


22 September 2020



Tēnā koe 

Your Official Information Act request, reference: GOV-006462

Thank you for your email of 26 August 2020, asking for documents referred to in a policy document (ref GOV-005815), we sent to you on 13 August 2020.

With regards to this attachment - can you please send the Client Transport / Taxi Shuttles document and Ancillary Services Guidelines referred to on page 6?

Our response

The documents referred to in that policy document are:

- *Client Travel Arrangements*
- *Ancillary Services and Responsibility for Payment*

Please find copies of these documents attached.

Questions about our response

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support

Client travel arrangements

This page is about how to book buses, flights and taxis for a client. Use it as a guide when arranging client travel. Note - some roles are for guidance only and may vary between branches, eg some branches may have a CM decide on travel options rather than the TM.

Contact [REDACTED]	Last review 31 Oct 2019	Next review 30 Oct 2020
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Bus

- Phone Intercity Buses and give them the client name
- Enter the cost in Eos then set up a purchase approval under 'Ancillary services', using the code PACT1 and vendor code TRANCOAC/WG
- Complete a GT03 fax- vendor letter and fax it to Intercity Buses
- Intercity Buses will fax back a bus ticket for the client.

Air or private motor vehicle?

Case owner

Before you book any travel, evaluate the options.

- Establish whether the client can drive or be driven to and from the centre where they have the appointment. If not, record the reasons in Eos
- If the client says they can't drive because of their injury, check the medical evidence. If it suggests otherwise, ask the client to get a letter from their treatment provider
- Send a task to an admin staff member with the details of the client's appointment date and time and confirm whether or not driving is an option. If driving is not an option, they'll compare airfares and schedules and source the cheapest airfares at the appropriate times
- Give the information to your team manager (TM). The information may include different options, eg driving versus flying, and related options, eg taxis versus shuttle service. The TM will decide which option is most appropriate
- The admin staff member will confirm the option with you and you can contact the client to confirm the travel arrangements.

Admin staff member

- Receive travel request, eg for flights, taxis and/or shuttles from the case owner
- Go to Air NZ flights. See [Client travel and accommodation](#)
- Check flight availability and cost for dates requested, eg \$399.00 (flight) plus \$100.00 (shuttle) = \$499.00
- Compare the cost with travel by road. Use [Wises website](#) to check the distance from the client's address to the appointment. For example, 980kms @\$0.29 cents per km plus \$57.55 for one night's accommodation = \$341.75
- Ask a TM to decide whether we'll pay for the client to fly or go by road
- Either:
 - book the airfares
 - provide the client with an [ACC250 Claim for transport costs form](#) to complete.

How to arrange a flight for a client

Check for previous travel with Air New Zealand and add purchase order in Eos

In Eos, go to 'Plan', 'Rehabilitation Actions' tab and select 'Ancillary Services', 'Edit', Purchase Orders.

If...	then...
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If...	then...
Air New Zealand is not showing	<p>X Set up a new purchase order. Go to 'Plan', 'Rehabilitation Actions':</p> <ul style="list-style-type: none"> • Add 'Ancillary Services' if needed and click OK • Select 'Ancillary Services' then 'Edit', General', AS', 'Transport to treatment/rehab etc', 'Non-contracted' • Complete the following details: <ul style="list-style-type: none"> • Code: eg Client travel - AIRC, Support person travel - PAS or Escort person - PAE • Unit: 1 (even if return flight) • From Date: date of departure, eg 01.03.2010 • To Date: one month on, eg 01.04.2010 • Unit Price: approximate amount eg \$500.00– (amend when actual cost received from Business Direct) • Vendor: AIRNZ • Click 'Authorise PO' and note the Purchase number
Air New Zealand is showing	<p>Add another purchase order to the Vendor</p> <p>Select 'Ancillary Services', 'Purchase order', 'Air New Zealand Travel Card'</p> <p>Interventions</p> <ul style="list-style-type: none"> • Add 'Please select', 'Transport to treatment/rehab', 'Ancillary' • Complete generic details, eg: <ul style="list-style-type: none"> • From Date: date of departure • To Date: one month on • Quick Add codes, eg Client travel - AIRC • Highlight code required, click 'Add to List' then OK <p>Edit 'Entitlements to Add'</p> <ul style="list-style-type: none"> • Complete the following details: <ul style="list-style-type: none"> • Unit: 1 (even if return flight) • From Date: date of departure: eg 01.03.2010 • To Date: one month on: eg 01.04.2010 • Unit Price: approximate amount eg \$500.00– (amend when actual cost received from Business Direct) • SAVE • Add to Purchase Order • Authorise Purchase Order

