

SERVICE SCHEDULE FOR SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

CONTRACT NO: SRNAXXXX

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

The Term for the provision of Social Rehabilitation Needs Assessment Service is the period from 1 December 2017 (“Start Date”) until the close of 30 November 2022 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.

Prior to the End Date, the parties may agree in writing to extend the Term of this Service Schedule for a further term of two years. Any decision to extend the Term of this Service Schedule will be based on:

- 1.1.1 The parties reaching agreement on the extension in writing prior to the End Date; and
- 1.1.2 ACC being satisfied with the performance of the Services by the Supplier; and
- 1.1.3 All other provisions of this Service Schedule either continue to apply during such extended Term or are re-negotiated to the satisfaction of both parties.

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)

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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
SNA01	Social Rehabilitation Needs Assessment	An Assessment of a Client’s Social Rehabilitation needs that includes the identification of a range of options that will assist the Client in achieving their identified rehabilitation goals. In accordance with Part B, clause 5	\$456.57	Set fee per referral
SNA02	Complex Social Rehabilitation Needs Assessment Top Up Payment (used in combination with the SNA01 or SNA01T assessment code)	An Assessment of a Client’s complex Social Rehabilitation needs that includes the identification of a range of options that will assist the Client in achieving their identified rehabilitation goals. In accordance with Part B, clause 5	\$243.51	Set fee per referral following completion of complexity framework tool
TBA	Social Rehabilitation Needs Assessment - Telehealth	An Assessment of a Client’s Social Rehabilitation needs that includes the identification of a range of options that will assist the Client in achieving	\$456.57	Set fee per referral

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		their identified rehabilitation goals carried out by Telehealth. In accordance with Part B, clause 5..		
TBA	Complex Social Rehabilitation Needs Assessment Top Up Payment - Telehealth (used in combination with the SNA01 or SNA01T assessment code)	An Assessment of a Client's complex Social Rehabilitation needs that includes the identification of a range of options that will assist the Client in achieving their identified rehabilitation goals and carried out by Telehealth In accordance with Part B, clause 5	\$243.51	Set fee per referral
SNA30	Equipment Fitting and Training	If equipment has been approved and purchased for the Client by ACC, the Service Provider will visit the Client to ensure that the equipment has been installed correctly and that the Client is able to use it safely. In accordance with Part B, clause 6.	\$121.75	Per hour or part thereof
SNA31	Equipment Trial, Fitting and Training	If approval has been given by ACC, the Service Provider will trial and evaluate equipment to ensure it meets the Client's identified needs. Subsequent to trialling, if equipment has been approved and purchased for the Client by ACC, the Service Provider will visit the Client to ensure that the equipment is fitted and set up correctly and that the Client is able to use it safely. In accordance with Part B, clause 6. May be used in conjunction with SNA30 where non-trial items are also purchased.	\$243.51	Set fee, one per referral
SNAT6	Other Travel	Costs for return travel by ferry, taxi, rental car, public transport and parking when: <ul style="list-style-type: none"> return travel is via the most direct, practicable route; and the return travel exceeds 20km <p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the "start point" and "end point" closest to the Client as agreed by ACC</p> <p>Note 2: ACC will only pay for actual and reasonable costs and receipts must be retained and produced if requested by ACC. If more than one client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis.</p> <p>Note 3: ACC does not pay for the first 20km of travel and this must be deducted from the total distance</p>	Actual and reasonable	Per trip

