



SERVICE SCHEDULE FOR SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

CONTRACT NO: SRNBXXXX

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

- 1.1 The Term for the provision of Social Rehabilitation Needs 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.
- 1.3 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 16)

Table 1 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
SRN01	Social Rehabilitation Needs Assessment	An Assessment of a Client's Social Rehabilitation in accordance with Part B, clause 5.	\$547.95	Set fee per referral
SRN02	Complex Social Rehabilitation Needs Assessment Top Up Payment (used in combination with the SRN01 assessment code)	An Assessment of a Client's complex Social Rehabilitation needs in accordance with Part B, clause 5.	\$292.24	Set fee per referral following completion of complexity framework tool
SRN30	Equipment Trial, Fitting and Training	If equipment has been approved for trial and/or purchased in accordance with Part B, clause 6.	\$146.12	Per hour or part thereof up to 4 hours (no prior approval).
SRNT6	Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking in accordance with Part B, clause 17.	Actual and reasonable	Per trip
SRNTD10	Travel Distance	A contribution towards travel in accordance with Part b, clause 17.	\$0.78	Per Kilometre
SRNTT1	Travel Time	<p>Paid for travel time:</p> <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 • 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>	\$146.12	Per hour

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 (PART B, CLAUSE 15)

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 or equivalent	National Manager

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

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 SPECIFICATION FOR SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

1. PURPOSE

- 1.1 ACC wishes to purchase Social Rehabilitation Needs Assessment (SRNA) Service (“the Services”), for Clients who have an injury related support or rehabilitation needs. The purpose of this Service is to assess a Clients’ injury related support or rehabilitation needs and inform and develop an Individualised Rehabilitation Plan.
- 1.2 The Service will assess a Client’s social rehabilitation needs 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 this Service based on the following objectives:
 - 2.1.1 Clients receive an Assessment or Reassessment within the timeframes set out in Clause 7.1 of this Service Schedule;
 - 2.1.2 Completion of a comprehensive Assessment that provides sufficient evidenced-based and substantiated information to enable ACC to make a decision as to the nature and extent of ACC funded services and supports;
 - 2.1.3 Identification of the injury related needs and resulting options for the Client to that will contribute towards restoring the Client’s independence to the maximum extent practicable and are consistent with their rehabilitation and participatory goals as documented in their Individual Rehabilitation Plan; and
 - 2.1.4 Completion of an Assessment Report that identifies the Client’s injury related needs and advises a range of options for ACC to consider to address those needs.

3. SERVICE COMMENCEMENT

Eligibility Criteria

- 3.1 This Service is for Clients who have been determined by ACC as being eligible for Social Rehabilitation Needs 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 outcomes being sought from the Assessment;
 - 3.2.3 A detailed reason for the Referral, and if appropriate, the professional discipline suggested to undertake the Assessment;
 - 3.2.4 Any previous Assessment or medical reports relevant to the current circumstances.
 - 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 If the Referral from ACC is urgent, accept or decline the Referral immediately; or
 - 3.4.2 If the Referral is declined, notify the ACC referrer within one Business Day.
 - 3.4.3 If the referral is accepted, contact the Client within two Business Days to explain the Assessment process, answer any questions, confirm whether the Client requires a support person and arrange a suitable time and venue to undertake the Assessment;
 - 3.4.4 If not already specified, determine the most appropriate professional discipline(s) of the Service Provider(s) who will undertake the Assessment e.g. Registered Nurse, Occupational Therapist, Dietitian, Social Worker and/or Physiotherapist; and
 - 3.4.5 Determine the Client's language and cultural support needs. Service Providers must be able to meet the cultural needs of the Client.

