

SERVICE SCHEDULE FOR ADVISORY SERVICES (TIAD)

SCHEDULE NUMBER:

«Contract_»

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING ADVISORY SERVICE

The Term for the provision of Advisory Services (TIAD) is the period from date of signing (“Start Date”) until the close of 30 June 2023 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.

2. SERVICE LOCATION (PART B, CLAUSE 3)

«TLAs_for_Contract»

3. TIAD SERVICES AWARDED (PART B, CLAUSE 5.2)

«CYP»
«AOI»
«ATBI»
«SC»

4. SERVICE ITEMS AND PRICES (PART B, CLAUSE 12)

Table 1 - Service Items and Prices

Service Items for Advisory Services Short Term

Service Item Code	Service Item Description	Service Item Definition	Price (ex GST)	Pricing Unit
TIA01C	Rehabilitation Professional: Children & Young People	Rehabilitation Professional hourly rate for delivering training and coaching to a Client in accordance with this Service Schedule. This includes all administrative matters and costs, time involved, clinical notes, equipment provision (if required) and tasks required in delivering Services, except for travel and reports. A maximum of six hours per Client Will be paid for this Service within an eight week period from acceptance of the referral.	\$144.60	Per hour
TIA01B	Rehabilitation Professional: Adults with TBI			
TIA01D	Rehabilitation Professional: Adults with Sensitive Claims			
TIA01E	Rehabilitation Professional: Adults with Other Injuries			
TIA02	Advisory Services Short Term Programme Completion Report	Completion of an Advisory Services completion report on the template as specified by ACC	\$72.28	Set fee per Client

Service Item Code	Service Item Description	Service Item Definition	Price (ex GST)	Pricing Unit
TIADNA1	Non-Attendance Fee	<p>This payment may be claimed when a Client fails to attend a scheduled appointment without giving at least 24 hours prior notification, and the Supplier has taken all reasonable steps to ensure they attend, such as reminder calls for a Client with cognitive impairment and reminding the Client to diary the appointment.</p> <p>Only one non-attendance fee can be paid per Client up to a maximum of two hours, and notification of the non-attendance must be provided to the ACC within one business day. A DNA report must be provided to the Client Services Staff within three business days of the Client's appointment</p>	<p>40% of the hourly rate (onsite)</p> <p>60% of the hourly rate (offsite)</p>	Per Hour (maximum of 2 hours per non-attendance can be claimed)

Service Items for Advisory Services Long Term

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
TIA10C	Rehabilitation Professional: Children & Young People	<p>Rehabilitation professional hourly rate for delivering training and coaching to a Client in accordance with this Service Schedule. This includes all administrative matters and costs, time involved clinical notes, equipment provision (if required) and tasks required in delivering services, except for travel and reports.</p> <p>A maximum of 14 hours per Client will be paid for this service within a 12 month period from acceptance of the referral.</p>	\$144.60	Per hour
TIA10B	Rehabilitation Professional: Adults with TBI			
TIA10D	Rehabilitation Professional: Adults with Sensitive Claims			
TIA10E	Rehabilitation Professional: Adults with Other Injuries			
TIA11	Training for Independence Wellbeing Advisory Service Programme Plan	Completion of a Training for Independence Wellbeing Advisory Service Programme plan on the template as specified by ACC	\$144.60	Set fee per Referral
TIA12	Training for Independence Wellbeing Advisory Service Programme Completion Report	This is payment for completion of an Advisory Services programme completion report and is paid once per referral (This price also includes the cost for writing any variance report).	\$181.66	Set fee per referral

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
TIADNA2	Non-Attendance Fee	This payment may be claimed when a Client fails to attend a scheduled appointment without giving at least 24 hours prior notification, and the Supplier has taken all reasonable steps to ensure they attend, such as reminder calls for a Client with cognitive impairment and reminding the Client to diarise the appointment. A maximum of three non-attendance fees can be paid per Client, and notification of the non-attendance must be provided to ACC within one (1) business day. A DNA report must be provided to the Client's ACC Client Services staff within three (3) business days of the Client's appointment.	40% of the hourly rate (onsite)\ 60% of the hourly rate (offsite)	Per hour (maximum of 2 hours per non-attendance can be claimed)

Service Items for Advisory Services Short Term and Long Term – Accommodation and Travel Codes