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		travelled. If travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.		
SNATA1	Air Travel	<p>Air travel when a Service Provider is:</p> <ul style="list-style-type: none"> requested by ACC to travel to an outlying area that is not the Service Provider's usual area of residence or practice to deliver Services; and air travel is necessary and has been approved by ACC. <p>Note: ACC will only pay for actual and reasonable costs and receipts must be retained and produced if requested by ACC. If more than one client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis</p>	Actual and reasonable	Per trip
SNATD10	Travel Distance	<p>A contribution towards travel:</p> <ul style="list-style-type: none"> for return travel via the most direct, practicable route; and where the return travel exceeds 20km <p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the "start point" and "end point" closest to the Client as agreed by ACC)</p> <p>Note 2: ACC does not pay for the first 20km of travel and this must be deducted from the total distance travelled. If travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	\$0.63	Per Kilometre
SNATT5	Travel Time – first hour	<p>Paid for the first 60 minutes (or less) of total travel in a day where:</p> <ul style="list-style-type: none"> the travel is necessary; and the Service Provider travels via the most direct, practicable route between their base/facility and where the services are provided; and the distance the Service Provider travels exceeds 20km return; and/or the time the Service Provider travels exceeds 30 minutes 	\$60.87	Per hour

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
		<p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the “start point” and “end point” closest to the Client as agreed by ACC;</p> <p>Note 2: If travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>		
SNATT1	Travel Time – subsequent hours	<p>Paid for return travel time after the first 60 minutes in a day paid under IRATT5, where:</p> <ul style="list-style-type: none"> • the travel is necessary; and • the Service Provider travels via the most direct, practicable route available between their base/facility and where the services are provided; and • additional travel time is required after the first hour of travel; <p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the “start point” and “end point” closest to the Client as agreed by ACC</p> <p>Note 2: the first 60 minutes must be deducted from the total travel time and if travel includes more than one client (ACC and/or non-ACC) then invoicing is on a pro-rata basis.</p>	\$121.75	Per hour

Price Review

ACC will review pricing when, at ACC’s sole discretion, we consider a review 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.

4. RELATIONSHIP MANAGEMENT (Part B, clause 15)

Table 3 - 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

5. 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

ACC Health Procurement (for mail)
 P O Box 242
 Wellington 6140
 Marked: "Attention: Procurement Specialist"
 Phone: 0800 400 503
 Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

(insert street address including postcode) (for delivery)
 (insert postal address including postcode) (for mail)
 marked: "Attention (contact person)"
 Phone:
 Mobile:
 Fax:
 Email:

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B. SERVICE SPECIFICATION FOR SOCIAL REHABILITATION NEEDS ASSESSMENT SERVICE

1. PURPOSE

- 1.1. The purpose of Social Rehabilitation Needs Assessment (SRNA) Services is to assess Clients' injury related support or rehabilitation needs. 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 an Assessment or Reassessment within the timeframes set out in Clause 7.1 that includes:
 - 2.1.1.1. 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;
 - 2.1.1.2. 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 or Serious Injury Individual Support Plan;
 - 2.1.1.3. 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

- 3.1. Eligibility Criteria
 - 3.1.1. The Supplier will provide the Services to Clients who are referred by ACC in accordance with this Service Schedule.
- 3.2. Referral process
 - 3.2.1. ACC will provide the Supplier with referral information on the ACC081 referral form. At a minimum, the referral will contain the following information:
 - 3.2.1.1. The Client's name, contact details, claim number, demographic details and a description of their injury;
 - 3.2.1.2. The outcomes being sought from the assessment;
 - 3.2.1.3. A detailed reason for the referral, and if appropriate, the professional discipline suggested to undertake the Assessment;
 - 3.2.1.4. Any previous assessment or medical reports relevant to the current circumstances.
 - 3.2.1.5. 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;

- 3.4.2. If the request is not urgent, notify the ACC referrer within one Business Day that the Referral has been accepted or declined;
- 3.4.3. 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 Services can be provided:
 - 4.1.1. In the Client's home, hospital or residential setting; and/or
 - 4.1.2. The Supplier's premises; and/or
 - 4.1.3. Another location in the Client's local area as agreed between the Client and the Service Provider.
 - 4.1.4. Via Telehealth, where clinically appropriate. Services delivered by Telehealth must:
 - 4.1.4.1. Have client or authorised representative consent (recorded in the clinical notes), and with the option of an in-person meeting if the client prefers
 - 4.1.4.2. Be preceded by an initial risk assessment to ensure client safety
 - 4.1.4.3. meet the same required standards of care provided through an in-person consultation;
 - 4.1.4.4. have clinical records that meet ACC and professional body requirements;
 - 4.1.4.5. meet the requirements outlined in the standards/guidelines of the health provider's relevant regulatory body;
 - 4.1.4.6. If there is a difference between what the regulatory body states and what is stated in this contract, then the contract conditions take precedence.
 - 4.1.4.7. Be provided to a Client residing in New Zealand by a provider residing in New Zealand at the time of the service provision.
- 4.2. The Service will be provided by the Supplier for Clients in the geographical areas as specified in Part A, clause 3.

