



SERVICE SCHEDULE FOR TRANSPORT FOR INDEPENDENCE ASSESSMENT SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING TRANSPORT FOR INDEPENDENCE ASSESSMENT SERVICE

- 1.1 The Term for the provision of Transport for Independence Assessment Service is the period from 1 December 2025 (“Start Date”) until 30 November 2027 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.
- 1.2 Prior to the End Date, ACC may choose to extend the Term of this Service Schedule by enacting up to one right of renewal, for a further two years.
- 1.3 Any decision to extend the Term of this Service Schedule will be based on:
 - 1.3.1 ACC and the Supplier agreeing to the extension in writing prior to the End Date;
 - 1.3.2 ACC being satisfied with the Supplier’s performance of the Service; and
 - 1.3.3 All other provisions of this Service Schedule either continuing to apply during such extended Term or being re-negotiated to our mutual satisfaction.
- 1.4 There is no obligation on the part of ACC to extend the Term of the Service Schedule, even if the Supplier has satisfactorily performed all the Services:

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

3. SERVICE ITEMS AND PRICES (PART B, CLAUSE 15)

3.1 Where the *Unit* column in Table 1 below is calculated as *per hour*, and the time taken to complete the task includes part of the hour, the *Price* shall be proportional to reflect the minutes taken to complete the task.

Table 1 – Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Unit
Standard Assessment, Medical Fitness to Drive Assessment & Coordination				
TFIA05	Standard Transport Assessment and Coordination	A comprehensive assessment of a Client with standard transport needs, including on road driving, and coordination service. Up to 15 hours on Referral from ACC From 16 - 20 hours notify ACC using the ACC7989 Notice of Change Form available on ACC website. In exceptional circumstances request approval from ACC using the ACC7989 Notice of Change Form.	\$164.22	Per hour
TFIA06	Medical Fitness to Drive Assessment and Coordination	A comprehensive assessment of a Client with medical fitness to drive needs, including on road driving, and coordination service. Up to 15 hours on Referral from ACC From 16 - 20 hours notify ACC using the ACC7989 Notice of Change Form. In exceptional circumstances request approval from ACC using the ACC7989 Notice of Change Form	\$164.22	Per hour
TFIA15	Supervision of Assessor in training – Standard Assessments	Supervision of an Assessor in training for a Standard Assessment when the Assessor in training is with the Client and/or Vehicle Modifier for a Standard Assessment. Up to a maximum of 5 hours available per Referral.	\$164.22	Per hour
TFIADNA1	Client did not attend - Standard Assessment	When a Client did not attend a scheduled appointment without giving at least 24 hours prior notification a non-attendance fee can be paid. The Supplier will document the non-attendance in the Client's notes.	40% (onsite) or 60% (offsite) of the per hour rate for Standard Assessment	Fixed fee

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Unit
		<p>This code is not available to a Supervisor where they are supervising an Assessor in training.</p> <p>One occurrence of up to 3 hours per Referral.</p>		
Specialised Assessment & Coordination				
TFIA28	Specialised Transport Assessment and Coordination	<p>A comprehensive assessment of a Client with specialised transport needs, including on road driving, and coordination service as described in this service specification.</p> <p>Up to 15 hours on Referral from ACC</p> <p>From 16 - 37 hours notify ACC using the ACC7989 Notice of Change Form.</p> <p>In exceptional circumstances request approval from ACC using the ACC7989 Notice of Change Form.</p>	\$179.80	Per hour
TFIA29	Supervision of Assessor in training – Specialised Assessments	<p>Supervision of the Assessor in training for Specialised Assessments when the Assessor in training is with the Client and/or Vehicle Modifier.</p> <p>Up to a maximum of 5 hours available per Referral.</p>	\$179.80	Per hour
TFIADNA2	Client did not attend - Specialised Assessment	<p>When a Client did not attend a scheduled appointment without giving at least 24 hours prior notification a non-attendance fee can be paid. The Supplier will document the non-attendance in the Client's notes.</p> <p>This code is not available to a Supervisor where they are supervising an Assessor in training.</p> <p>One occurrence of up to 3 hours per Referral.</p>	40% (onsite) or 60% (offsite) of the per hour rate for Specialised Assessment	Fixed fee
Equipment				
TFIA31	Transport-related Equipment under \$500 (excl GST)	Transport-related Equipment equal to or under \$500 (excl GST) per claim in accordance with Part B, clause 6	Actual and reasonable	Actual and reasonable, no prior approval

