



SERVICE SCHEDULE FOR HOUSING MODIFICATIONS ASSESSMENT SERVICE

CONTRACT NO: HMAAXXXX

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING HOUSING MODIFICATIONS ASSESSMENT SERVICE

1.1 The Term for the provision of Housing Modifications Assessment Service is the period from 1 December 2024 (“Start Date”) until the close of 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, the parties may agree in writing to extend the Term of this Service Schedule for a maximum of two further terms of two years. Any decision to extend the Term of this Service Schedule will be based on:

1.2.1 the parties reaching agreement on the extension in writing prior to the End Date; and,

1.2.2 ACC being satisfied with your performance and delivery of the Services; and

1.2.3 all other provisions of this Contract either continuing to apply during such extended Term(s) or being re-negotiated to the satisfaction of both parties.

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

3. SERVICE ITEMS AND PRICES (PART B CLAUSE 17)

Table 1 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
HA03	Housing Assessment or Reassessment	Completion of a comprehensive assessment in accordance with Part B, clause 5.10 and 5.17.	\$730.60	Set fee per referral.
HA06	Extra Assessment Units	Extra assessment units of 30 minute blocks to a maximum of 4 units with prior approval in accordance with Part B, clause 5.18.	\$73.06	Per unit, maximum of 4 units
HA31	Equipment Trial, Fitting and Training	Trial and evaluate equipment to ensure it meets the Client's identified needs in accordance with Part B, clause 7.	\$292.24	Set fee per referral, no prior approval
HA11	Pre-purchase or pre-rental Inspection	Pre-purchase inspection of a property that a Client is considering purchasing or renting, in accordance with Part B, clause 5.6.	\$146.12	Hourly rate, maximum of 3 units.
HA10	Initial site meeting and site visits during the Modification Project	Initial site meeting with the Project team. Attendance at site meetings, as required, during the Housing Modification process.	\$146.12	Hourly rate
HA05	Completion visit once Modifications have been completed	Joint visit with the Housing Modification Services supplier (and/or their nominated representative), the Building Contractor and the Client to sign off the Modifications as completed. in accordance with Part B, clause 5.21 and 5.22.	\$146.12	Set fee per visit (to a maximum of three visits) per referral
HAT6	Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking in accordance with Part B, clause 19.	Actual and reasonable	Per trip
HATD10	Travel Distance	A contribution towards travel in accordance with Part B, clause 19.	\$0.78	Per Kilometre
HATT1	Travel Time	Paid for travel time: <ul style="list-style-type: none"> inside the geographical area the first 30 minutes of travel must be deducted from the total time calculated; or 	\$146.12	Per hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<ul style="list-style-type: none"> outside the geographical area the first 30 minutes of travel is not deducted from the total time calculated. <p>in accordance with Part B, clause 19.</p>		

4. PRICE REVIEW

ACC will review pricing when, at ACC's sole discretion, we consider a review is 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

Table 2 - Relationship Management

Level	ACC	Supplier
Client	Staff 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 or equivalent	National Manager

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

NOTICES FOR ACC TO:

ACC Health Procurement (for delivery)

Justice Centre

19 Aitken Street

Wellington 6011

P O Box 242 (for mail)

Wellington 6140

Marked: "Attention: Procurement Specialist"

Phone: 0800 400 503

Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

(for deliveries)

(for mail)

Marked: Attention: _____ , _____

Phone: _____

Mobile: _____

Email: _____

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B. SERVICE SPECIFICATIONS FOR HOUSING MODIFICATIONS ASSESSMENT SERVICES

1. PURPOSE

- 1.1 ACC wishes to purchase Housing Modification Assessment Services (“the Services”) for Clients who are having difficulty gaining access to their home, moving around their home and/or living independently in their own home as the result of a personal injury for which they have cover under the Accident Compensation Act 2001.
- 1.2 The Service will assess a Client’s need and recommend options that will contribute towards restoring the Client’s independence to the maximum extent practicable in everyday living activities.