4. SERVICE LOCATION AND SPECIFIED AREA

- 4.1 The Service will be provided by the Supplier for Clients in the geographical areas as specified in Part A, clause 2. If a Referral is received for a Client who is not located within these areas, the Referral should be declined and returned to ACC.
- 4.2 The Services can be provided:
 - 4.2.1 In the Client's home, hospital or residential setting; and/or
 - 4.2.2 At the Supplier's premises; and/or

- 4.2.3 At another location in the Client's local area as agreed between the Client and the Service Provider; and/or
- 4.2.4 Via Telehealth, where clinically appropriate. Telehealth services must follow the expectations set in ACC's Telehealth Guide (ACC8331) which is available on our website.
 - 4.2.4.1 If there is a difference between what the regulatory body states in respect of Telehealth services and what is stated in this Contract, then the Contract conditions take precedence.

5. SERVICE REQUIREMENTS

Operational Guidelines

- 5.1 The Services must be provided in accordance with the Operational Guidelines for Social Rehabilitation Needs Assessment Service 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 Service Schedule, the provisions of the Service Schedule take precedence.

Assessments

- 5.3 The Social Rehabilitation Needs Assessment will include information contained in the Referral and appended documents. The Service Provider must:
 - 5.3.1 Provide a full explanation of the assessment process at the beginning of the first meeting with the Client and Client's family/ whānau or support people if requested;
 - 5.3.2 Complete all aspects of the Social Rehabilitation Needs Assessment and all standardised measures in accordance with the guidelines for those measures;
 - 5.3.3 Advise ACC of any changes needed to the information provided by ACC;
 - 5.3.4 Identify any linkages to Iwi and Māori community organisations, and other ethnic and cultural groups, as appropriate;
 - 5.3.5 Use Assessment Tools consistent with current accepted practice in their discipline to complete the Assessment (for example, FIM, FAM, Overt Behaviour Scale);
 - 5.3.6 Complete the Complexity Framework (if applicable), using the template provided by ACC, to determine the level of complexity of the Assessment; and

- 5.3.7 Ensure the Assessment process includes the development of an assessment report that describes the Client's strengths, rehabilitation, and support needs, including:
 - 5.3.7.1 A description of how the Client's function and participation has been specifically impacted by their injury, rather than listing the effects of injury, such as pain or decreased range of movement;
 - 5.3.7.2 Recommended options, including supporting rationale, for meeting the Client's rehabilitation needs as identified in the referral from ACC;
 - 5.3.7.3 Options that were considered but not recommended including the reasoning for them being discounted.
- 5.4 The Service Provider must consider all options to address the Client's identified needs including:
 - 5.4.1 Natural supports such as family or community supports;
 - 5.4.2 Provision or trial of equipment;
 - 5.4.3 Further Specialised Assessment;
 - 5.4.4 ACC funded training and support services such as Training for Independence.

Trial of Equipment

- 5.5 The Service Provider will request, recommend, trial and set up equipment, in accordance with the Managed Rehabilitation Equipment Services (MRES) requirements as detailed in clause 6.
- 5.6 The Service Provider will provide training to the Client and significant others where specific training to maintain the Equipment and/or use it safely is required.

Completion of the Assessment

- 5.7 The Service Provider will collaborate with other professional disciplines as required to further inform findings from the Assessment.
- 5.8 If 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 five Business Days at no further cost to ACC.
- 5.9 The Supplier will provide all equipment and technology necessary to deliver services by Telehealth and manage their own technical issues.

6. EQUIPMENT

- 6.1 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 (www.acc.co.nz).
- 6.2 Service Providers may purchase non-List items valued at under \$100 (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 EU100, and has a receipt for the item attached.
- 6.3 The Service Provider must keep up to date with changes to MRES policies and processes, and updates to the MRES Equipment Lists. These can be found on the ACC website (www.acc.co.nz).
- 6.4 Service Providers cannot assess for or recommend:
- 6.4.1 Permanent or MRES housing equipment, vehicle modification equipment; or
- 6.4.2 Communication assistive technology.
- 6.5 If required, Service Providers can request wheelchairs or postural management equipment items that are included on the MRES Simple List.

