for managing the health and safety risks arising from the performance of the Services; and

- 15.2.2. ACC is reliant on the Supplier's expertise and ability to influence and control the performance of the Services to manage the health and safety risks.

- 15.3. While undertaking the Services, the Supplier must maintain health and safety risk management plans relating to the delivery of Services that at a minimum:

- 15.3.1. identify health and safety risks arising from the Services,

- 15.3.2. establish controls to eliminate or minimise those health and safety risks so far as reasonably practicable,

- 15.3.3. ensure all workplaces, fixtures, fittings and plant (as defined in the Health and Safety at Work Act 2015) are, so far as reasonably practicable, without risk to health and safety, and

- 15.3.4. describe the duties that overlap with other Persons Conducting a Business or Undertaking ('PCBUs' as defined by the Health and Safety at Work Act 2015); and

- 15.3.5. ensure there are arrangements to consult, cooperate and coordinate with those other PCBUs in order to manage health and safety risks and events (including accidents, harm or near misses), so far as is reasonably practicable.

- 15.4. Working with other PCBUs

- 15.5. The Supplier must undertake pre-qualification checks in accordance with Good Industry Practice to confirm its Subcontractors have appropriate health and safety accreditations and risk management plans in place that protect all workers or others who may be put at risk by the Services.

- 15.6. The Supplier must review its Subcontractor's health and safety accreditation and plans at appropriate intervals in accordance with Good Industry Practice.

- 15.7. Systems to report risks and events
- 15.8. The Supplier will maintain systems to enable all workers (as defined by the Health and Safety at Work Act 2015) and all Service Providers and Subcontractors to report health, safety and security events and risks relating to the Services to the Supplier.
- 15.9. The Supplier must have procedures in place to manage the events and risks reported.
- 15.10. Supplier will provide ACC with the following in its quarterly reports:
 - 15.10.1. A summary, including follow up actions and outcomes, of any significant health and safety risks and events (including accidents, harm or near misses) that have been identified by the Supplier, and
 - 15.10.2. Any follow up actions and outcomes from any items advised to ACC under clause 8.16 of ACC's Standard Terms and Conditions.
- 15.11. The Supplier must report on health and safety incidents, events and risks related to the Services to ACC via ACC's online health and safety form. ACC's online health and safety form can be accessed here: [Third party health and safety form \(acc.co.nz\)](http://Third party health and safety form (acc.co.nz))
- 15.12. Supply of information about health and safety
- 15.13. At any time when requested by ACC, the Supplier will promptly and within 10 Business Days provide information to ACC relating to the Supplier's compliance with its health and safety related obligations under this Contract.
- 15.14. Safety management and second-person attending assessments
- 15.15. The Supplier, having assessed risks identified by ACC in meeting with a Client, can request the attendance of a second person to mitigate risks identified in the risk assessment.
- 15.16. The Supplier must confirm to ACC that they have considered all alternative options including, but not limited to:
 - 15.16.1. Meeting the client at an alternative location such as an ACC office where security can be provided;
 - 15.16.2. Carrying out the assessment via Telehealth; or
 - 15.16.3. Declining the referral due to safety concerns.
- 15.17. The Supplier will submit a written request to the referrer requesting prior approval for a second attendee prior to arranging the assessment.
- 15.18. Any travel costs incurred for the attendance of a second attendee may be claimed using travel service item codes.

15.19. Once approved, the Supplier will discuss the need for a second attendee with the Client and provide the Client's written consent to ACC on request.

16. RELATIONSHIP MANAGEMENT

16.1. To ensure the continuing effective operation of the service, formal working relationships are to be maintained as defined in Part A, clause 5, Table 2 - Relationship Management.

17. PAYMENT AND INVOICING

17.1. Services prices are defined for this Service in Part A, Clause 4.

17.2. 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.

18. DEFINITIONS

In this Service Schedule, unless the context otherwise requires:

“Goal” means an aspiration, target and/or future condition that the Client wishes to achieve in relation to them leading an everyday life. Goals can service more than one purpose. For example, by clarifying the desires of the Client in the Individual Plan, the basis for measuring outcomes and progress can be determined.

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

“Rehabilitation” means a process of active change and support with the goal of restoring to the maximum practicable extent, a Client's health, independence and participation in society.

“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 so it does not include a quick triage or check-in phone calls (unless specified).”

“Treatment/Rehabilitation Services” includes Treatment, Training for Independence, Rehabilitation Retraining Programmes, Maximum Abilities

Programmes, Psychological Services, Pain Programmes, Community Nursing, Activity Based Programmes, Supported Employment, Supported Living, and Vocational Rehabilitation Services. Treatment/rehabilitation services do not include other assessments, for example neuropsychological assessments, housing modifications, transport for independence, equipment, nursing, education support, specialist assessments, single discipline assessments.