Determine booking system to be used

If you are booking with...	then...
<ul style="list-style-type: none"> • Air New Zealand • Jetstar 	use the online booking and go to Set up flights online and enter your profile details
<ul style="list-style-type: none"> • Air Chatham • Sounds Air • Sunair • Barrier Air • Origin Air 	use the Tandem Booking Template and go to Book flights via tandem (Airlines not available online)

Set up flights online and enter your profile details

If you...	then...
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If you...	then...
already have a profile	<ul style="list-style-type: none"> • access Tandem Travel/Business Direct • view all profiles, enter your first or surname, select name • your domestic booking will show up
don't already have a profile	<ul style="list-style-type: none"> • log in to Tandem Travel using your 'client login' (this is different to the login for booking staff travel), eg firstname.surname@healthmail.acc.co.nz • select 'Create new profile' and complete all fields with an * asterisk, eg Title, First Name, Surname • for 'Contacts' enter your email address • enter your 'Home City and Country', 'Address' - * and 'Work Address' • go back to the 'Profile' (top tab) • on the 'Employee' tab, complete fields with an * asterisk, eg Office: 'ACC' and Cost Centre • for 'Policy' select 'ACC Travel Policy' • for 'Assistant', enter your name • SAVE

Book the flight

- Enter details as follows:
 - 'Domestic Booking' – Flight: 'From' and 'To' destinations, Date of Travel, Approximate time of flight
 - For return trip - 'Add Air': 'From' and 'To' destinations, Date of Travel, Approximate time of flight
- 'Search All' for a selection of flight times and select appropriate flight(s), eg NZ2750 and NZ2757
- Click 'Continue' and check details are correct. Then enter:
 - 'Cost Centre & Credit Card Payment': Cost centre: eg c065 Whanganui ('c' is for client and is removed on the final invoice)
 - 'Service': Credit Card: Select: ACC CLIENT TRAVEL ONLY'
 - 'Additional Information': Reason for Travel: select 'Client Travel' from the drop-down list
 - 'Special Request Remarks': eg Client uses wheelchair: details include dimensions, weight of chair and wet cell, dry cell or gel battery, if hoist required, if patient can self-transfer
 - 'Booking Email Override Selection': Select Email Override Option ' Only me'
 - 'Confirmation': Select 'I accept flights & fare conditions'
- Enter the Purchase Order number from Eos (GL Code relates to Staff Travel), No Analysis Code required
- Click 'BOOK' and print the booking confirmation (includes booking number to go with details).

Book flights via Tandem (Airlines not available online)

Complete all sections of the attached [Tandem booking template](#)

If you are sending:

- to your admin team to complete, attach the completed template to the task from the purchase order
- direct to Tandem, please attach the completed template to the email

'Special Request Remarks': eg Client uses wheelchair: details include dimensions, weight of chair and wet cell, dry cell or gel battery, if hoist required, if patient can self-transfer.

If you are booking with...	then...
Sounds Air	they don't have the lifts so the traveller would need to be able to use the stairs
Air Chatham	most flights have lifts available (but is a case by case scenario)
Sunair	this service is unable to accommodate wheelchairs

Queries relating to client travel bookings

For queries, eg about access to the Client Sabre Online tool (your login and/or password), traveller profiles and cost centres, contact Tandem Travel on 0800 747 150 or email acctravel@tandemtravel.co.nz. See also [Client travel & accommodation](#).

Contracted companion driving services (Driving Miss Daisy)

Companion driving services can be approved to help ACC clients attend treatment and/or rehabilitation when other public or private options aren't suitable.

Driving Miss Daisy (DMD) provide a simple pick-up and drop off service; a point of difference is the return journey, which is pre-arranged and booked so provides a reliable solution for clients. DMD can additionally include companion 'wrap-around' services such as assistance with shopping and carrying, picking up a prescription from a pharmacy, transporting children to and from school or additional help at the destination - such as taking the client to a specific ward in a hospital for an appointment.

Wheelchair accessible vehicles are provided and subject to availability.

DMD are always pre-booked and the service can be tailored to suit the specific requirements of the client and all services must be pre-quoted where possible.

All DMD owners/drivers comply with the NZTA licensing requirements – small passenger service licence and p-endorsement requirements. In addition, all drivers are qualified in accordance with the various Regional Councils' requirements for certain Unit Standards to be completed for provision of the Total Mobility Scheme.

The best way to provide clients with companion driving services is to contact one of the 73 Driving Miss Daisy Franchises across the country. Go to the website [Driving Miss Daisy find your local branch](#) then follow the current process to set up a purchase order in Eos as if for taxi services.