7. TIMEFRAMES

- 7.1 The Supplier will meet the following timeframes:

Table 3 - Timeframes

Requirement	Applicable Timeframe
If the Referral is declined, notify the ACC referrer	Within one Business Day of receiving the Referral
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 five Business Days of receiving the Referral
Complete and submit an Assessment Report to ACC	Within five Business Days of completion of the Assessment

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 will employ or engage a multidisciplinary team of Service Providers with experience in Social Rehabilitation Assessments. At a minimum the multidisciplinary team will include:
 - 8.2.1 Occupational Therapist;
 - 8.2.2 Registered Nurse;
 - 8.2.3 Physiotherapist;
 - 8.2.4 Speech-Language Therapist;
 - 8.2.5 Social Worker; and
 - 8.2.6 Dietitian.
- 8.3 The Supplier must have a multidisciplinary team that meets the requirements of clause 8.2 available in each of the locations included in Part A, clause 2.
- 8.4 The Supplier must ensure all Service Providers and other personnel involved in the delivery of the Service meet the following requirements, as applicable:
 - 8.4.1 Each Service Provider undertaking Assessments must:
 - 8.4.1.1 Hold the appropriate professional qualification (either Occupational Therapist, Registered Nurse, Speech-Language Therapist, Social Worker, Dietitian or Physiotherapist) and:
 - 8.4.1.2 Maintains registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003;
 - 8.4.1.3 Has demonstrated postgraduate experience of not less than two years in the assessment and rehabilitation of injury-related conditions;
 - 8.4.1.4 Has demonstrated postgraduate experience of not less than two years working with people in their own homes; and
 - 8.4.1.5 Is able to demonstrate competence in Rehabilitation Assessment which includes:
 - 8.4.1.5.1 Annual professional development directly related to Rehabilitation Assessments; and
 - 8.4.1.5.2 On-going continuing professional development appropriate to the maintenance of their Annual Practicing Certificate.
 - 8.4.2 Non-registered service providers or personnel must:
 - 8.4.2.1 Have the appropriate qualification and expertise;

- 8.4.2.2 Have regulatory documented supervision, appropriate to their level of qualification and competency to ensure that they provide support activities safely and effectively; and
- 8.4.2.3 Undertake ongoing training in their area of expertise.
- 8.4.3 All Personnel must;
 - 8.4.3.1 Consistently provide the highest standard of customer service in accordance with Good Industry Practice, and
 - 8.4.3.2 Undertake induction and development requirements;
- 8.4.4 Where a referral is for a paediatric Client, unless agreed otherwise with ACC, the Service Provider must have at least two years' experience in providing paediatric assessment services.

Supervision of new service personnel

- 8.5 The Supplier may support the development of staff or contractors who do not possess the minimum experience requirements into the Service Provider role.
- 8.6 Where a Service Provider does not possess the minimum experience requirements set out in clause 7.1 above, the Supplier must:
 - 8.6.1 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);
 - 8.6.2 the Supervisor has experience and be able to demonstrate through their ongoing professional development, competence in delivering Clinical Supervision to others; and
 - 8.6.3 ensure that each assessment and report is peer reviewed by the Supervisor; and
 - 8.6.4 hold auditable records of the professional development activities undertaken by staff and any contractors.

Monitoring Competency

- 8.7 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

- 8.8 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

- 8.9 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).
- 8.10 The Supplier will advise ACC immediately if they do not have Service Providers available 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

- 8.11 The Supplier must:
- 8.11.1 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;
 - 8.11.2 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;
 - 8.11.3 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
 - 8.11.4 immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.
- 8.12 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

- 8.13 The Supplier must maintain the following:
- 8.13.1 **Operating Procedures** to manage Service Provider induction, training, decision making and oversight, quality improvements, performance management and risk management in relation to the Services.