5. SERVICE REQUIREMENTS

- 5.1. The Services must be provided in accordance with the Operational Guidelines for Social Rehabilitation Needs Assessments which are available on the ACC website.
 - 5.1.1. The Operational Guidelines may be updated by ACC from time to time;
 - 5.1.2. If there is a conflict between the Operational Guidelines and this Service Schedule, the provisions of the Service Schedule takes precedence.
- 5.2. The Service Provider will use assessment tools consistent with current accepted practice in their discipline to complete the Assessment (for example, FIM, FAM, Overt Behaviour Scale, etc).
- 5.3. The Service Provider will complete the Complexity Framework, using the template provided by ACC, to determine the level of complexity of the Assessment.
- 5.4. The Service Provider will 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.
- 5.5. The Service Provider will ensure the Assessment process includes the development of an assessment report that describes the Client's strengths, rehabilitation and support needs, including:
- 5.5.1. 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,
 - 5.5.2. Recommended options, including supporting rationale, for meeting the Client's rehabilitation needs as identified in the referral from ACC
 - 5.5.3. Options that were considered but not recommended including the reasoning for them being discounted.
- 5.6. 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,
- 5.7. 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.
- 5.8. The Service Provider will collaborate with other professional disciplines as required to further inform findings from the Assessment.
- 5.9. 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.
- 5.10. 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).
- 6.1.1. The Operational Guidelines may be updated by ACC from time to time.
 - 6.1.2. If there is a conflict between the Operational Guidelines and this Service Schedule, the Schedule the provisions of the Service Schedule take precedence.
- 6.2. Service Providers may purchase non-List items valued at under \$60 (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 EU60, 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:

Requirement	Applicable Timeframe
Accept an urgent referral	Immediately
Notify the ACC referrer that the Referral has been accepted	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 three Business Days of receiving the Referral
Complete and submit an Assessment Report to ACC	Within five Business Days of completion of the Assessment
Submit a revised Assessment Report if the first report is not of an appropriate standard.	Within five Business Days of notification by ACC that the Assessment Report is unsatisfactory.
Trial, provision and installation of equipment	In accordance with the MRES Operational Guidelines

8. SERVICE SPECIFIC QUALITY REQUIREMENTS

- 8.1. Assessment tools used must be consistent with current accepted practice.
- 8.2. The service philosophy of the Supplier must align with the principles of the New Zealand Disability Strategy (NZDS).
- 8.3. 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:
- 8.3.1. Occupational Therapist;
 - 8.3.2. Registered Nurse;
 - 8.3.3. Physiotherapist;
 - 8.3.4. Speech-Language Therapist;
 - 8.3.5. Social Worker; and,
 - 8.3.6. Dietitian.
- 8.4. The Supplier must have a multidisciplinary team that meets the requirements of clause 8.3 based in each of the locations included in Part A, clause 2.
- 8.5. The Supplier must ensure that each Service Provider undertaking Assessments has the appropriate professional qualification (either Occupational Therapist, Registered Nurse, Speech-Language Therapist, Social Worker, Dietitian or Physiotherapist); and
- 8.5.1. Maintains registration with the appropriate responsible authority under the Health Practitioners Competence Assurance Act 2003; and
 - 8.5.2. Has demonstrated postgraduate experience of not less than two years in the assessment and rehabilitation of injury-related conditions; and