Pricing schedule

Location	Price Ex GST	How calculated	Notes
Within a local town or city	\$2.18	per minute	Pre-quoted
Outside a local town or city	\$2.61	per km	Pre-quoted
Waiting time	\$0.44	per minute (over and above reasonable time allowance for standard pickups and drop offs)	Will not be charged in addition to quoted price. Will allow for up to five minutes' unpaid allowance for standard pickups and drop offs.
Companion/assistance time	\$0.86	per minute	For example: assistance for Hospital visits, children pickup/drop off, prescriptions, shopping etc.

1. Driving Miss Daisy is a pre-quoted service. Prices are calculated based on a per minute or per km rate using Google Maps for travel distance and time of day travelled calculations.
2. In addition, if companion time is required this will be charged at the rate of \$0.86 ex GST or (\$1.00 incl. GST) per minute.

Waiting time is charged only if it is requested that a driver wait for the client at their drop off address.

Taxis

Taxis can be approved to help ACC clients attend treatment and/or rehabilitation when other public or private options aren't suitable. The best way to provide clients with taxi services is by [providing them with a Voucher Card](#).

Pre-approved taxi numbers

Travellers using Auckland Co-op Taxis, Wellington Combined Taxis and Blue Star Taxis Christchurch require a pre-approved taxi number. You must obtain this before you send an approval letter or email as the approval number needs to be given to the client and provider.

To request a number, send an email to the relevant taxi company using the 'Taxi email' template. It may take almost a day for the taxi company to email the pre-approved taxi number.

Note: Before emailing the request, you must check that the client's address is within the taxi company's boundary.

Taxi company contact details

For...	contact...	on...
Auckland Co-op taxis	████	██████████ ██████████████████
Wellington Combined Taxis	██████	██████████ ██████████████████████████████
Blue Star Taxis Christchurch	██████	██████████████████████████████ ██████████████████████████████ ██████████████████████████████

How to set up a purchase order for a taxi or shuttle

If...	then...
taxi	<ul style="list-style-type: none"> • in Eos, go to 'Plan', 'Rehabilitation Actions' tab and select 'Ancillary Services', 'Edit', Purchase Orders • if 'Ancillary Services' is not showing, add 'Ancillary Services' and click OK, then select 'Ancillary Services', 'Edit', General', Ancillary Services', 'Transport to treatment/rehab etc', 'Non-contracted' • complete the following details: <ul style="list-style-type: none"> • Code: eg Client travel – PACT1, Support person travel - PAS or Escort person - PAE • Unit: 1 (even if multiple taxis booked) • From Date: date of first taxi required: eg 01.03.2010 • To Date: one month on: eg 01.04.2010 • Unit Price: approximate amount • Taxi: variable amount, eg: <ul style="list-style-type: none"> • Auckland - \$70.00 per trip city side, \$150.00 North Shore (over the Auckland Harbour Bridge) • Wellington - \$50.00 per trip • Christchurch - \$70.00 per trip • select vendor, eg: <ul style="list-style-type: none"> • Auckland Coop Taxi Society – code: AUCKCOOP – needs a pre-approval number • Christchurch – Blue Star Taxis – code: BLUESTAR/CH – needs a pre-approval number • Wellington Combined Taxis – code: WELLCOMB/WN– needs a pre-approval number • 'Create PO' and note the Purchase number • Notify the client and provider of the approval details <p>Note: If you intend on sending an email to the provider without the approval letter, you must include the following information:</p> <p>Client name Claim number Purchase order number Travel dates Total number of trips Approved destination/s.</p>

If...	then...
shuttle	<ul style="list-style-type: none"> • in Eos go to Plan - ancillary services – edit • at top of Eos screen, go to 'Rehabilitation Action', enter 'Ancillary services' Intervention, 'Transport to treatment/Rehab – Ancillary' • complete the following details: • Purchase method – enter non-contracted <ul style="list-style-type: none"> • ENT Code: PACT1 (for client travel) or PAS (for support person) • Quantity approved:1 unit • From Date: date of shuttle trip • To date: one month forward • Unit price: eg \$100 for Auckland city locations or \$120 for North Shore locations • Vendor: 'VAD032. Auckland Airport Shuttle' • Create PO, Authorise PO, Save PO • Notify the client and provider of the approval details <p>Note: If you intend on sending an email to the provider without the approval letter, you must include the following information:</p> <p>Client name Claim number Purchase order number Travel dates Total number of trips Approved destination/s.</p> <p>Auckland: The shuttle driver will meet the client at Auckland Airport and deliver them to the appointment. Discuss and arrange the return trip to the airport with the driver. If you need to contact Quickshuttles, call [REDACTED]</p>

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Summary

Objective

Use this entry to help you identify the ancillary services that ACC fund, and how we pay for these services.