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Unit
TFIA32	Transport-related Equipment over \$500 (excl GST)	Transport-related Equipment over \$500 (excl GST) per claim in accordance with Part B, clause 6	Actual and reasonable	Actual and reasonable, prior approval required
Driver Instructor				
TFIA16	Driver Training	As determined by Client need, the Supplier will arrange and pay for Client driving lessons with a Driving Instructor in accordance with Part B, clauses 5.16 to 5.18. Up to 10 hours Over 10 hours notify ACC using the ACC7989 Notice of Change Form.	Actual and reasonable	Actual and reasonable, no prior approval
Travel				
TFIATT1	Travel Time (Standard Assessment)	A contribution towards travel time in accordance with Part B, clause 16. Paid for travel time: <ul style="list-style-type: none"> inside the Service Location the first 30 minutes of travel must be deducted from the total time calculated; or outside the Service Location the first 30 minutes of travel is not deducted from the total time calculated. 	\$164.22	Per hour
TFISTT1	Travel Time (Specialised Assessment)	A contribution towards travel time in accordance with Part B, clause 16. Paid for travel time: <ul style="list-style-type: none"> inside the Service Location the first 30 minutes of travel must be deducted from the total time calculated; or outside the Service Location the first 30 minutes of travel is not deducted from the total time calculated. 	\$179.80	Per hour
TFIATD10	Travel Distance	A contribution towards road travel in accordance with Part B, clause 16.	\$0.82	Per Kilometre
TFIATA1	Air Travel	Air travel in accordance with Part B, clause 16.	Actual and reasonable	Per trip

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Unit
TFIAT6	Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking.	Actual and reasonable	Per trip
TFIAAC	Accommodation	Payable when an Assessor has been requested to travel by ACC in accordance with Part B, clause 16.	Actual and reasonable	Actual and reasonable

4. Price Review

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

- 4.1.1 general inflation;
- 4.1.2 changes in service component costs;
- 4.1.3 substantial changes in the market.

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

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

5. RELATIONSHIP MANAGEMENT

Table 2 – Relationship Management

Level	ACC	Supplier	Frequency
Client	Recovery Team / Recovery Team Member	Individual staff or operational contact	As required
Contract Management	Engagement & Performance Manager	Operational contact	As required
Service Management	Portfolio Team	Operational contact	As required
Client	Recovery Team / Recovery Team Member	Individual staff or operational contact	As required

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

NOTICES FOR ACC TO:

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

NOTICES FOR SUPPLIER TO:

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

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B. SERVICE SPECIFICATIONS FOR TRANSPORT FOR INDEPENDENCE ASSESSMENTS SERVICES

1. PURPOSE

- 1.1 ACC wishes to purchase Transport For Independence Assessment Services (the Services) to determine the impact of injury and functional limitations on a Client's ability to access transport, and to identify injury-related transport needs and goals.
- 1.2 The Service will assess the Client's transport requirements and recommend suitable options, including coordination of Vehicle Modifications, Medical Fitness to Drive Assessment and driver training to support the Client's independence and participation in daily life.

2. SERVICE OBJECTIVES

- 2.1 ACC will measure the success of this Service based on the following objectives:
 - 2.1.1 ACC is able to make well-informed decisions regarding the Client's injury-related transport needs, based on high-quality Assessment Report that includes a clear, evidence-based rationale for all recommendations.
 - 2.1.2 The Assessment is completed, and the Assessment Report is submitted within the timeframes agreed with ACC, enabling decisions to be made without the need for additional information.
 - 2.1.3 Where ACC considers appropriate, the Client:
 - 2.1.3.1 has their injury-related transport needs clearly identified;
 - 2.1.3.2 receives a modified vehicle that is safe, fit for purpose, and essential to meet those needs; and
 - 2.1.3.3 receives driver training that enables them to safely operate the modified vehicle.
 - 2.1.4 The Services delivered are efficient, cost-effective, and result in positive feedback from Clients regarding the Supplier's customer service, including personal interactions, knowledge sharing, timeliness, and process management.

3. SERVICE COMMENCEMENT

Eligibility for Service

3.1 A Client is eligible for this Service when ACC determines they have:

- 3.1.1 an injury that has been accepted for cover by ACC; and
- 3.1.2 unmet transport needs due to their injury.

Referral

3.2 ACC will refer the Client to the Supplier on the Referral.

3.3 ACC will identify on the Referral Form what type of Assessment is required:

- 3.3.1 Medical Fitness to Drive Assessment;
- 3.3.2 Standard Assessment; or
- 3.3.3 Specialised Assessment.

3.4 If ACC requires, in providing the Referral Form under Part B, clause 3.3, it will be accompanied by a completed ACC4506 Determine Transport Needs Form, along with any other supporting information held by ACC that are relevant to the Assessment, such as other assessments and reports.

3.5 The Supplier may request additional information from ACC should the Referral not contain adequate information to begin work.

3.6 Where the Supplier declines a Referral, the Supplier will notify ACC providing its reason(s) for declining.

3.7 During the Assessment the Supplier may, in their own professional opinion, consider that the Client may not meet the eligibility criteria that the Referral under Part B, clause 3.3 was based on, and will notify ACC by email or the ACC7989 Notice of Change Form. The Supplier may change the type of Assessment to ensure ACC has the best information with which to make its decision.

3.8 Unless advised otherwise by ACC, the Supplier will use the appropriate Assessment Report that best reflects the needs of the Client.