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
TIATD10	Travel distance	<p>A contribution towards travel:</p> <ul style="list-style-type: none"> for return travel via the most direct, practicable route; and where the return travel exceeds 20km <p>Note 1: where the supplier has no base or facility in the service provision area, return travel will be calculated between the “start point” and “end point” closest to the Client (as agreed by ACC).</p> <p>Note 2: ACC does not pay for the first 20km of travel and this must be deducted from the total distance travelled. If travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	\$0.70	Per km
TIATT5	Travel time: first hour	<p>Paid for the first 60 minutes (or less) of total travel in a day where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route between their base/facility and where the services are provided; and 	50% of the hourly rate	Initial hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<ul style="list-style-type: none"> the distance the Service Provider travels exceeds 20km return; and/or the time the Service Provider travels exceeds 30 minutes <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 (1) Client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>		
TIATT1	Travel time - subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under TIATT5, where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route available between their base/facility and where the services are provided; and additional travel time is required after the first hour of travel <p>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>	100% of the hourly rate	Subsequent hours

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
TIAT6	All other travel	<p>Costs for return travel by ferry, taxi, rental car, public transport and parking when:</p> <ul style="list-style-type: none"> return travel is via the most direct, practicable route; and the return travel exceeds 20km <p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the “start point” and “end point” closest to the Client (as agreed by ACC).</p> <p>Note 2: ACC will only pay for actual and reasonable costs and receipts must be retained and produced if requested by ACC. If more than one Client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis.</p>	Actual and reasonable cost	Per trip

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.

5. RELATIONSHIP MANAGEMENT (STANDARD TERMS AND CONDITIONS, CLAUSE 11)

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	National Manager

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

NOTICES FOR ACC TO:

ACC Health Procurement
Justice Centre
19 Aitken Street (for deliveries)
Wellington
P O Box 242 (for mail)
Wellington
Marked: "Attention: Procurement Specialist"
Phone: 0800 400 503
Facsimile: (04) 918 7401
Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

«Supplier_Name_Legal»
«Supplier_Name_Trade»
«Physical_Address_1» (for deliveries)
«Physical_Address_2»
«Physical_City»
«Postal__Address_1» (for mail)
«Postal_Address_2»
«Postal_City» «Postal_Code»
Marked: "Attention: «Contractual_First_Name» «Contractual_Surname», «Contractual_Position»"
Phone: «Contractual_Phone»
Alternative Number: «Alternative_Number»
Email: «Contractual_Email»

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B. SERVICE SPECIFICATIONS FOR ADVISORY SERVICES (TIAD)

1. PURPOSE

- 1.1. Advisory Services provide timely advice, education, support, rehabilitation and oversight to Clients to restore and/or maintain the Client's health, independence and ability to participate in their everyday life. This means restoring the Client's independence, resilience and participation in their home, place of work or education and the wider community to the maximum extent practicable and reduce their likely need for further rehabilitation.
- 1.2. Advisory Services is comprised of the following Components: Advisory Services Short Term (TIAD Short Term) and Advisory Services Long Term (TIAD Long Term). Each component serves a specific purpose as follows:
 - 1.2.1. The Advisory Short Term Service is for Clients who require a short-term intervention (maximum six hours provided within an eight week period), from a Rehabilitation Professional(s) who provides education, training (and/or equipment) or oversight to:
 - (a) assist in restoring the Client's independence and participation in their usual activities and;
 - (b) prevent further injury in their normal home environment and;
 - (c) reduce the need for ongoing support and;
 - (d) would benefit from a short-term program to promote self-management
 - 1.2.2. The Advisory Service Long Term is a service for Clients who have a comparable complex injury who require intermittent oversight or monitoring/supervision by a Rehabilitation Professional over an extended period of time, to ensure maintenance of the Client's function or skills and prevent secondary injury. The purpose is to assist the Client to maintain skills they have gained and/or prevent deterioration in health (maximum 14 hours provided over 12 months).