APPENDIX 1 – COMPETENCY FRAMEWORK



Appendix 1 -
Competency Framework

APPENDIX 2 – EXCEPTIONAL MEDICAL SUPPORT NEEDS (table 7)

ITEM	MEDICAL SUPPORT
1	Respiratory
1.1	Ventilator
1.2	Postural Drainage
1.3	Suctioning
1.4	Uses Oxygen
1.5	Other
2	Eating
2.1	Oral assistance or jaw positioning
2.2	Tube Feeding
2.3	Peg Feeding
2.4	Other
3	Skin Care
3.1	Turning or positioning by others
3.2	Other wound management
3.3	Other
4	Sphincter Management
4.1	Indwelling Catheter
4.2	Intermittent catheterisation
4.3	Assistance in bowel management
5	Other Medical Needs
5.1	Poorly Controlled Seizures
5.2	Dialysis
5.3	Ostomy care
5.4	Spontaneous Fractures
5.5	Other

APPENDIX 3 – RETROSPECTIVE PERSONAL SUPPORT ASSESSMENT

Minimum Reporting Framework Requirements

Introduction to Section D

Context

The Respective Personnel Support Assessment (RPSA) is a Client assessment that considers the claim/claims when there is a historic, unfunded personal support need that has become eligible for consideration of funding by ACC.

Purpose

The purpose of the RPSA is to objectively consider a client's attendant care needs over a retrospective period of time.

The RPSA is a thorough, detailed and complex assessment that covers that requires a thorough assessment of a retrospective period of time, comparison to normative data and outcome measures. Advanced clinical reasoning skills and an ability to objectively consider large volumes of information is required, alongside extensive clinical experience in the appropriate areas (Child, adult or both).

These assessments can take long periods of time and require peer review.

Requirements Framework

These assessments require a robust analysis of all information from multiples sources over a period of time, frequently going back a number of years. ACC clients undergoing these assessments could be any age. Paediatric clients undergoing the assessment require consideration of each development milestone as suggested below.

The Peer Reviewer needs to be a senior practitioner, who is also a Named Service Provider for this assessment in your organisation. This is to ensure that the client assessment is thoroughly considered across all domains and age ranges, and clinically rationalised using appropriate validation tools.

Report Minimum Standard

For this purpose the following Framework is required for completion of these assessments.

Cover Sheet and Report Details

1. ACC Recovery team member, ACC location, Team Member, PO
2. Date of referral, Date of Assessment, Date of Report, Date of report sent to ACC
3. Client name
4. Claim number
5. Date of Birth
6. Date of Injury
7. Address, phone, e-mail
8. Injury details
9. Schedule of Documents – from ACC and supplied by client, other relevant documents, meetings relevant to this assessment
10. Name & qualification of assessor completing this assessment
11. Name & Qualification of Peer Reviewer
12. Participants in the assessment
13. Other Agency/private funded support: home help, care support hours, equipment on loan
14. Time period requested for RPSA
15. Periods spent in Hospital by client

Overview

1. Explanation to client and consent
2. Injury details
3. Specific timeframes to be considered
4. Current presentation

The following is a guide that outlines examples of the most common areas of assessment. There will be other areas that require additional detail and research of normative data based on the clients' needs.

Areas for Consideration

1. Self-Care
 - a. Eating and drinking
 - i. Swallowing
 - ii. Tube feeding
 - iii. Medication
 - b. Bathing
 - c. Dressing
 - d. Grooming
 - e. Toileting
 - i. Bladder needs
 - ii. Bowel needs

2. Mobility and Transfers and Community access
 - a. Standing & Walking
 - b. Steps & inclines
 - c. Running & playing
 - d. Outdoors
 - e. Car transfers
3. Motor skills and functional ability
 - a. Fine motor skills
 - b. Gross motor skills
4. Sleep
5. Social & Cognitive
 - a. Communication
 - i. Speech
 - ii. Language
 - iii. Reading & writing
 - iv. Interaction with others (including play)
 - v. Assistive technology
 - b. Self-Management & Responsibility
 - i. Attention
 - ii. Memory
 - iii. Organising and planning
 - iv. Taking care of daily needs
 - v. Health management (taking medication, bowel and bladder cares)
6. Staying safe
 - a. Safety management
 - b. Behavioural needs

NOTE 1: Adult RPSA are assessed in the following way:

1. Caregiver/Family reports
2. Clinical notes/other information sources
3. Standardised measures (FIM/FAM adult)
4. Consideration of other Agency involvement such as MOH
5. Consider natural supports
6. Consider ACC legislation
7. Demonstrate clinical reasoning validated by research of the support required and the recommended hours.

NOTE 2: Paediatric RPSA are assessed against age appropriate developmental milestones:

1. Birth to 6 weeks
2. 6 weeks to 3 months
3. 3 months to 6 months

4. 6 months to 9 months
5. 9 months to 12 months
6. 12 months to 18 months
7. 18 months to 24 months
8. Each consecutive year thereafter.

And each area of Retrospective Support Needs should be assessed the following way for each developmental stage/time frame:

1. Parental reports
2. Clinical notes/other information sources (e.g. school, paediatric clinics)
3. Observation of current support
4. Age and areas of support required
5. Comparison to a minimum of the following validated Normative data, outcome measures and relevant research including but not limited to; Paediatric Evaluation of Disability Inventory (PEDI), Hawaii Early Learning Profile (HELP), WeeFIM, Plunket, Oranga Tamariki, Normal Sleep patterns in infants and children: A systematic review of observational studies (Galland et al., 2012).
6. Consider other agencies (Ministry of Health/ Ministry of Education)
7. Consider parental responsibility
8. Consider natural supports
9. Consider ACC legislation
10. Demonstrate clinical reasoning validated by research of the support required and the recommended hours.

ⁱ Galland, B., Taylor, B., Elder, D. and Herbison, P. (2012). Normal sleep patterns in infants and children: A systematic review of observational studies. *Sleep Medicine Reviews*, 16(3), pp.213-222.