2. SERVICE OBJECTIVES

- 2.1 ACC will measure the success of the Services based on the following objectives:
 - 2.1.1 Clients receive a Housing Assessment or Reassessment within the timeframes set out in Part B, clause 7 of this Service Schedule;
 - 2.1.2 Completion of a comprehensive Assessment that determines the needs and resulting cost effective options for the Client to gain access to their home, move around their home and/or live independently in their home that is consistent with their rehabilitation and participatory goals as documented in their Individual Rehabilitation Plan or Support Needs Plan;
 - 2.1.3 Completion of an Assessment Report using a template provided by ACC, in accordance with clause 5;
 - 2.1.4 Where Equipment is provided as part of a Housing Modification, the Client and the people in their environment are able to use the Equipment safely and competently; and
 - 2.1.5 Housing Modifications meet the Client’s injury related needs.

3. SERVICE COMMENCEMENT

Eligibility Criteria

- 3.1 This Service is for Clients who have been determined by ACC as being eligible for Housing Modification Assessment Services and have been referred to the Supplier by ACC.

Referral process

- 3.2 ACC will provide the Supplier with referral information on the ACC081 referral form. At a minimum, the referral will contain the following information:
 - 3.2.1 The Client's name, contact details, claim number, demographic details and a description of their injury;
 - 3.2.2 The reason for the Referral, based on the Client's identified needs and goals;
 - 3.2.3 Any previous Assessment Report(s) relevant to the current circumstances;
 - 3.2.4 Relevant clinical history to enable a quality assessment and recommendations that will support improved Client outcomes; and
 - 3.2.5 Any known risks associated with providing Services to the Client.
- 3.3 The Supplier must return any Referral to ACC if it contains inadequate information and request further details before accepting the Referral.
- 3.4 Upon receipt of a Referral, the Supplier will:
 - 3.4.1 Notify ACC within one Business Day if the Referral has been declined; or
 - 3.4.2 contact the Client within ten Business Days of accepting the referral, to explain the Assessment process and answer any Client questions;
 - 3.4.3 confirm whether the Client requires a support person; and
 - 3.4.4 arrange a suitable time and venue to undertake the Assessment.

4. SERVICE LOCATION AND SPECIFIED AREA

- 4.1 The Service will be provided in the Client's home, workplace or other appropriate community location as otherwise directed by ACC.
- 4.2 The Service will be provided by the Supplier for Clients in the geographical areas as specified in Part A, clause 2.
- 4.3 If a Referral is received for a Client who is not located within these areas, the referral should be declined and returned to ACC.

5. SERVICE REQUIREMENTS

Operational Guidelines

- 5.1 The Supplier will ensure all Services are provided in accordance with the Operational Guidelines for Housing Modification Assessments which are available on the ACC website. The Operational Guidelines may be updated by ACC from time to time.

- 5.2 If there is a conflict between the Operational Guidelines and this Contract, the provisions of the Contract take precedence.

Role of the Housing Modification Service Provider

- 5.3 A Housing Modifications Service Provider (Building Contractor) will undertake the building modifications recommended by the Housing Assessor in accordance with the Housing Modifications Services Contract.
- 5.4 To assist the Building Contractor, the Housing Assessor will be required to:
- 5.4.1 engage with Project Managers, Building Consultants and Building Contractors to work in consultation with Clients and ACC to identify, document, cost and undertake the most practicable and cost-effective modification option(s);
 - 5.4.2 provide professional/technical advice in identifying the most appropriate housing modification solutions for the Client's needs; and
 - 5.4.3 provide information and advice to Clients and their families/whānau, and ACC, regarding the housing modification process and timeframes.
- 5.5 The Supplier will be responsible for ensuring that an efficient and effective system is in place for providing support and advice to the Building Contractor. This includes, acknowledging and processing all Service Requests and delivering the appropriate services in a timely manner.

Pre-inspection of Property

- 5.6 On receipt of an ACC081 referral request from ACC, the Supplier will contact the Client to arrange to view the prospective property for purchase or rental to consider whether it will be suitable for modification to meet the Client's injury-related needs.
- 5.7 Following a site visit the Housing Assessor will either:
- 5.7.1 Submit a short, written report to ACC detailing why the property is not suitable for modification; or
 - 5.7.2 Proceed with Services as defined under Minor, Standard or Complex Modifications to detail modifications required.
- 5.8 ACC may request that multiple properties are inspected for the purposes of making a determination.