2. SERVICE OBJECTIVES

- 2.1. ACC will measure the success of this Service based on the following objectives:
 - 2.1.1. Clients gain functional ability, education, skills and knowledge that increase the Client's independence, resilience and participation in their everyday lives.
 - 2.1.2. Clients can independently manage their usual day to day activities.
 - 2.1.3. Clients have a reduced need for further rehabilitation and other ACC funded Services
 - 2.1.4. Clients have a reduced incidence of further injuries and/or deterioration of their covered injury
 - 2.1.5. Clients receive timely rehabilitation services.
 - 2.1.6. Clients will be linked to relevant groups and organisations in the community if required

3. SERVICE LOCATION AND SPECIFIED AREA (PART A CLAUSE 2)

- 3.1. The Services will be provided in the most appropriate setting for the Client e.g. Client's home, workplace, or place of education and/or other community locations.
- 3.2. ACC funded residential facilities such as those under Residential Support Services, Active Rehabilitation or Community and Residential Rehabilitation Services agreements are not considered as the Client's home.

- 3.3. The Supplier will provide the Services from the Service Provider base and to Clients resident in the geographical area(s) specified in Part A, clause 2.

4. SERVICE COMMENCEMENT

4.1. Eligibility Criteria

- 4.1.1. A Client is eligible to receive the Advisory Services Short Term when they:
- 4.1.1.1. Have an accepted claim for an injury which is covered by ACC; and
 - 4.1.1.2. Need short term education, training (and/or equipment) or oversight to assist in restoring the Client's participation in their usual activities following injury and who do not require on-going support; and
 - 4.1.1.3. Would benefit from a short-term program to promote self-management, and have
 - 4.1.1.4. Have been referred by ACC in accordance with this Service Schedule
- 4.1.2. A Client is eligible to receive the Advisory Services Long Term when they:
- 4.1.2.1. Have an accepted claim for an injury which is covered by ACC; and
 - 4.1.2.2. Have received training and reached their individual maximum level of independence possible; and
 - 4.1.2.3. Need on-going oversight including education of self, and/or carers and maintenance of their functional skills, and
 - 4.1.2.4. Have been referred by ACC in accordance with this Service Schedule

4.2. Referral Process

- 4.2.1. When referring a Client for the Services, ACC will:
- (a) Send a written referral to the Supplier for the component of Advisory Services (i.e. either Short Term or Long Term) that ACC wishes to purchase for the Client on the referral form prescribed by ACC, and;
 - (b) Ensure that at a minimum the referral contains the following information:
 - (i) The Client's name, contact details, claim number, purchase order number, demographic details and a description of their injury.
 - (ii) A detailed reason for the referral, including ACC's expectation of the outcome of the programme.
 - (iii) Any previous Assessment Report(s) relevant to the current circumstances.
 - (c) Confirm that the Referral contains adequate information in order to proceed to provide Advisory Services
- 4.2.2. On receipt of the Referral, the Supplier will:
- (a) Confirm that the relevant specific TI contract is held
 - (b) Confirm that the referral meets the eligibility criteria described in clause 4.1 and does not conflict with the exclusion criteria in clause 9
 - (c) Confirm that the Referral contains adequate information in order to proceed to provide Advisory Services;
 - (d) Confirm that they have the capacity to accept the Referral;
 - (e) Confirm that they have appropriate resources to provide the specific requested service component;
 - (f) Return any referral that is inappropriate or inadequate or for which they do not have the appropriate specialisation such as Traumatic Brain Injury or Children and Young People; and

- (g) If the Referral is declined you must in writing complete the supplier section at the bottom of the referral form and denote who the contact the contact person is and return it to ACC by email within three (3) days of the referral being received.

5. SERVICE REQUIREMENTS

5.1. The Supplier will provide Services in accordance with the Operational Guidelines available on ACC's website. If there is an inconsistency or conflict between the Operational Guidelines and this Service Schedule, the provisions of this Service Schedule will take precedence.

5.2. The Supplier will provide only the components of the Services listed at clause 3 of Part A.

5.3. Advisory Services Short Term

5.3.1. Once a Referral for Advisory Services Short Term is accepted, the Supplier will:

- (a) Make contact with the Client within three (3) business days of accepting the Referral or sooner where requested by ACC on the referral form;
- (b) Meet with the Client and confirm training, rehabilitation, education and/or support needs within three (3) business days of contacting the Client;
- (c) Provide the Services for up to a maximum of six hours, inclusive of assessment, interventions, review and report, within eight weeks of accepting the Referral. The Services provided must meet specific needs and outcomes for the Client as requested by ACC and support the Client to achieve independence and/ or reduce dependency on support services. The Services may include provision of equipment.

