



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

Education Based Rehabilitation Assessment Service

Operational Guidelines

May 2023

This is a living document and will be updated as required.

Useful contacts and telephone numbers

Please see below contact details for a number of teams across ACC that can assist you with any queries you have in the course of providing Allied Health Services to ACC clients.

ACC's Provider Contact Centre	Ph: 0800 222 070	Email: providerhelp@acc.co.nz
ACC's Client/Patient Helpline	Ph: 0800 101 996	
Provider Registration	Ph: 04 560 5211	Email: registrations@acc.co.nz
	Fax: 04 560 5213	Post: ACC, PO Box 30 823, Lower Hutt 5040
ACC eBusiness	Ph: 0800 222 994, Option 1	Email: ebusinessinfo@acc.co.nz
Health Procurement	If you have a question about your contract or need to update your details, please contact the ACC Health Procurement team: Email: health.procurement@acc.co.nz Ph: 0800 400 503	
Engagement and Performance Managers (EPMs)	Engagement and Performance Managers can help you to provide the services outlined in your contract. Contact the Provider Helpline or visit this link for details of who the EPMs in your region are.	
ACC Recovery Services Portfolio Team	If you have any questions for the ACC Portfolio Team: Email: socialrehab@acc.co.nz	

ACC's website can provide you with a lot of information, especially our "Health and Service Providers" section. Please visit www.acc.co.nz/for-providers.

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Who are these guidelines for?

These guidelines are intended to be used by:

- ACC Recovery Team Members
- ACC's contracted suppliers and providers of [Education Based Rehabilitation Assessment \(EBRA\) Services](#).

These operational guidelines should be read in conjunction with the service specification for Social Rehabilitation Needs Assessment (SRNA) service, and with the Managed Rehabilitation Equipment Services (MRES) Operational Guidelines.

What are Education Based Rehabilitation Assessment (EBRA) Services?

The EBRA assessments are for clients aged 21yrs or under who are undertaking early childhood, primary, intermediate or secondary level education and require injury related educational support.

The aim is to assess the client's injury related educational support or rehabilitation needs and to provide recommendations to ACC. The assessor will recommend a range of options to address the identified injury-related needs, including the supports already available in the early childhood education centre/school and/or via the Ministry of Education.

Purpose

The EBRA service contributes towards improved functional outcomes for the client and includes:

- assessment of clients' support needs
- trialling of equipment where equipment has been identified as being appropriate
- providing recommendations to ACC based on that assessed need.

Client Eligibility and Referral

Eligibility will be decided by ACC, but clients will be those who are expected to have an increased ability to participate in their learning environment as a result of the assessment.

Services commence on receipt the *ACC081 Social Rehabilitation Assessment Referral Form* from ACC.

Referrals should include:

- Client details
- Relevant clinical history
- Copies of any previous, relevant, assessment reports
- Reason for referral/purpose of assessment (i.e. outcome being sought)
- Attendance records
- Most recent Individual Education Programme (IEP)
- Most recent school report
- Printout results of any standardised assessments

If insufficient information is provided, the assessor must contact ACC at the earliest opportunity, identifying what additional information is required.

Complexity Framework Tool

When the following conditions are met, ACC will pay for the assessment at a higher rate:

- The Complexity Framework Tool has been completed and returned to ACC showing a score of at least 6 out of 17
- The assessor has provided a robust rationale on the form as to why they have scored as complex
- Supporting information has been provided with the tool.

If there is insufficient information or rationale, the Recovery Team Member will discuss this with the assessor.

Once the tool is completed and ACC is satisfied with the information provided, the purchase order can be updated. A further code will be added to the purchase order identifying that this is a complex social rehabilitation needs assessment. This code is ES01 top up for an allied health professional, ES10 top up for a psychologist.

For the purposes of this service, complexity refers to the level of detail and work required in assessing the client's needs and providing appropriate, quality recommendations to ACC. Complexity is not directly linked to the client's condition i.e. a clinically complex case does not automatically imply complexity of assessment.