1. What is included
2. What is not included
3. Rules
4. Payment for ancillary services
5. Requests for ancillary services received before 1 April 2002
6. Links to legislation

Background

Ancillary services are a range of supports that help facilitate treatment.

Ancillary services are provided for and defined in legislation and regulations (see Links to legislation below). We share responsibility for paying for ancillary services with district health boards (DHBs), depending on the type of assistance and when it is used.

Owner



Expert



Policy

1.0 What is included

a Ancillary services include:

- transport services for a client to maintain the employment they had before their inability to work due to the injury, as described in Vocational rehabilitation
- transport or accommodation that a client or their escort or support person needs to access treatment and rehabilitation support. These include:
 - acute or non-acute treatment, not including public health acute services (PHAS)
 - a rehabilitation assessment or reassessment of any sort
 - getting an aid or appliance, or having one fitted
 - attending a training for independence (TI) programme
 - ACC-approved inpatient rehabilitation, including elective surgery that requires inpatient admission
 - ACC-approved residential rehabilitation
 - ACC-approved outpatient rehabilitation
 - a specific programme, service or course relating to vocational rehabilitation, including work trials.

2.0 What is not included

a Ancillary services do not include:

- costs of vehicle transport on a ferry, unless it is the most cost-effective compared to other means of transport such as air or public transport
- actual costs of taxi travel without prior approval
- transport and accommodation costs for more than one support person for a client
- support person costs for a client receiving long term residential rehabilitation.

3.0 Rules

a Transport must be provided under the correct type of support. For example, transport that is ancillary to rehabilitation is different from transport to achieve independence in daily living activities. See Transport for independence.

Ancillary service support belongs to the client, even if they are paid to cover an escort or support person's costs.

For supplier transport, if the supplier has no facility, base or service provider located in the client Territorial Local Authority (TLA), travel will need to be negotiated with ACC on a case by case basis. It is the supplier's responsibility to declare to ACC if they do not have a base, facility or provider in the TLA where services are to be delivered.

See Supplier travel guidelines for information about determining the 'start' and 'end' point for travel. This guideline applies to contracted and non-contracted travel or where ACC has requested the supplier travel outside their TLA.

4.0 Payment for ancillary services


- a We have contracts in place with providers of emergency transport services and non-emergency transport by ambulance. See Emergency transport.

For ancillary services provider contracts we must pay either:

- the amount described in the relevant regulation
- the amount specified in the contract between ACC and the contracted provider.

Use whichever amount results in the service provider charging the client a lesser co-payment to make up the full amount they would normally charge. Note that contracts with ambulance service providers do not allow for a co-payment by the client.

DHBs are responsible for transport and accommodation associated with treatment provided as part of public health acute services. See Accident services: a guide for DHB and ACC staff

 Accident Services - A guide for DHB and ACC Staff

5.0 Requests for ancillary services received before 1 April 2002

- a Requests for ancillary services received before 1 April 2002 are dealt with under earlier legislation. See link to Transitional provisions.

 Transitional Provisions

<https://go.promapp.com/accnz/Process/Minimode/Permalink/BDJT2aVH8lvhW95YjCGpDd>

6.0 Links to legislation

 Accident Compensation Act 2001, Schedule 1, clause 3

https://www.westlaw.co.nz/maf/wlnz/app/document?docguid=167901fe0e03211e08eefa443f89988a0&&src=rl&startChunk=1&endChunk=1&snippets=true&originates-from-link=false&isTocNav=true&tocDs=AUNZ_NZ_LEGCOMM_TOC&extLink=false#anchor_I20f42ca3e03011e08eefa443f89988a0

 Accident Compensation Act 2001, Schedule 1, clause 11

https://www.westlaw.co.nz/maf/wlnz/app/document?docguid=167906ed9e03211e08eefa443f89988a0&&src=rl&startChunk=1&endChunk=1&snippets=true&originates-from-link=false&isTocNav=true&tocDs=AUNZ_NZ_LEGCOMM_TOC&extLink=false#anchor_I21778d96e03011e08eefa443f89988a0

 Accident Compensation (Ancillary Services) Regulations 2002

https://www.westlaw.co.nz/maf/wlnz/app/document?&src=search&docguid=11dfa35afe15d11e08eefa443f89988a0&epos=3&snippets=true&fcwh=true&startChunk=1&endChunk=1&nstid=std-anz-highlight&nsts=AUNZ_LEGCOMM&isTocNav=true&tocDs=AUNZ_NZ_LEGCOMM_TOC&context=19&extLink=false&searchFromLinkHome=true