4. SERVICE LOCATION AND SPECIFIED AREA

4.1 The Service will be provided by the Supplier for Clients in the Service Location as specified in Part A, clause 2.

4.2 The Services can be provided:

- 4.2.1 In the Client's home, hospital or residential setting;
- 4.2.2 On the road if required (that is, for a driving assessment); and/or

- 4.2.3 Another location in the Client's local area as agreed between the Client and the Service Provider.
- 4.2.4 Via Telehealth, where clinically appropriate. Telehealth services must follow the expectations set in ACC's Telehealth Guide (ACC8331) which is available on our website.
 - 4.2.4.1 If there is a difference between what the regulatory body states in respect of Telehealth services and what is stated in this Contract, then the Contract conditions take precedence.
- 4.3 The Supplier will:
 - 4.3.1 Utilise appropriate and safe locations and premises.
 - 4.3.2 Manage the environment to ensure:
 - 4.3.2.1 the Client and Service Providers are safe and feel respected;
 - 4.3.2.2 all Services are delivered in a private and confidential manner; and
 - 4.3.2.3 the physical environment is appropriate for the Client and Service Providers.
- 4.4 The Supplier will advise ACC immediately if they do not have Service Providers who meet the requirements of this Service Specification in the Service Locations the Supplier is contracted for.
- 4.5 ACC may suspend referrals in a Service Location until Service Providers who meet the requirements are available and ACC has been advised in writing.

5. SERVICE REQUIREMENTS

Operational Guidelines

- 5.1 The Services must be provided in accordance with the Operational Guidelines. The Operational Guidelines may be updated by ACC from time to time in consultation with the Supplier.
- 5.2 If there is a conflict between the Operational Guidelines and this Service Schedule, the provisions of the Service Schedule take precedence.

Referral

- 5.3 The Supplier will on receipt of an acceptable Referral:
 - 5.3.1 Assign the most appropriate Assessor to complete the Assessment.
 - 5.3.2 Contact the Client and arrange an Assessment of their injury related needs.
- 5.4 The Supplier will ensure ACC is kept up to date with the progress of the Service via email.

Assessment

- 5.5 The Supplier will provide driving, passenger and Vehicle Modification Assessments as described in the:
 - 5.5.1 Occupational Therapy Board of New Zealand: Standards for Driving Assessments and Vehicle Modifications; and
 - 5.5.2 The Operational Guidelines.
- 5.6 The Supplier will assess the Client which includes, as appropriate:
 - 5.6.1 Describing the Client's injury related needs, condition and circumstances;
 - 5.6.2 Identifying all the options that can meet the Client's needs including:
 - 5.6.2.1 escorted travel by vehicle;
 - 5.6.2.2 travelling by public transport;
 - 5.6.2.3 travelling by taxi;
 - 5.6.2.4 modifying a vehicle;
 - 5.6.2.5 purchasing a vehicle and modifying a vehicle; and
 - 5.6.3 Specifying, in detail:
 - 5.6.3.1 The Client's requirements to access and operate the vehicle safely, if the Client intends driving a vehicle;
 - 5.6.3.2 The Client's requirements to access the vehicle and travel as a passenger;
 - 5.6.3.3 Any proposed modifications and/or equipment and providing quotes for these as required; and
 - 5.6.3.4 Any required features of the proposed vehicle to be purchased and a list of potential vehicles' makes and models that meet those required features.
- 5.7 The Supplier will:
 - 5.7.1 Notify the Referrer by email or use the ACC7989 Notice of Change Form; and
 - 5.7.2 Use the appropriate report template that best reflects the needs of the Client.

Trial a Solution

- 5.8 The Supplier may, as part of determining options, trial vehicle, modification and equipment solutions.
- 5.9 Any trials should be completed in the Client's local area or at a selected Vehicle Modifier's premises.

- 5.10 The Supplier may, with consent, utilise other Client's vehicles where similar models are not otherwise readily available.

Assessment Report

- 5.11 The Supplier will complete the appropriate report template provided by ACC. The Supplier may adapt the report template to reflect the Client circumstances.
- 5.12 The Supplier will, prior to submission, complete a peer review of:
- 5.12.1 Every report where the Assessor is in training and under supervision; and
 - 5.12.2 A selection of random sample reports where the Assessor is fully trained.
- 5.13 The Supplier must, for reports, ensure that:
- 5.13.1 all mandatory report fields are complete;
 - 5.13.2 any recommendations have clear rationales;
 - 5.13.3 timeframes for completing and submitting reports to ACC are met; and
 - 5.13.4 reports are written clearly, meet ACC's quality standards, and include all relevant information.
- 5.14 If ACC considers that the Assessment Report is insufficient to enable ACC to make decisions, ACC may request the Supplier update the report and resubmit with no further cost to ACC.