Minor Modifications

- 5.9 On receipt of an ACC081 referral request from ACC, the Supplier will:
- 5.9.1 Contact the Client and arrange an Assessment of their injury-related needs.

- 5.9.2 If the Housing Assessor is familiar with the Client and their home environment, they may arrange for the Building Contractor to attend the first meeting with the Client.
- 5.9.3 At the beginning of the first meeting with the Client, the Housing Assessor will provide a full explanation of the Assessment process.
- 5.9.4 During the Assessment, the Housing Assessor must, in the first instance, consider whether Equipment solutions will meet the Client's needs before recommending Housing Modifications.
- 5.9.5 Where an Equipment solution is considered appropriate the Housing Assessor will follow the process for requesting Equipment as outlined in the Operational Guidelines.
- 5.10 Once the Assessment has been carried out, and if a Minor Modification is recommended, the Housing Assessor will complete an ACC263 Housing Assessment Report (Minor Modifications). This report must clearly detail:
 - 5.10.1 The Client's injury-related need;
 - 5.10.2 Identified issues with the current environment;
 - 5.10.3 The outcomes that will be achieved by providing Minor Modifications; and
 - 5.10.4 The most practicable modification options to meet the agreed injury related needs (this step may be completed following the site visit with the Building Contractor).
- 5.11 Where Minor Modifications are recommended, the Housing Assessor will ask ACC's contracted Housing Modification Services supplier to allocate an appropriate Building Contractor.
- 5.12 The Housing Assessor will arrange to meet the Building Contractor on site to identify the most practicable modification options to meet the Client's agreed injury related needs.
- 5.13 On completion of the Building Contractor's drawings/sketch plan and quotation, the Housing Assessor will collate and submit these with the ACC263 Housing Assessment Report (Minor Modifications) to the Housing Modification Services supplier.
- 5.14 The Housing Modification Services supplier will review the documentation and either instruct the Building Contractor to commence work on the Minor Modification or will request further information from the Building Contractor or Housing Assessor.
- 5.15 On completion of the Minor Modifications the Housing Assessor will:
 - 5.15.1 meet on site with the Client and review the modifications to ensure they meet the Client's injury related needs;
 - 5.15.2 complete the ACC1565 Certificate of Satisfactory Completion; and

5.15.3 forward this to the Housing Modification Services Supplier.

Standard/Complex Modifications

- 5.16 On receipt of an ACC081 referral request from ACC, the Supplier will
- 5.16.1 Contact the Client and arrange an Assessment of their injury-related needs.
 - 5.16.2 At the beginning of the first meeting with the Client, the Housing Assessor will provide a full explanation of the assessment process.
 - 5.16.3 During the Assessment, the Housing Assessor must, in the first instance, consider whether Equipment solutions will meet the Client's needs before recommending Housing Modifications.
 - 5.16.4 Where an Equipment solution is considered appropriate, the Housing Assessor will follow the process for requesting Equipment as outlined in the Operational Guidelines.
 - 5.16.5 Once the Assessment has been carried out and if a Standard/Complex Modification is recommended, the Housing Assessor will complete an ACC257 Housing Assessment Report (Standard & Complex Modifications) and forward this to ACC. This report must clearly detail:
 - 5.16.5.1 The Client's injury-related need;
 - 5.16.5.2 Identified issues with the current environment;
 - 5.16.5.3 The outcomes that will be achieved by providing Housing Modifications; and
 - 5.16.5.4 Any temporary Housing Modification solutions which will allow the Client to return home as soon as practicable, must also be considered.
 - 5.16.6 On receipt of the ACC257 Housing Assessment Report, ACC will review the information and, if the recommendation is approved, make a referral to the Housing Modification Services supplier.
 - 5.16.7 If further information is required, ACC will request this from the Housing Assessor before approving the recommendation.

Additional hours required to complete the assessment

- 5.17 The Housing Assessor must obtain prior approval for additional time required to complete a Housing Modification Assessment, ACC will review the request and approve additional Assessment Units in 30-minute blocks, up to a maximum of two hours.