Service Timeframes

Service timeframes are specified in clause 6.1 of the Service Schedule. Where a timeframe cannot be met it is important that the relevant stakeholders are informed at the earliest opportunity to enable the parties (where required) to:

- Understand, and where possible address, any issues that are impacting on the timeframe
- Agree new timeframes
- Enable on-going communication to ensure that any negative impacts upon the client are minimised.

Assessment Reports

Templates

Reports to ACC will be prepared and submitted on an [ACC345 Education Support Assessment Report](#) form. Reports need to be as detailed as possible and provide a clear rationale for recommendations.

Outcome focussed

Reports need to be outcome focussed and should provide clear rationale for the recommended options and show why certain solutions have been discounted.

Named Service Providers

The Education Based Rehabilitation Assessment (EBRA) is a Named Service Provider service, and only EBRA Named Service Providers can undertake assessments and make recommendations. The full requirements of a Named Service Provider are detailed in the [Service Schedule](#).

Complaints

Complaints are defined as any expression of dissatisfaction against the organisation, either written or verbal, by any person receiving support or on behalf of someone receiving support (including ACC).

Complaints can be about (but may not be limited to):

- communication
- service delivery - inadequate, unqualified/untrained staff, tasks not completed
- timeliness
- behaviour
- damages.

Suppliers should have robust complaints policy and procedures to capture all complaints, and to ensure that ACC are informed in a timely manner.

Incidents and Reportable Events

The following incidents and risks should be reported to ACC immediately, either by contacting ACC's [Engagement and Performance Managers](#) or calling ACC's Provider Helpline on 0800 222 070.

- Notifiable Events (as defined by the HSWA) in relation to the services delivered for ACC or on our behalf
- Client death (any cause)
- Personal or organisational threats by an ACC client or their representative (i.e. bomb threats, death threats)
- Likely media risk
- Privacy breach
- Health and Disability Commission (HCS) or coroner inquest

If you are unsure of what needs to be reported or how to report to us, please contact your Engagement and Performance Manager.

The online incident reporting form

Please to use our online form to report Notifiable Events, threats and any other significant risks to health and safety relating to the services you provide for ACC or our clients (refer to clauses 8.15 and 8.16 of ACC's Standard Terms and Conditions). The [Reporting health and safety incidents](#) form is available on the For Providers page of our website and is intended to help ACC and our suppliers meet our overlapping responsibilities under the Health and Safety at Work Act.

Service Monitoring

Service monitoring (reporting) provides an overview to ACC of the appropriateness of the services delivered, customer satisfaction with the service, highlights any service issues and actions taken to address them. The information provided should be relevant, and will form the basis for service monitoring discussions with ACC.

The monitoring for this service should include:

- Customer satisfaction reports – a report summarizing feedback from services users (Clients).
- Service issues – The supplier should provide a commentary on any service issues and actions taken to address these.
- Service improvement initiatives

You may also include any commentary that you feel may be useful for ACC.

Appendices

Appendix 1 – Complexity Framework Tool



Complexity
Framework Tool

Appendix 2 – ACC345 Reporting Template



ACC345 EBRA.doc

Appendix 3 – Contract Timeframes

Requirement	Applicable Timeframe
Contact ACC if referral is declined	Within one school day of receiving the referral
Contact the Client and the Client's family/whānau and/or caregiver and Educational Facility to explain the assessment process, answer any questions, confirm whether the Client requires a support person and arrange a suitable time to undertake the Assessment.	Within two school days of receiving the referral
Complete the Assessment	Within 15 school days of accepting the referral If the timeframe will not be met the Named Service Provider will contact ACC to inform ACC of the delay, the reason why and advise date of assessment.
Complete and submit an Assessment Report to ACC using an ACC template	Within five business days of completion of the Assessment
ACC will advise the Supplier in writing if the Assessment Report is not of an appropriate standard.	Within five business days of receiving the Assessment Report
The Named Service Provider will submit a revised Assessment report to ACC if the first report is unsatisfactory.	Within five business days of notification by ACC that the Assessment report is unsatisfactory.