Coordination of Vehicle Modification Services

- 5.15 Where Vehicle Modifications have been approved in writing by ACC, the Service Provider will coordinate the Vehicle Modifications by:
- 5.15.1 Liaising with the Vehicle Modifier and Client to advise of estimated timeframes for the commencement of the Client specific modifications;
 - 5.15.2 Liaising with the Vehicle Modifier to ensure the exact requirements of the modification occur as approved by ACC;
 - 5.15.3 Arranging off-road and on-road driving Assessments (where applicable) and completing a final check to ensure the Client can safely access and operate the vehicle;
 - 5.15.4 Ensuring the Client is trained to use the modified vehicle by a qualified and experienced Driving Instructor (where applicable);
 - 5.15.5 Ascertaining Client satisfaction with the completed Vehicle Modification; and
 - 5.15.6 Where necessary, training caregivers on the operation of the modified vehicle, including the safe and correct restraint of the Client, other passengers, wheelchair and any other equipment.

Driving Instructor and Driving Lessons

- 5.16 Where a Driving Instructor is needed to assist in determining if the Client can safely operate the modified vehicle, the Supplier will contract and arrange this service by:
 - 5.16.1 Identifying a suitably qualified and experienced Driving Instructor;
 - 5.16.2 Providing the Driving Instructor with relevant information so the Assessment can be undertaken; and
 - 5.16.3 Accompanying the Driving Instructor for the on-road Assessment.
- 5.17 Where the Client requires driving lessons, the Supplier will arrange driver training to ensure that the Client is safe to drive the modified vehicle. This includes:
 - 5.17.1 Identifying a suitably qualified and experienced Driving Instructor for the purposes of providing driving lessons for the Client;
 - 5.17.2 Providing the Driving Instructor with relevant information to provide training; and
 - 5.17.3 Ensuring lessons are appropriately conducted with the Client.
- 5.18 All costs associated with the Driver Instructor's time and travel under clauses 5.16 and 5.17 above must be invoiced under Part A: Table 1, Service Items and Prices.

Notification of Completion

- 5.19 The Supplier will submit a ACC6268 Completion Report to notify ACC when all work has been completed. The Supplier will confirm the:
 - 5.19.1 Vehicle, any modifications and/or provision of equipment is complete and meets the Client's needs; and
 - 5.19.2 Client is safe to drive and/or travel as a passenger.

6. EQUIPMENT

Equipment Provided by Supplier

- 6.1 The Supplier may provide the Client with Transport-related Equipment funded in the amounts provided under Part A: Table 1 - Service Items and Prices, and in accordance with this clause 6.
- 6.2 Subject to Part B, clause 6.3, if the total cost of Transport-related Equipment required for a Client per claim:
 - 6.2.1 is less than \$500 (excl. GST), prior ACC approval is not required; or
 - 6.2.2 is \$500 or more (excl. GST), prior ACC approval is required.

- 6.3 Where Transport-related Equipment is required for a Client, the value of the Transport-related Equipment referred to in Part B, clause 6.2 must:
- 6.3.1 relate to a single claim;
 - 6.3.2 be actual and reasonable;
 - 6.3.3 if more than one Transport-related Equipment is required for the Client for a claim, the requirement to seek ACC prior approval applies to the cumulative cost (excl. GST) for all Transport-related Equipment for that claim (including any subsequent purchases of Transport-related Equipment relating to the same claim); and
 - 6.3.4 if more than one Transport-related Equipment, a single invoice is provided to ACC to include all Transport-related Equipment.
- 6.4 Where ACC approval is required under Part B, clause 6.2.2, upon request from the Supplier for funding approval, ACC will provide notice in writing of its decision to accept or decline (at ACC's sole discretion).

7. TIMEFRAMES

- 7.1 The Supplier will meet the following timeframes:

Table 3 – Timeframes

Requirements	Applicable Timeframe
If the Referral is declined, notify the ACC Referrer	Within one Business Day of receiving the Referral
Contact the Client and arrange an Assessment of their injury related needs	Within two Business Days of receiving the Referral
Complete and submit an initial Assessment Report to ACC	Medical Fitness to Drive Assessment: Within 15 Business Days of completion of the Assessment Standard Assessment: Within 30 Business Days of completion of the Assessment Highly Specialised Assessment: Within 40 Business Days of completion of the Assessment
Submit Completion Report	As soon as possible after the Client accepted their modified vehicle

8. SERVICE SPECIFIC QUALITY REQUIREMENTS

Service Providers

8.1 The Supplier will:

- 8.1.1 Seek prior approval from ACC for every Service Provider conducting Assessments under this Service Schedule;
- 8.1.2 Provide a copy of each Service Providers' curriculum vitae which outlines their qualifications, credentialling, training and experience for the role;
- 8.1.3 Provide a development plan for each Assessor in training who does not have the required credentialling, training or experience;
- 8.1.4 Work with a Service Provider to progress their training with the goal of being fully trained within:
 - 8.1.4.1 Two years of beginning training on Standard Assessments; and
 - 8.1.4.2 Five years of beginning training on Specialised Assessments;
- 8.1.5 On the supplier reporting, provide a six-monthly report outlining the progress of every Assessor in training and any who completed training during the period; and
- 8.1.6 Notify ACC when a Service Provider is no longer providing Assessment services within this Service Schedule.

8.2 ACC will:

- 8.2.1 Review the request for approval and notify the Supplier of the decision via email; and
- 8.2.2 monitor the Assessor in training's progress toward being fully credentialled via the six- monthly report.