5.3.2. Programme Completion Report (Advisory Services Short Term)

- (a) The Supplier must submit a Programme Completion Report on the template specified by ACC and in accordance with the Training for Independence Operational Guideline within ten (10) business days of the completion of the Services.
- (b) The purpose of the Programme Completion Report is to inform ACC of the achievement of the programme outcomes and goals.
- (c) The Programme Completion Report will include:
 - (i) Measures and completion notes for each Outcome stated in the Referral;
 - (ii) Any recommendations to ensure maintenance of outcomes and independence achieved;
 - (iii) Any recommendations regarding a Client's continuing or reduced needs for support services.

5.4. Service requirements for Advisory Services Long Term

5.4.1. Once a Referral for Advisory Services Long Term is accepted, the Supplier will:

- (a) Make contact with the Client within three (3) business days of accepting the Referral;
- (b) Meet with the Client and confirm oversight and or support needs within three (3) business days of contacting the Client;
- (c) Submit a Programme Plan to ACC within five (5) business days of meeting with the Client. The Programme Plan will include:
 - (i) Details of the Client's current situation
 - (ii) Client goals and activities
 - (iii) The outcomes to be achieved
 - (iv) Measures for each Outcome stated in the Referral

- (v) Details of the overall pathway, timeframes and milestones for oversight services the Client will receive to maintain their functional ability in the areas of independence in accordance with this Service Schedule.
- (d) Obtain written approval of the Programme Plan from ACC before providing further services. Once ACC receives a Programme Plan, ACC will provide notification to the Supplier within three (3) business days to approve or decline the Programme Plan, or to request further information. If ACC requests additional information, the Supplier must submit this to ACC within three (3) business days, and ACC will then provide notification to the Supplier within three (3) business days to approve or decline the Programme Plan, or to request further information;
- (e) Deliver the Services in accordance with the referral from ACC and the Programme Plan agreed by ACC;
- (f) Ensure the Services provided maintain the Client's functional skills and prevent re-injury through interventions which include oversight of Client's rehabilitation and education of Client, and/or, family/whanau and/or carers;
- (g) Where appropriate, provide Services which include provision of equipment;
- (h) Provide the Services for a maximum of 14 hours within a 12 month period (commencing on the date the Referral has been accepted by the Supplier).

5.4.2. Variance Report

- (a) A Variance Report, on the template specified by ACC, and completed in accordance with the Operational Guidelines, must be submitted to ACC any time a significant change to the Client's condition or approved Programme Plan occurs before the end of Advisory Services Long Term.
- (b) The purpose of the Variance Report is to inform ACC that variation has occurred, detailing the reasons, recommendation of options such as home help and expected outcomes and any impacts on original timeframes and costs.

5.4.3. Programme Completion Report (Advisory Services Long Term)

- (a) The Supplier must submit a Programme Completion Report on the template specified by ACC and in accordance with the Training for Independence Operational Guidelines within ten (10) business days of the completion of the Services.
- (b) The purpose of the Programme Completion Report is to inform ACC of the achievement of the programme outcomes and goals.

EQUIPMENT

5.5. All rehabilitation Equipment must be requested in accordance with the Operational Guidelines for Managed Rehabilitation Equipment Services (MRES) which are available on the ACC website:

5.5.1. If there is a conflict between the MRES Operational Guidelines and this Agreement, the provisions of this Agreement take precedence.

5.6. The Supplier may purchase non-List items valued at under \$60 (per item, excluding GST), directly from non-contracted Suppliers without prior approval from ACC. ACC will reimburse the Supplier for the purchased item after receiving a separate invoice that details the item type and cost, cites service item code EU60, and has a receipt for the item attached.

5.7. The equipment will be non-adjustable and/or non-fitted and available from the Managed Rehabilitation Equipment Services (MRES) Simple or Standard list. If any equipment is required to be adjusted and/or fitted, the Supplier can order and provide this equipment, if it is within the scope of their normal professional practice.

- 5.8. The Service Provider must keep up to date with changes to MRES policies and processes, and updates to the Equipment Lists. These can be found on the ACC website (www.acc.co.nz).