Project Completion

- 5.18 Once the Project has been referred to the Housing Modification Services supplier, the Housing Assessor will attend an initial site meeting with the Project Manager, Client and ACC, and/or their nominated representatives, to determine the Standard/Complex Modifications required to meet the Client's injury related need.
- 5.19 During the Project the Housing Assessor will:
- 5.19.1 Attend site meetings, as requested by the Project Manager
 - 5.19.2 Consider and respond to any requests for variations/changes to the agreed Modifications to ensure these will meet the Client's injury-related needs.
- 5.20 On completion of the Modifications the Housing Assessor will meet the Project Manager on site to:
- 5.20.1 Ensure that the Modifications meet the Client's injury-related needs; and
 - 5.20.2 Complete the ACC1565 Certificate of Satisfactory Completion.
- 5.21 If ACC or a reviewer engaged by ACC considers that an assessment report is not of an appropriate standard, ACC will advise the Service Provider and the Service Provider will submit a revised report to ACC within ten Business Days at no further cost to ACC.

6. EQUIPMENT

- 6.1 All Equipment must be requested in accordance with the Operational Guidelines for Housing Modification Assessment Services and the Operational Guidelines for Managed Rehabilitation Equipment Service ('MRES') which are available on the ACC website.
- 6.2 Housing Assessors cannot assess for or recommend vehicle modification equipment, communication assistive technology or wheelchair and postural management equipment.
- 6.3 Housing Assessors must keep up to date with changes to MRES policies and processes, and updates to the MRES Equipment Lists (on the ACC website acc.co.nz).

7. TIMEFRAMES

- 7.1 The Supplier will meet the following timeframes:

Table 3 - Timeframes

Requirement	Applicable Timeframe
Notify the ACC Referrer if the Referral is declined.	Within one Business Day of receiving the Referral.

Requirement	Applicable Timeframe
Contact the Client to explain the assessment process, answer any Client questions, confirm whether the Client requires a support person and arrange a suitable time to undertake the Assessment.	Within two Business Days of receiving the Referral.
Complete the Assessment.	Within 10 Business Days of accepting the Referral.
Complete and submit an Assessment Report to ACC.	Within 10 Business Days of completion of the Assessment.
Trial, provision and installation of Equipment.	See Part B, clause 6 of this Service Schedule At the end of the trial period in accordance with the MRES Operational Guidelines.

8. SERVICE SPECIFIC QUALITY REQUIREMENTS

8.1 The Supplier must provide the Services using the Assessment Tools in accordance with Good Industry Practice.

Personnel qualifications and experience

8.2 The Supplier must ensure all Service Providers and other personnel involved in the delivery of the Service meet the following requirements, as applicable:

8.2.1 Each Housing Assessor undertaking Housing Modification Assessments:

8.2.1.1 Has a professional qualification in Occupational Therapy; and

8.2.1.2 Maintains registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003; and

8.2.1.3 Has demonstrated postgraduate experience of not less than two years in the assessment and rehabilitation of injury-related conditions; and

8.2.1.4 Has demonstrated postgraduate experience of not less than two years working with people in their own homes; and

8.2.1.5 Meets the competency requirements as documented in Appendix 1 – Competency Framework.

8.2.2 Non-registered service providers or personnel must:

8.2.2.1 Have the appropriate qualification and expertise

8.2.2.2 Have regulatory documented supervision, appropriate to their level of qualification and competency to ensure that they provide support activities safely and effectively; and

8.2.2.3 Undertake ongoing training in their area of expertise.

- 8.2.3 All Personnel must;
 - 8.2.3.1 Consistently provide the highest standard of customer service in accordance with Good Industry Practice, and
 - 8.2.3.2 Undertake induction and development requirements.

Supervision of new service personnel

- 8.3 The Supplier may support the development of staff or contractors who do not possess the minimum experience requirements into the Service Provider role.
- 8.4 Where a Service Provider does not possess the minimum experience requirements set out in clause 7.1 above, the Supplier must:
 - 8.4.1 ensure the Service Provider is supervised and mentored by a Service Provider who has at least five years' experience and has within their position description the responsibility for developing the capability and skill sets of others (Supervisor);
 - 8.4.2 the Supervisor has experience and be able to demonstrate through their ongoing professional development, competence in delivering Clinical Supervision to others; and
 - 8.4.3 ensure that each assessment and report is peer reviewed by the Supervisor; and
 - 8.4.4 hold auditable records of the professional development activities undertaken by staff and any contractors.