Qualifications and Experience

- 8.3 All Service Providers who provide Services in this Service Schedule will maintain or work towards the appropriate credentialled standard under the Whaikaha – Ministry of Disabled People – Equipment and Modifications Services (EMS) Assessor Accreditation Framework.
- 8.4 Assessors must have the individual competencies aligned to the Standard and Specialised Assessments outlined in detail in the Operational Guidelines.
- 8.5 Non-registered Service Providers or Personnel must:
 - 8.5.1 Have the appropriate qualification and expertise;

- 8.5.2 Have regulatory documented supervision, appropriate to their level of qualification and competency to ensure that they provide Assessment safely and effectively; and
- 8.5.3 Undertake ongoing training in their area of expertise.
- 8.6 All Personnel must;
 - 8.6.1 Consistently provide the highest standard of customer service in accordance with Good Industry Practice, and
 - 8.6.2 Undertake induction and development requirements.
- 8.7 Where a Referral is for a paediatric Client, unless agreed otherwise with ACC, the Service Provider must have at least two years' experience in providing paediatric Assessment services.

Professional Development

- 8.8 The Supplier must ensure the Service Providers will:
 - 8.8.1 Complete annual professional development directly related to Transport for Independence Assessment;
 - 8.8.2 Maintain professional membership with the Occupational Therapy New Zealand / Whakaora Ngangahau Aotearoa (OTNZ-WNA);
 - 8.8.3 Continue to demonstrate knowledge of applicable Waka Kotahi – New Zealand Transport Agency compliance requirements and/or Low Volume Vehicle Standards; and
 - 8.8.4 Upon request from ACC, provide evidence of completed relevant qualifications, credentials or training.
- 8.9 If a Service Provider is unable to obtain any of the listed qualifications and credentials in clause 8.3 and clause 8.8 due to an absence of the relevant registering authority, ACC may on a case-by-case basis review and accept an alternative option as a substitute.
- 8.10 The Supplier will hold auditable records of the professional development activities undertaken by Service Providers, staff and any contractors.
- 8.11 The Supplier will ensure that all Service Providers have the professional qualifications, registration and experience required to undertake the Services.

Monitoring Competency

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

Practicing Certificate

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

Capacity and Capability

- 8.14 The Supplier must ensure it has Service Providers and Personnel necessary to deliver the Services in accordance with this Service Schedule. The Supplier must ensure all Personnel required to deliver the Services meet the requirements of Part B, clause 8.3 and clause 8.8, and are available in each of the locations identified in Part A, clause 2 (Service Locations).
- 8.15 The Supplier will advise ACC immediately if they do not have Service Providers available to undertake Assessments within any of the Service Locations identified in Part A, clause 2. ACC may suspend referrals to the Supplier in the affected area until the Supplier notifies ACC in writing of being able to deliver the Services in the affected area.
- 8.16 ACC reserves the right to appoint additional Suppliers during the life of the Contract in regions where additional capacity is required. ACC will determine the most appropriate process for appointing additional Suppliers based on the specific service.

Safety Checks

- 8.17 To protect and uphold the safety of Clients at all times, the Supplier must:
- 8.17.1 Carry out appropriate screening/vetting, including police vetting, for all authorised persons (including but not limited to employees, Service Providers and subcontractors) or any person the Supplier engaged to deliver the Services under this Contract (**Authorised Persons**).
 - 8.17.2 Establish and maintain systems, processes and security screening practices, for all Authorised Persons engaged to deliver the Services under this Contract.
 - 8.17.3 Ensure all Authorised Persons who work with children complete a Children's Workforce Safety Check to ensure they are safety checked to the standard required under the Children's Act 2014 and the Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015.
 - 8.17.4 Immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.
- 8.18 The Supplier expressly acknowledges and agrees that where ACC receives any information from any source related to the safety of Clients, in relation to these Services, ACC may take steps to investigate and take appropriate action. If ACC considers on reasonable grounds that the safety of a Client or Clients may be impacted, ACC can, at its sole discretion, suspend (including suspension pending investigation) or terminate all or any part of the Services, or this Contract.

Policies, Protocols, Guidelines and Procedures

8.19 The Supplier must maintain the following:

- 8.19.1 Operating Procedures** to manage Service Provider induction, training, decision making and oversight, quality improvements, performance management and risk management in relation to the Services.
- 8.19.2 Privacy Policy** to manage Client Personal Information including to meet the requirements of clause 9 of ACC's Standard Terms and Conditions.
- 8.19.3 Health and Safety Plan** relevant to the Client and environments where the Supplier and their Service Providers will be delivering the Services.
- 8.19.4 Business Continuity Plan** to manage service continuity and minimise impacts to the Services and Client.
- 8.19.5 Service Provider List** to document all Service Providers including any subcontractors delivering the Services to Clients under this Contract.