6. SERVICE EXIT

- 6.1.1. Advisory Services Short Term are completed when either the Client, ACC or the Supplier wishes to cease provision of this Service or the first of the following events occurs:
- (a) the Client's assessed needs are met; or
 - (b) at the end of eight (8) weeks; or
 - (c) a total of six (6) hours of Services have been provided inclusive of assessment, interventions, and review;
- and
- (d) the Programme Completion Report is received and approved by ACC.
- 6.1.2. Advisory Service Long Term is completed when either the Client, ACC or the Supplier wishes to cease provision of this Service or the first of the following events occurs:
- (a) the Client's assessed needs are met; or
 - (b) at the end of a 12 month period; or
 - (c) after a total of 14 hours of Services have been provided;
- and
- (d) the Programme Completion Report is received and approved by ACC.
- 6.1.3. The Services are completed if the Client or ACC decides that it is not appropriate for the Client to continue the Advisory Services Programme, or ACC suspends or terminates the Programme, or the Client no longer wishes to attend, once notice is provided in writing by ACC. No payment will be made for the Services provided after the date the notice is received by the Supplier.
- 6.1.4. If a Supplier wishes to cease providing Advisory Services to a particular Client, the Supplier must provide written notice to ACC Client Services Staff. A minimum of 10 business days notice must be provided, unless discussed and agreed with the ACC Client Services Staff. Copies of all information pertaining to the Client and their Advisory Services must be provided to ACC on request.

7. SERVICE QUALITY

- 7.1. Staffing Requirements and specific standards
- 7.1.1. The Supplier must hold a specific pre-requisite Training for Independence Contract Component that is appropriate for the referred Client such as Training for Independence Traumatic Brain Injury where the Client has a traumatic brain injury.
- 7.2. Interdisciplinary Team
- 7.2.1. The Supplier must establish and maintain a team comprising:
- 7.2.1.1. Registered Nurse; and
 - 7.2.1.2. Occupational Therapist; and
 - 7.2.1.3. Physiotherapist; and
 - 7.2.1.4. Speech Language Therapist; and
 - 7.2.1.5. Dietitian; and
 - 7.2.1.6. Counsellor; and

7.2.1.7. Social Worker

7.2.2. Each member of the interdisciplinary team must meet the relevant requirements in the table below:

Table 3 – Provider Competencies and Qualifications

Staffing Type	Qualifications/ Membership	Experience/Training/Supervision
<ul style="list-style-type: none"> Registered Nurse 	Current annual practising certificate from the relevant registering authority	<p>Experience</p> <ul style="list-style-type: none"> Demonstrated post-graduate clinical expertise working in rehabilitation of: Adults with Other Injuries/Adults with Traumatic Brain Injury/Children and Young People/Adults with Sensitive Claims; (as relevant to the client group for whom advisory services are provided) over three years where this group makes up equivalent to a minimum of 50% of a full time caseload; and Demonstrated post-graduate expertise in community based rehabilitation, over three years where this makes up equivalent to a minimum of 50% of a full time caseload (this expertise may be gained concurrently); and <p>Training and Supervision</p> <ul style="list-style-type: none"> Ongoing attendance at appropriate post-graduate training courses/conferences relevant to: Adults with Other Injuries/Adults with Traumatic Brain Injury/Children and Young People/Adults with Sensitive Claims; (as relevant to the client group for whom advisory services are provided) and community based rehabilitation for a minimum of two days per year; and Regular face to face clinical supervision of at least once a month and as required by professional body and HPCA Act <p>Rehab Professionals working towards meeting these requirements Where a Rehab Professional does not meet the Experience criteria, but fully meets the Training qualifications criteria, and attends Supervision at least once a month provided by a Rehab Professional who <i>does</i> meet the above criteria, that Rehab Professional may provide services under this contract if evidence can be provided demonstrating the Rehab Professional is working <i>towards</i> the Experience criteria as set out above.</p>
<ul style="list-style-type: none"> Occupational Therapist 	Current annual practising certificate from the relevant registering authority	
<ul style="list-style-type: none"> Physiotherapist 	Current annual practising certificate from the relevant registering authority	
<ul style="list-style-type: none"> Dietitian 	Current annual practising certificate from the relevant registering authority	
<ul style="list-style-type: none"> Social Worker 	Current annual practising certificate from the relevant registering authority	
<ul style="list-style-type: none"> Counsellor 	Registration with ACC as a counsellor under regulations for mental injury caused by physical injury for Counsellors; and/or sexual abuse for Counsellors; or approved under the ISSC contract	
<ul style="list-style-type: none"> Speech Language Therapist 	Membership with the New Zealand Speech Language Therapists Association	

7.2.3. The Supplier may utilise Rehabilitation Assistants for Advisory Short Term Services, who will work under supervision from a Rehabilitation Professional who meets the qualification and competency criteria set out in this contract provided that the Rehabilitation Assistant being supervised meets the following criteria:

7.2.4.