Monitoring Competency

- 8.5 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

- 8.6 The Supplier must ensure all registered 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

- 8.7 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 8.2, and are available in each of the locations identified in Part A, clause 2 (Service Regions).

- 8.8 The Supplier will hold auditable records of the professional development activities undertaken by staff and any contractors in accordance with Part B, clause 8.2 and provide copies to ACC on request.
- 8.9 The Supplier must advise ACC immediately if, during the Term of this Service Schedule, they do not have Service Providers to undertake Assessments within any of the 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.

Safety Checks

- 8.10 The Supplier must:
- 8.10.1 Uphold the safety of ACC Clients by carrying out appropriate screening/vetting, including Police vetting, for all authorised personnel who provide services under this Contract;
 - 8.10.2 establish and maintain systems, processes and security screening practices, for all supplier authorised persons, including subcontractors and collaborate with ACC, to uphold the safety of Clients;
 - 8.10.3 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; and
 - 8.10.4 immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.
- 8.11 If 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 or terminate all or any part of the Services, or this Contract.

Policies, protocols, guidelines and procedures

- 8.12 The Supplier must maintain the following:
- 8.12.1 **Operating Procedures** to manage Service Provider induction, training, decision making and oversight, quality improvements, performance management and risk management in relation to the Services.
 - 8.12.2 **Privacy Policy** to manage Client Personal Information including to meet the requirements of clause 9 of ACC's Standard Terms and Conditions.
 - 8.12.3 **Health and Safety Plan** relevant to the Client and environments where the Supplier and their Service Providers will be delivering the Services.

- 8.12.4 **Business Continuity Plan** to manage service continuity and minimise impacts to the Services and Client.
 - 8.12.5 **Service Provider List** to document all Service Providers including any subcontractors delivering the Services to Clients under this Contract.
- 8.13 A copy of the above listed items must be promptly provided to ACC on request or as required.

9. SERVICE EXIT

- 9.1 The Services for a Client will end on the later of the following occurring:
- 9.1.1 Completion of the Housing Modification Project and full signing of the Certificate of Satisfactory Completion ACC1565; or
 - 9.1.2 Where ACC directs the Supplier to stop providing Services on an individual Housing Modification Project; or
 - 9.1.3 ACC withdraws the Referral for any reason.
- 9.2 When a Client is transferred or discharged from the Service and accesses other appropriate services, the Supplier will transfer or discharge without avoidable delay or interruption.

10. EXCLUSIONS

- 10.1 The following services (without limitation) are excluded from this Service:
- 10.1.1 Housing Modification Services;
 - 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 linkages with groups and organisations relevant to the provision of the Services. This includes but is not limited to:
- 11.1.1 ACC contracted Housing Modification Services;
 - 11.1.2 Managed Rehabilitation Equipment Service (MRES) Supplier;
 - 11.1.3 ACC contracted Wheelchair and Seating Assessment Services;
 - 11.1.4 Cultural groups;
 - 11.1.5 Health New Zealand - Te Whatu Ora;
 - 11.1.6 Regulatory bodies.

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 will be delivered within the timeframes set out in Part B, clause 7.1.
 - 12.2.2 demonstrate that mechanisms are in place to ascertain Client satisfaction with all aspects of Services (see Part B, clause 13.1).
 - 12.2.3 improvement programme consistent with accepted good practice;
 - 12.2.4 The Supplier must have an established peer review process for Service Providers undertaking Assessments that are consistent with accepted good practice.
 - 12.2.5 Service Providers who meet the requirements of Part B, clause 8.2 that are available to provide services in each of the Regions included in Part A, clause 2.
- 12.3 Performance will be measured in accordance with the following table:

Table 4 - Performance Measures

Objective	Data Source	Target	Performance Measure
Clients receive services in a timely manner	Supplier reported data	≥90%	Percentage of assessment reports submitted within 22 business days of receipt of referral.
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	Six monthly	Due on the last business day in July and January.	Supplier, via ACC survey