8.20 A copy of the above listed items must be promptly provided to ACC on request or as required.

9. SERVICE EXIT

9.1 Unless ACC withdraws the Referral with immediate effect for any reason, the Services end for a Client on the latter of the following occurring:

- 9.1.1** Submission of an Assessment/Completion Report to ACC
- 9.1.2** When Vehicle, as approved by ACC, has been modified and the Client has received training to use the vehicle.
- 9.1.3** ACC advises the Supplier that Services for a Client have completed.

10. EXCLUSIONS

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

- 10.1.1** Vehicle Modification.
- 10.1.2** All other Social Rehabilitation Assessment services.
- 10.1.3** Therapy or other ongoing interventions with the Client.

11. LINKAGES

11.1 The Supplier will develop and maintain positive relationships with the following Services:

- 11.1.1** Transport for Independence vehicle modifiers and other Vehicle Modification Services;

- 11.1.2 Occupational therapists who provide either vehicle assessment, wheelchair and seating assessments and/or housing modification assessment on behalf of either the Ministry of Health or ACC;
- 11.1.3 ACC and non-ACC social rehabilitation providers;
- 11.1.4 Other Social Assessment Services;
- 11.1.5 Allied health providers in the community;
- 11.1.6 General practitioner;
- 11.1.7 Whaikaha – Ministry of Disabled People;
- 11.1.8 Regulatory Bodies, i.e. Waka Kotahi New Zealand Transport Agency;
- 11.1.9 Low Volume Vehicle Technical Association (LVVTA);
- 11.1.10 Vehicle Brokers; and
- 11.1.11 Cultural groups.

12. PERFORMANCE REQUIREMENTS

- 12.1 The Services will align with the objectives detailed in Part B, clause 2.1.
- 12.2 ACC and the Supplier will review the Supplier's delivery of the Services and compliance with this Contract annually or as required. Each review will consider the following:
 - 12.2.1 The Services are delivered within the timeframes set out in Part B, clause 7.1.
 - 12.2.2 Mechanisms are in place to ascertain Client satisfaction with all aspects of Services.
 - 12.2.3 Quality improvement programmes are consistent with accepted Good Industry Practice;
 - 12.2.4 Established peer review processes for Service Providers undertaking Assessments that are consistent with accepted Good Industry Practice.
 - 12.2.5 Service Providers meet the requirements of Part B, clause 8.2 that are available to provide Services in each of the Service Locations included in Part A, clause 2.

12.3 Performance will be measured in accordance with the following table:

Table 4 – Performance Measurement

Objective	Data Source	Target	Performance Measure
Clients receive services in a timely manner	Supplier reported data	≥90%	Percentage of initial Assessment Report submitted within agreed timeframe from the date of Assessment. Medical Fitness to Drive Assessment: Within 15 Business Days Standard Assessment: Within 30 Business Days Highly Specialised Assessment: Within 40 Business Days
ACC is able to make a decision on the first submission of the Assessment Report	Supplier reported data	≥90%	Percentage of Assessment Reports which have not required further clarification or queries from ACC.

13. REPORTING REQUIREMENTS

13.1 The Supplier will provide reports to ACC in accordance with the following table:

Table 5 – Reporting Requirements

Information	Frequency	When	Responsibility
Service timeframe reporting (clause 7.1): Percentage of Assessment Reports submitted within service timeframes Average and median days to submit the Assessment Report.	Six monthly	Due on the last Business Day in July and January.	Supplier, via ACC survey
Provide details summarising the number of times resubmission of a report or clarification was provided to ACC after completion of the Assessment.	Six monthly	Due on the last Business Day in July and January.	Supplier, via ACC survey
Customer Satisfaction: <ul style="list-style-type: none"> Percentage of Clients offered the satisfaction survey Percentage of Clients completing the satisfaction survey Overall satisfaction levels 	Annually	Due on the last Business Day in January	Supplier

Information	Frequency	When	Responsibility
<ul style="list-style-type: none"> Any points of interest or learning (including Client feedback, complaints) Issues which impact on service delivery of service and/or timeliness. 			
Cultural Responsiveness: <ul style="list-style-type: none"> Demonstrate how you have supported your staff in the provision of culturally responsive Assessment services, including cultivating appropriate organisational and community linkages to support Clients' cultural needs. 	Annually	Due on the last Business Day in January	Supplier
Updated list of staff, detailing their experience, qualifications and profession.	Annually	Due on the last Business Day in January	Supplier

Annual Declaration

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

Information Review

- 13.3 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 Contract the Supplier will nominate a person (as specified in Part A, clause 5 of this Service Schedule) to be the main contact for ACC who will undertake the functions of the Relationship Manager at clause 11 of the ACC's Standard Terms and Conditions.

15. PAYMENT AND INVOICING

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

16. PROVIDER TRAVEL

Travel by Road

- 16.1 When traveling by road, ACC agrees to contribute towards road travel in the amounts for each Travel Time and Travel Distance specified in Part A, Table 1 – Service Items and Prices of this Service Schedule and in accordance with ACC’s Travel Policy, available on ACC’s website.
- 16.2 The Supplier must ensure all Service Providers comply with ACC’s Travel Policy.