Staffing Type	Competencies/qualifications
Rehabilitation Assistant	Has three (3) or more years' experience working as an assistant in the same discipline as the Rehabilitation Professional providing the service.
	Has clinical experience in assisting Rehabilitation Professionals working in rehabilitation for people with Traumatic or Acquired Brain Injury conditions, or Sensitive Claims, or children and young people, or Adults with other Injuries, over three (3) years where this group make up equivalent to a minimum of 50% of a full time caseload of the Rehabilitation Assistant.
	Has experience in community based rehabilitation, over three (3) years where this makes up equivalent to a minimum of 50% of a full time caseload of the Rehabilitation Assistant (this expertise may be gained concurrently).
	Has regular, documented and on-going face to face clinical supervision by the Rehabilitation Professional of at least once a week where the discussion focuses on the Service being delivered to the Client.
	Ongoing Attendance at appropriate training courses/conferences/ in-service relevant to the Client group they will be working with and community based rehabilitation of a minimum of two (2) hours per month.

7.2.5. The Rehabilitation Professional may utilise a Rehabilitation Assistant providing the following requirements are met:

- (a) The Rehabilitation Professional has assessed the Client and determined that the Rehabilitation Assistant can safely provide the required interventions;
- (b) All assessments and reports are completed by the Rehabilitation Professional and not the Rehabilitation Assistant;
- (c) The Rehabilitation Professional retains responsibility for all aspects of the Client's care including what the Rehabilitation Assistant does or does not do; and
- (d) If a Rehabilitation Assistant provides some of the interventions in accordance with this Service Schedule, it is classified as the Rehabilitation Professional providing the service therefore paid at the Rehabilitation Professional hourly rate;
- (e) The service component is Advisory Short Term programme.

7.2.6. The Supplier will have in place a system that identifies and monitors staff competency levels, training needs and compliance with contractual requirements to ensure that all requirements in this Service Schedule are met.

7.3. Service Timeframes

7.3.1. The Supplier will adhere to the following timeframes:

Table 4 – Service Timeframes

Requirement	Applicable Timeframe
If the Referral is declined notify ACC.	Within three (3) business days of receiving the Referral
Make contact with Client	Within three (3) business days of accepting the Referral

Requirement	Applicable Timeframe
Meet with the Client	Within three (3) business days of contacting the Client
Complete and submit an Advisory Service Long Term Programme Plan to ACC	Within five (5) business days of meeting with the Client
Notify ACC when a Client does not attend appointment	Within 1 business day
Deliver Advisory Short Term Services	Within a period of up to eight weeks from acceptance Referral
Deliver Advisory Services Long Term	Within 12 months from acceptance of Referral
Submit Variance Report	When variation occurs
Submit Advisory Short Term Programme Completion Report	Within ten business days of completing the Service
Submit Advisory Service Long Term Programme Completion Report	Within ten business days of completing the Service

7.3.2. If the Supplier is unable to meet the timeframes outlined above, the Supplier will contact ACC to negotiate an alternative timeframe.

8. EXCLUSIONS

8.1. Advisory Service Suppliers must not provide assessment, treatment, counselling, psychological services, vocational services or advocacy provided for under other ACC contracts, regulations or other agreements.

8.2. The following services are excluded from Advisory Services:

- (a) Training for Independence Programmes;
- (b) Vocational Rehabilitation;
- (c) Recreation;
- (d) Treatment;
- (e) Psychological services or counselling for acceptance of injury;
- (f) Advocacy;
- (g) Membership fees for any club or organisation including Gym Memberships; and
- (h) Any services for a Client who does not meet the relevant eligibility criteria.
- (i) Social Rehabilitation Assessments;
- (j) Pain management assessments and services;
- (k) Provision of Integrated Home and Community Support services;
- (l) Services or intervention to any Client in a residential facility (excluding Individual Residential Support Service);
- (m) Maximum Abilities Group Programme;
- (n) Psychological Services;
- (o) Counselling under regulations;
- (p) Assessment of treatment needs;
- (q) Supported Employment and Supported Living

9. LINKAGES

- 9.1. The Supplier will provide all necessary, appropriate and reasonable cooperation and assistance to ACC and related service providers.
- 9.2. The Supplier will demonstrate maintenance of effective links and operating relationships with:
- (a) ACC;
 - (b) The Client's family/whanau and attendant carer(s) as appropriate;
 - (c) Providers of other services to the Client including General Practitioner where appropriate.
- 9.3. The Supplier will develop and document linkages with relevant groups and organisations in the community.