Information	Frequency	When	Responsibility
Average and median days to submit the Assessment report.			
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 Any points of interest or learning (including Client feedback, complaints) Issues which impact on service delivery of service and/or timeliness.	Annually	Due on the last business day in January	Supplier
Cultural Responsiveness: 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 with all or any part of the Contract or to disclose information to ACC relevant to the Supplier's visibility 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 also obtain and review information from their Managed Rehabilitation Equipment Services (MRES) about Service Providers' use of the MRES service including:

13.3.1 Number of times that the MRES supplier has had to ask for further clarification or amendments on reports and equipment orders;

- 13.3.2 The amount of List vs non-List equipment ordered;
 - 13.3.3 Trials completed within the timeframes indicated in the MRES Operational Guidelines.
- 13.4 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. INFORMATION SECURITY

- 14.1 The Supplier must:
- 14.1.1 ensure that its Personnel that receive and access ACC Client Personal Information from ACC only do 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
 - 14.1.2 not transmit, transfer, export or store Personal Information and Confidential Information outside of New Zealand
 - 14.1.3 maintain information security systems, procedures and process in accordance with Good Industry Practice to protect Client Personal Information and Confidential Information against loss or unlawful access, use, modification or disclosure
 - 14.1.4 undertake regular security assurance, monitoring and testing of its information management systems. And remediate any identified security vulnerabilities, in accordance with Good Industry Practice
 - 14.1.5 comply with any security information, accreditation and certification requirements requested or notified by ACC from time to time, and
 - 14.1.6 ensure that its Subcontractors meet all the above requirements before providing them any ACC Client Personal Information or Confidential Information under this Contract.

15. HEALTH AND SAFETY

Health and Safety Risk Management

- 15.1 In addition to the Supplier's obligations under clause 8.16 of ACC's Standard Terms and Conditions, the Supplier must maintain a health and safety risk management plan relating to the delivery of Services that at a minimum:
- 15.1.1 Identifies health and safety risks arising from the Services;
 - 15.1.2 Establish controls to eliminate or minimize those health and safety risks so far as reasonably practicable;

- 15.1.3 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, without risk to health and safety;
 - 15.1.4 Describe the duties that overlap with other Persons Conducting a Business or Undertaking ('PCBUs' as defined by the Health and Safety at Work Act 2015); and
 - 15.1.5 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.
- 15.2 The Supplier must report on health and safety incidents, events and risks related to the Services to ACC via ACC's online health and safety form. ACC's online health and safety form can be accessed here: Third party health and safety form (acc.co.nz) on the ACC website.

16. BROADER OUTCOMES

- 16.1 The Supplier will take responsible steps to achieve and enhance opportunities to achieve, broader social, economic and environmental outcomes through the Services, including to:
- 16.1.1 Improve cultural equity and outcomes for Māori, Pacific and other ethnic or indigenous groups;
 - 16.1.2 Perform the Services in a manner that gives appropriate regard to the protection of the natural environment, including by looking for opportunities to reduce emissions and waste impacts, such as by procuring and using low-waste and low emissions good and services where reasonably possible; and
 - 16.1.3 Comply, and ensure that its subcontractors and Personnel comply, with relevant employment standards and laws (including obligations under the Employment Relations Act 2000, Minimum Wage Act 1983, Wages Protection Act 1983, and the Holidays Act 2003 or equivalent legislation.

17. OPERATIONAL CONTACT

- 17.1 During the Term of this Service Schedule the Supplier will nominate a person (as specified in clause 5 of the Quick Reference Information in Part A 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 Standard Terms and Conditions.

18. PAYMENT AND INVOICING

- 18.1 Services prices are defined for this Service in Part A, Table 1 - Service Items and Prices.

18.2 ACC agrees to pay the prices set out in Part A, Table 1 - Service Items and Prices.

19. PROVIDER TRAVEL

19.1 ACC agrees to contribute towards road travel expenses in accordance with ACC's Travel Policy, available on ACC's website (<https://www.acc.co.nz/assets/provider/supplier-road-travel-guidelines.pdf>) and itemised in Part A of this Service Schedule.

19.2 The Supplier must ensure all Service Providers comply with ACC's Travel Policy.

20. DEFINITIONS

'Assessment' means an assessment undertaken by a Housing Assessor to identify a Client's injury related needs for social rehabilitation and provide advice to ACC about options for addressing these needs and "Reassessment" and "Assessor" have a corresponding meaning.