Accommodation

- 16.3 ACC agrees to pay accommodation costs where the Service Provider is required to deliver Services in an outlying area which is not the Assessor’s Service Location of residence and overnight accommodation is necessary. Prior approval is required.
- 16.4 ACC will pay the costs of accommodation costs up to a maximum of \$282.97 plus GST per day with prior approval. This includes:
 - 16.4.1 The hotel costs a maximum of \$188.65 plus GST per night.
 - 16.4.2 Meals and incidental allowances to a maximum of \$94.32 plus GST per 24-hour period.
- 16.5 Accommodation costs do not include reimbursement for alcohol and mini-bar expenses incurred.

Air Travel

- 16.6 When traveling by air, ACC agrees to pay for air travel costs when:
 - 16.6.1 The Service Provider has been requested by ACC to travel to an outlying area that is not the Service Provider’s Service Location of residence or practice to deliver Services; and
 - 16.6.2 Air travel is necessary and has been approved by ACC.

17. ADDITIONAL TERMS TO ACC’S STANDARD TERMS AND CONDITIONS

Information Security

- 17.1 In addition to the privacy and information management requirements detailed in ACC’s Standard Terms and Conditions, the Supplier must:
 - 17.1.1 Ensure that Personnel who receives and/or accesses Client Personal Information from ACC in respect of a Client only does so for the purposes of delivering the Services and in a manner that complies with the Supplier’s privacy, security and confidentiality obligations under this Contract.

- 17.1.2 Not transmit, transfer, export or store Client's Personal Information or Confidential Information outside of New Zealand.
- 17.1.3 Maintain information security systems, procedures and processes in accordance with Good Industry Practice to protect Clients' Personal Information and Confidential Information against loss or unlawful access, use, modification or disclosure.
- 17.1.4 Undertake regular security assurance, monitoring and testing of its information management systems.
- 17.1.5 Promptly remediate any identified security vulnerabilities, in accordance with Good Industry Practice.
- 17.1.6 Comply with any security information, accreditation and certification requirements requested or notified by ACC from time to time.
- 17.1.7 Ensure and confirm that its subcontractors (including Personnel) meet the requirements in this clause 17.1 before releasing any ACC Client Personal Information or Confidential Information under this Contract.

Health and Safety

Health and Safety Risk Management

- 17.2 The following provisions in this clause 17.2 to 17.6 are in addition to the health and safety provisions contained in ACC's Standard Terms and Conditions.
- 17.3 The Supplier and all Service Provider must ensure any health and safety risks identified are appropriately managed and monitored throughout the Client's journey. To facilitate this, the Supplier must:
 - 17.3.1 Identify, monitor, and manage all health and safety risks associated with providing the Services.
 - 17.3.2 Ensure all Personnel providing the Services are aware of their health and safety obligations and have appropriate plans in place to manage those risks.
 - 17.3.3 Have systems in place to enable all Personnel to promptly report any health, safety and security events and risks relating to the Services to the Supplier.
 - 17.3.4 When requested, provide information promptly to ACC relating to the Supplier's compliance with its health and safety obligations.
 - 17.3.5 Immediately notify ACC if there is an imminent threat or risk to the safety of a Client or a Personnel.

Health and Safety Risk Management Plan

- 17.4 the Supplier must maintain a health and safety risk management plan (**Plan**) relevant to the Clients the Supplier and Service Providers (including respective Personnel) will be delivering the Services to and the environment the Services will be performed from. The Plan must at a minimum:
- 17.4.1 Identify health and safety risks arising which arise in performing the Services.
 - 17.4.2 Establish controls to eliminate or minimize those health and safety risks so far as reasonably practicable.
 - 17.4.3 Ensure all workplaces, environments, fixtures, fittings and plant (as defined in the Health and Safety at Work Act 2015) are, so far as reasonably practicable, maintained without risk to health and safety.
 - 17.4.4 Describe the duties which overlap with other Persons Conducting a Business or Undertaking ('PCBUs') as defined by the Health and Safety at Work Act 2015.
 - 17.4.5 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.
 - 17.4.6 The Supplier will ensure the Plan also includes (but not limited to) provisions relating to the management of specific hazards and risks, safe environment practices, incident management, emergency management, personnel engagement and active monitoring and review of hazards and risks to enable continuous improvement.

Working with Subcontractors (as PCBUs)

- 17.5 The Supplier must undertake a pre-qualification check in accordance with Good Industry Practice to confirm its subcontractors (including Personnel) have appropriate health and safety accreditation and risk management plans in place that protect all workers and others who may be put at risk by the Services.

Reporting Health and Safety Incidents

- 17.6 In addition to the notification obligations contained in ACC's Standard Terms and Conditions, the Supplier must report any health and safety incidents, events and risks related to the Services to ACC via ACC's online health and safety form (available on ACC's website) and at any meetings requested by ACC.

18. DEFINITIONS AND INTERPRETATION

- 18.1 The following terms are to be used in this Service Schedule.

