

## Summary

### Objective

This document describes when ACC provides funding of orthoses and is designed to help you interpret the Orthotic Services contract. All orthotic requests are assessed by the Treatment Assessment Centre (TAC) in Te Rapa except for requests from Serious Injury clients who have their requests managed by the Serious Injury Team.

Non-Serious Injury team case owners must refer orthotic requests they receive to the Treatment Assessment Centre (TAC) – Orthotic Team by either task (Action Orthotic Prior Approval) or email to [hnorthotic@acc.co.nz](mailto:hnorthotic@acc.co.nz)

**Owner** [Name withheld]

**Expert** [Name withheld]

## Procedure

### 1.0 What are Orthotic Services?

**a** ACC has established contracts with Orthotists and Podiatrists to provide Orthotic Services. For the purpose of this contract, Orthotic Services are:

- consultations provided by Orthotists, and
- orthoses provided by Orthotists and Podiatrists.

The Orthotic Services contract makes it possible to ensure that:

- services provided are fit for purpose, of a high quality and provided in a timely manner
- service providers are appropriately qualified and have a commitment to on-going professional development
- the cost of Orthotic Services is transparent and auditable.

### 2.0 Other providers of orthoses

**a** Orthoses are primarily provided to clients via the Orthotic Services contract. However, there are a number of other contracted and non-contracted ACC services which may provide orthoses to clients, including:

- Public Health Acute Services
- Elective Surgery
- Clinical Services
- Urgent Care Clinics and Rural GP contracts
- Hand Therapy Physiotherapists.

### 3.0 What are Orthoses?

**a** Orthoses are externally applied devices used to support, align, correct, or improve function of the moveable parts of the body.

There are many types of orthoses and they can range from simple shoe insoles to complex bracing and supports. Orthoses can be:

- Off the shelf – a product that has been pre-fabricated and requires no modifications
- Customised – an off the shelf product that requires some customisation to make it suitable for the client's needs
- Fabricated – a custom device built specifically to meet the client's requirements

Clients may require modifications to their shoes or custom fabricated shoes as a result of their injury. Modifying clients' existing shoes is ACC's preferred option, followed by modification of new retail shoes. This allows clients to have some choice over the style and comfort of their shoes.

Fabricated shoes should only be constructed where modification of existing, or new retail shoes is unsuitable.

### 4.0 Work shoes

**a** Where work shoes are required to help the client commence or return to work, ACC will pay the cost of:

- modification of up to two pairs of the client's existing work shoes per year; or
- fabrication of up to two pairs of work shoes per year; or
- two pairs of work shoes per year (and any required modification/customisation) if the client's existing work shoes cannot be modified to meet the covered injury needs. The client's employer must advise the need for specific work shoes in writing.

### 5.0 Non-work shoes

**a** ACC will pay the cost of:


- modification of up to two pairs of the client's existing or new retail shoes (shoes must be supplied by the client) per year;
- or
- purchase and customisation of up to two pairs of specialist orthotic shoes per year where the client's existing shoes or retail shoes are not suitable;
- or
- complete fabrication of two pairs of shoes per year, where required.

## 6.0 Referrals to Orthotic Services

- a Clients may be referred to suppliers with an Orthotic Services contract in a number of ways. This will depend on the type of provider that they'll be seeing e.g. an Orthotist or a Podiatrist, or whether they've been profiled into ACC's Serious Injury stream. If the supplier is required to request prior approval they will need to complete an ACC7428 Application for Approval of Orthoses.


Please refer to the Orthotic Services Policy page for more detail on who can hold an Orthotic Services contract and when prior approval is required.

 [Orthotic Services Policy](#)

 [ACC7428 Application for Approval of Orthoses](#)

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## 7.0 Service Codes

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