'Building Contractor' or **'Contractor'** means a person or entity who has a contract for services with the ACC Client that sets out contractual arrangements and detail of outcomes to be delivered.

'Equipment' means a reusable aid that assists a Client with their daily living activities.

"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.

'Housing Assessor' means an approved Occupational Therapist who meets the requirements to provide Housing Assessments for ACC and is a Named Service Provider.

'Housing Modification' means a modification to a Client's home to assist the Client to live as independently and safely as possible by removing structural barriers and/or adding fixed features in their homes and to meet their identified injury related needs.

'Housing Modification Project' or **'Project'** means the end-to-end process by which Housing Modifications are undertaken, as described in this Service Schedule.

'Operational Guidelines' is the document produced by ACC from time-to-time to reflect the processes and procedures that will be followed in providing this Service.

'Practicable' is defined in the Accident Compensation Act meaning practicable after considering and balancing the following: the nature and consequences of the injury; the achievement of rehabilitation outcomes; costs; cost effectiveness; the

availability of other forms of rehabilitation; and other relevant factors.

'Pre-purchase/pre rental inspection' is an inspection (by an Assessor) of a property or dwelling a client is considering moving to, to determine if it is suitable for modifications.

'Professional Services' means services that may be required as part of the Housing Modification process, including architectural services, drafting, consultancy services, etc.

'Project Manager' means a person with commensurate knowledge to be directly responsible for the monitoring, interpretation and control of the Housing Modification project.

'Property Owner' means a person or entity that has a particular ownership right to particular property. The particular property is limited to homes that are capable of modification for the purposes of social rehabilitation. The particular ownership right must include legal title to the land that home is built upon.

'Social Rehabilitation Assessments' means Social Rehabilitation Needs Assessments, Education Support Assessments, Housing Assessments, Wheelchair and Seating Assessments, Highly Specialised Transport for Independence Assessments, Transport for Independence Assessments and Communicative Assistive Technology Assessments.

'Temporary Solutions' means any modification/equipment solution that will enable the person to return to their home environment (post discharge) and may include minor modifications such as (but not limited to), minor ramping, door widening, minor bathroom modifications, handrails etc.

'Variation' means an alteration to the scope of works in the construction contract in the form of an addition, substitution or omission from the scope of works.

21. APPENDIX 1 – COMPETENCY FRAMEWORK

Appendix 1 - Housing Assessment Services Competency Framework

Assessment of the client's injury related needs

<i>Description</i>	<i>Competencies</i>	<i>Demonstrated by</i>
Works with the client to understand:		
Their injury related needs, independence goals and outcomes to be achieved	Assesses the client's physical, sensory, functional, cognitive, social, cultural and support aspects of their life and their family/whanau and support people, understanding their expectations for their home environment e.g. cultural beliefs and customs practiced within the home. Understands the range and implications of ergonomic factors and barriers for a person to achieve their proposed independence outcomes.	Works collaboratively with the client and ACC Case Owner to understand the outcomes to be achieved for the client and the impact on funded services. Undertakes assessments using effective assessment and communication skills, reflecting a holistic client centric approach.
The funded and natural support arrangements that are in place	Able to work with the client, family/whanau and ACC to identify all practicable options which may or may not include funded housing modifications such as social and parental responsibility, equipment, and/or temporary solutions.	Fully explores all options to achieve a practicable solution.
The impacts of their injury and any other functional limitation / consideration.	Understands the implications of the client's injury and the impact on their home environment for the medium - long term (3-5 years) This should consider: <ul style="list-style-type: none"> • Disability (including pre-existing and degenerative conditions not related to their injury) • Ageing • Developmental needs including growth • Changes in injury status, such as size or mobility • Transitions, e.g. young client leaving family home, older client transitioning into residential care • Care / support needs 	Assessment considers the longer term impacts of the client's injury and social situation to achieve a sustainable solution in the medium to long term.