Table 6 – Definitions

Term	Means
Actual and reasonable	are costs that are both incurred and necessary for Air Travel, Other Travel and Accommodation, as well as the supply of Transport-related Equipment as each detailed in Part A, Table 1, Service Items and Prices under this Service Schedule. These costs must be fair, customary, and align with prevailing market rates.
Assessment	an Assessment in accordance with this Service Schedule identifying the Client's injury related transport needs and providing advice to ACC about options for addressing these needs.
Assessment Report	the formal documentation produced by an Assessor following an Assessment. The Assessment Report outlines the impact of injury on a client's transport needs, identifies goals, and recommends solutions. The Assessment Report also supports performance monitoring, with suppliers required to track timeliness, quality, and client outcomes through structured reporting.
Assessor	an occupational therapist trained in assessing a Client's transport needs, including Vehicle Modifications, who is delivering Services approved under this Service Schedule.
Assessor in training	a qualified occupational therapist who is learning to provide transport-related Assessment.
Client	any person who ACC has accepted as eligible for cover for personal injury under the AC Act and any other person or class of persons ACC regards as a Client for the purposes of this Contract.
Coordination or Service Coordination or Coordinated Service	project managing the Vehicle Modifications and ensuring that Vehicle Modifier's meet the needs of the Client and ACC.
Driving Instructor	a person who is suitably qualified and experienced to assess the Client's ability to drive safely and where necessary, provide driving instruction.
Good Industry Practice	the exercise of the due care, skill and diligence, and to the appropriate professional or industry standard, as would be expected from a leading provider or person in the relevant industry.
Medical Fitness to Drive Assessment	Assessment for Clients who require clinical clearance to resume driving following an injury.
Operational Guidelines	the Transport for Independence Assessment Services' Operational Guidelines available on ACC's website.
Personnel	any person engaged by a party in relation to this Contract or the delivery of the Services, including without limitation, employees, contractors, subcontractors, volunteers or agents.
Professional Supervision	a positive and enabling process that offers the opportunity to bring an employee or contractor and a skilled Supervisor together to reflect on work practice. It is the process by which a worker can review and evaluate their work through discussion, report and observation with another worker. A Supervisor need not be the same health profession as the Service Provider requiring supervision but must have at least equivalent expertise and training. This is not delivered within this Service.

Term	Means
Reassessment	an Assessment completed with a Client who has previously had this type of Assessment.
Referral	means a referral by ACC of a Client to the Service Provider for an Assessment where the referral is made in accordance with this Service Schedule using form ACC7987 Referral for Transport for Independence Assessment (or any other form as advised by ACC from time to time) (Referral Form).
Referrer / Referred	an ACC Recovery Team member who initiates the Referral.
Service Location	means the locations specified under Part A, clause 2 being the location(s) upon which the Supplier is contracted to deliver the Services under this Service Schedule.
Social Rehabilitation Assessments	other social rehabilitation assessments including Social Rehabilitation Needs Assessments Education Based Rehabilitation Assessments Housing Modification Assessments Wheelchair and Seating Assessments Transport for Independence Assessments Communication Assistive Technology Assessments Support Needs Assessments
Specialised Assessment	assessment for clients who: need transport while seated in a wheelchair (as a driver or passenger), or are children who are wheelchair users, or are children or adults with significant injuries of a progressive nature likely to result in significant impairment affecting mobility/function.
Standard Assessment	assessment for clients who require transport options due to functional limitations arising from their injury.
Supervisor	a trained Assessor who accompanies an Assessor in training while with the Client and/or Vehicle Modifier to ensure the Service is delivered safely to an acceptable standard.
Supervising Trainer	a Trained Assessor who provides coaching, training instruction and advice on the assessment tools, legislation and process of completing transport assessments. This includes advice and discussion of casework to progress their expertise. This may be delivered by one or more people within the Suppliers organisation or obtained independently of the Supplier. Training is not directly purchased within the Service.
Telehealth	means the use of information or communication technologies to deliver Assessments when Clients and Service 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. An [Assessment] via telehealth is to replace an in-person visit, it does not include a quick triage or check-in phone call (unless specified).

Term	Means
Transport for Independence	<p>assistance with the cost, for example,</p> <p>Travelling by public transport</p> <p>Travelling by taxi</p> <p>Escorted travel by vehicle</p> <p>Modifying a vehicle</p> <p>Purchasing a vehicle</p> <p>Includes driver's licence retraining, for a Client who previously had a driver's licence</p>
Transport-related Equipment	Includes, but is not limited to, steering wheel spinners, portable vehicle ramps, steering wheel grippers, wide-angle mirrors and seatbelt extensions
Travel	where a Service Provider has been required to travel at the request of ACC in accordance with ACC's Travel Policy.
Vehicle Modifier	a person who is undertaking Vehicle Modifications.
Vehicle Modifications	adaptations, in accordance with Waka Kotahi - New Zealand Transport Agency rules and the standards set by the Low Volume Vehicle Technical Association (LVVTA), made to a vehicle to enable a person to safely access and control the vehicle on New Zealand Roads.