- 8.13.2 **Privacy Policy** to manage Client Personal Information including to meet the requirements of clause 9 of ACC's Standard Terms and Conditions.
 - 8.13.3 **Health and Safety Plan** relevant to the Client and environments where the Supplier and their Service Providers will be delivering the Services.
 - 8.13.4 **Business Continuity Plan** to manage service continuity and minimise impacts to the Services and Client.
 - 8.13.5 **Service Provider List** to document all Service Providers including any subcontractors delivering the Services to Clients under this Contract.
- 8.14 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 end for a Client on the later of the following occurring:
- 9.1.1 When Equipment, as approved by ACC, has been trialled, installed and the Client has received training to use and/or maintain the equipment; and
 - 9.1.2 The Assessment Report has been submitted to ACC and ACC has not requested further information within five Business Days; or
 - 9.1.3 ACC advises the Supplier that Services for a Client have completed.

10. EXCLUSIONS

- 10.1 The following services are not included in this Service:
- 10.1.1 Other Social Rehabilitation Assessments;
 - 10.1.2 Services under ACC's Integrated Home and Community Support Services; and
 - 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 Managed Rehabilitation Equipment Service (MRES) Supplier;
 - 11.1.2 Other Social Rehabilitation Assessment Services suppliers;
 - 11.1.3 Cultural groups;

11.1.4 Health New Zealand - Te Whatu Ora;

11.1.5 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 are 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 quality improvement programme consistent with accepted good practice, and available to ACC upon request.

12.2.4 established peer review process for Service Providers undertaking Assessments that are consistent with accepted good practice; and

12.2.5 Service Providers 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 12 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):	Six monthly	Due on the last business day in July and January.	Supplier, via ACC survey

Information	Frequency	When	Responsibility
<ul style="list-style-type: none"> Percentage of assessment reports submitted within service timeframes 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
Service type delivered.	Annually	Due on the last business day in January	Supplier
Number of Single Discipline Assessments delivered by month for the year prior.			
Number of other assessment types delivered (eg. Integrated assessments) per month			
Customer Satisfaction	Annually	Due on the last business day in January	Supplier
<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. 			
Cultural Responsiveness	Annually	Due on the last business day in January	Supplier
<ul style="list-style-type: none"> 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. 			

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 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 \(acc.co.nz\)](https://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 Contract the Supplier will nominate a person (as specified in Clause 4 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 Table 1 - Service Items and Prices.
- 18.2 ACC agrees to pay the prices set out in Table 1 - Service Items and Prices.

19. PROVIDER TRAVEL

Travel by road

- 19.1 ACC agrees 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 Services Schedule.
- 19.2 The Supplier must ensure all Service Providers comply with ACC's Travel Policy.

20. DEFINITIONS

In this Service Schedule, unless the context otherwise requires:

“Assessment” means an Assessment in accordance with this Service Schedule identifying the Client's injury related needs for social rehabilitation and providing advice to ACC about options for addressing these needs.

“Assessment Report” means the Assessment Report provided on the template provided by ACC from time to time.

“Equipment” means any item likely to assist in restoring a Client to independence.

“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.

“In-person” means the Provider and Client are physically present in the same room.

“Reassessment” means an Assessment completed with a Client who has previously had this type of Assessment.

“Social Rehabilitation” means the key aspects of Social Rehabilitation: Hygiene Care, Health Care, Communication, Mobility, Domestic Activities, Safety Management, Parental Responsibilities, Motivation, Cognitive Tasks of Daily Living; Sexuality and Financial management.

“Social Rehabilitation Assessments” means Integrated Rehabilitation Assessments, Single Discipline Assessments, Education Support Assessments, Housing Assessments, Wheelchair and Seating Assessments, Highly Specialised Transport for Independence Assessments, Transport for Independence Assessments, Communication Assistive Technology, and Equipment Assessments.

“Telehealth” means the use of information or communication technologies to deliver health care when Clients and care providers are not in the same physical location.

For this Service Schedule, Telehealth relates to real-time videoconferencing interactions and telephone consultations. Telehealth excludes electronic messaging e.g. texts and emails.

A Telehealth consultation is to replace an in-person visit so it does not include a quick triage or check-in phone calls (unless specified).

“Trial” or “Trialling” Equipment means that the Client uses a piece or pieces of Equipment for a set period of time under the guidance of the Service Provider to establish the suitability of the Equipment to address the Client’s identified needs.