10. PERFORMANCE REQUIREMENTS

- 10.1. The performance requirements for the Services are:
- 10.1.1. Clients meet the goals set out in their rehabilitation plan
 - 10.1.2. Clients' progress is measured via a standardised tool as selected by the Supplier to monitor client progress
 - 10.1.3. Clients have a reduced need for further rehabilitation and other ACC funded Services such as Home and Community Support Services;
 - 10.1.4. Prevention of secondary injury and any preventable injuries and/or deterioration to the Client's covered injury;
 - 10.1.5. Services are responsive to the cultural needs of Clients
 - 10.1.6. Clients are satisfied with the services that they have received from the Supplier as evidenced by Satisfaction Surveys carried out by the Supplier and results are utilised to make service improvements as appropriate;
 - 10.1.7. Clients receive the Services within the timeframes as set;
 - 10.1.8. Services delivered are cost effective when compared with costs of services provided by other Suppliers for delivering comparable services to comparable client groups.
- 10.2. The Supplier will meet the performance measures set out in Table 5 in providing the Services.
- 10.3. The Performance Measures will be monitored and feedback provided as detailed in the Operational Guidelines.

Table 5 – Performance Measures

Performance Area	Performance Measure	Target
Client outcomes	Number of TI or community rehabilitation Clients that have returned for the same covered injury within six (6) months of the Client exiting the TI programme.	< 15%
Client satisfaction	Client satisfaction survey is sent to all Clients at completion of their rehabilitation programme	100%
Time Frames	Number of Services that have been delivered within the contractual timeframes, including service duration	100%

11. PAYMENT AND INVOICING

- 11.1. ACC will pay for Services provided in accordance with this Service Schedule at the rates set out in Part A, clause 4.

12. DEFINITIONS AND INTERPRETATION

In this Service Schedule, unless the context otherwise requires:

“Assessment” means an assessment undertaken by a rehabilitation professional to determine Client’s function, rehabilitation, education and support needs.

“Contract Component” means the Training for Independence contract which defines the specific specialty services delivered under that contract. For example, Training for Independence Children & Young Persons, Training for Independence Adults with Other Injuries, Training for Independence Adults with Sensitive Claims, Training for Independence Adults with Traumatic Brain Injury.

“Geographical Area” – means the Stats New Zealand defined Territorial Location Authority (TLA).

“Independence” in relation to social rehabilitation, includes the capacity to function in the following areas:

- (a) Communication;
- (b) domestic activities;
- (c) educational participation;
- (d) financial management;
- (e) health care;
- (f) hygiene care;
- (g) mobility;
- (h) motivation;
- (i) safety management;
- (j) sexuality;
- (k) cognitive tasks of daily living, such as orientation, planning and task completion;
- (l) use of transport.

(Schedule 1, clause 12; AC Act);

“Long Term Client” means a Client who as a result of their covered injury, have a significant impairment or disability and require substantial support.

“Operational Guidelines” is the document produced by ACC which sets out the processes and procedures to be followed in providing this Service.

“Oversight” means watchful responsible care, supervision and/or monitoring of a Client to ensure that they retain knowledge and functional skills gained through rehabilitation interventions.

“Rehabilitation Assistant” means an experienced worker who works as an assistant to the rehabilitation professional such as occupational therapy assistant or physiotherapy assistant.

“Rehabilitation Professional” means a registered nurse, occupational therapist, physiotherapist, speech language therapist, Dietitian or social worker who is providing services to a Client either as a single discipline or as part of a multi-disciplinary team.

“Supervision” is a formalised, regular, sustained process in which the supervisor enables and facilitates the supervisee in meeting their professional objectives. It takes place when a Rehabilitation Professional / Rehabilitation Assistant meets regularly with another professional with training in the skills of supervision to discuss case work and other professional issues in a structured way. The purpose is to assist the Rehabilitation Professional/ Rehabilitation Assistant to learn from his or her experience and progress in expertise, as well as ensure good service to the Client.