Assessment of the home environment

<i>Description</i>	<i>Competencies</i>	<i>Demonstrated by</i>
Assess the client's home (or work if required) environment to:		
Identify potential barriers and opportunities to achieve the agreed rehabilitation outcomes.	Understands and can articulate in the assessment report the existing barriers and the implications the proposed home modifications will/may have on other ACC funded services the client may have e.g. Wheelchair & Seating, Transport for Independence, Funded Care etc.	Can identify and communicate the barriers and potential options within the home environment. Can clearly document factors/risks which may impact on the outcome of the proposed modification options.

Understands the parameters of equipment/ assistive devices and supports to improve the client's independence, mobility and activities of daily living. Can articulate how the supports will meet the needs and outcomes. Can identify the relationship with or impact on potential external and internal modifications.

Understands the parameters and specifications of the potential modification solutions to determine proposed modification solutions are suitable to meet the injury related needs and outcomes, e.g. positioning of handrails on stairs, ramp gradient, level access shower size and features, low rise lift platform size, weight lifting capacity and operating features, etc. Seeks specialised advice and support for solutions outside clinical scope, e.g. environmental control systems.

Understands the difference between Minor, Standard and Complex housing modification solutions and is able to confidently and competently follow the correct process.

Can work with the contracted Housing Modification Service (or where appropriate, Building Contractor) to accurately complete an assessment that details the existing situation and the proposed solution.

Uses the correct ACC reporting forms (ACC263/ACC257) and provides a clear rationale, description of the existing environment and description of the proposed modification solution(s), including options that have been considered, and identify why the proposed solution represents the most appropriate and cost-effective solution to meet the client's injury-related needs to achieve the agreed rehabilitation outcomes.

Consideration of modification solution

<i>Description</i>	<i>Competencies</i>	<i>Demonstrated by</i>
Consider and understand all practicable options available that will meet the identified injury related needs and rehabilitation outcomes	Provide clear information regarding the client's equipment and the specifications of each item and how these will impact on the proposed solution.	Can clearly document factors/risks which may impact on the outcome of the modification options.
	Understands and utilises equipment/ technology solutions that will meet the identified injury-related needs in a more timely and cost effective manner.	Follows the correct process for accessing rehabilitation equipment as defined in the ACC MRES Operational Guidelines
	Considers temporary housing modification solutions including modular and portable equipment solutions and understands the parameters of the proposed equipment solutions.	

Can demonstrate a match between the parameters of the proposed solution and the assessed injury related need and the outcomes that will be achieved and the ability to benefit from the proposed modifications to their home environment for the medium - long term.

Considers all practicable options that could meet the client's injury-related needs

Understands the roles of the Housing Assessor, ACC Case Owner, Housing Modification Service, Property Owner and other key participants in the modification process (e.g. Project Manager, Architect, Building Contractor etc.)

Works collaboratively to understand the outcomes to be achieved for the client and the impact the proposed modifications will have on other funded services. Follows the correct process for accessing housing modifications as defined in the ACC HMOD Operational Guidelines

Understands and is able to sign off on the plans and specifications with the client, Project Manager and ACC, to confirm that the requested modification and specifications will meet the client's injury-related needs.

Can apply the New Zealand Standard 4121:2001 (Design for Access and Mobility – Buildings and Associated Facilities) in the consideration of the proposed solution and provide clear rationale where proposed solutions fall outside the guidelines.

Communication and Managing Expectations

<i>Description</i>	<i>Competencies</i>	<i>Demonstrated by</i>
Considers role in communicating and managing expectations with the client, family/whānau in the ACC funding process.	<p>Able to work proactively with the client, family/whanau to explain the process for and outcome of assessment, and the completion of modifications, including managing differing expectations.</p> <p>Understand the roles and responsibilities of the different people and agencies involved in supporting the client, family/whanau and ACC to achieve a good outcome.</p> <p>Understands the provision of funded housing modifications follow the ACC legislative requirements.</p>	<p>Understands the provision of funded housing modifications follow the ACC legislative requirements.</p> <p>Follows the correct process for accessing rehabilitation equipment and housing modifications as defined in the ACC - MRES Operational Guidelines and ACC HMOD Operational Guidelines.</p>
	<p>Works with the client, family/whanau and ACC and modification supplier to achieve appropriate, timely and cost effective modifications, including identifying and supporting the management of client preferred options or disability related needs.</p>	<p>Links with appropriate services to ensure the proposed solution is appropriate to meet the client's injury related needs</p>