- 8.5.3. Has demonstrated postgraduate experience of not less than two years working with people in their own homes; and
- 8.5.4. Is able to demonstrate competence in Rehabilitation Assessment which includes:
 - 8.5.4.1. Has completed a minimum of 20 Assessments in the preceding 12 months, across agencies that fund or provide rehabilitation assessments (including the Ministry of Health or District Health Boards); and
 - 8.5.4.2. Annual professional development directly related to Rehabilitation Assessments; and
 - 8.5.4.3. Undertakes on-going continuing professional development appropriate to the maintenance of their Annual Practising Certificate
- 8.6. Where a referral is for a paediatric Client, unless agreed otherwise with ACC, the Service Provider must have at least 2 years experience in providing paediatric assessment services.
- 8.7. The Supplier will hold auditable records of the professional development activities undertaken by Service Providers in accordance with clauses 8.5 and 8.6 and provide copies to ACC on request.
- 8.8. The Supplier will ensure that all Service Providers, staff and contractors have the professional qualifications, registration and experience required to undertake the Services in accordance with accepted human resources practice.
- 8.9. All new Service Providers irrespective of their post graduate experience and professional registration will be orientated to the Service Provider role by the Supplier. This will include but is not limited to:
 - 8.9.1. Provision of a position description for the Service Provider role,
 - 8.9.2. Familiarisation with the service requirements,
 - 8.9.3. Familiarisation and demonstration of competence in the completion of assessment tools,
 - 8.9.4. Familiarisation and demonstration of competence in the completion of assessment templates and reports,
 - 8.9.5. Ongoing performance appraisal.
- 8.10. Where a Service Provider does not possess the minimum experience requirements set out above, the Service Provider will be orientated, supervised and mentored by a senior Service Provider who has within their position description the responsibility for developing the capability and skill sets of others. This will be a formalised programme that continues until such time as the Service Provider has met the minimum experience requirements and competencies.
- 8.11. The Supplier must advise ACC immediately if they do not have Service Providers who meet the requirements of clause 8.3 available to undertake Assessments within any of the Service Areas listed in Part A, clause 2. ACC will suspend referrals until Service Providers who meet the requirements of Part B, clause 8 are available and ACC has been advised in writing.

9. SERVICE EXIT

- 9.1. The Services end for a Client on the later of the following occurring:
 - 9.1.1. The Assessment Report has been submitted to ACC and ACC has not requested further information within five Business Days; or
 - 9.1.2. When Equipment, as approved by ACC, has been trialled, installed and the Client has received any training necessary to use and/or maintain the equipment.
 - 9.1.3. ACC advises the Supplier that Services for a Client have ended.

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. Ministry of Health;
 - 11.1.5. Regulatory bodies.

12. PERFORMANCE REQUIREMENTS

- 12.1. The Services will be delivered in accordance with this Agreement.
- 12.2. The Supplier will have mechanisms in place to ascertain Client satisfaction with all aspects of the Service.
- 12.3. The Supplier will have a documented quality improvement programme consistent with current accepted practice that includes but is not limited to:
 - 12.3.1. Policies and procedures for the appointment of staff and contractors,
 - 12.3.2. Policies and procedures for the provision of Services,
 - 12.3.3. Quality improvement processes to monitor and evaluate the effectiveness of the implementation of policies and procedures which includes ascertaining Client satisfaction and actions taken as a result,
 - 12.3.4. Complaints management process,
 - 12.3.5. Supervision and peer review of staff and contractors,
 - 12.3.6. Records of meetings.
- 12.4. The Supplier will demonstrate competence in the provision of Services as set out in Part B, clause 8.

13. REPORTING REQUIREMENTS

13.1. The Supplier will provide reports to ACC in accordance with the following table:

Information	Frequency	When	Responsibility
The number of Referrals: <ul style="list-style-type: none"> Declined (including reasons) Receipt of incomplete referral information 	Quarterly	Quarterly from the Start Date	Supplier
Any service delivery information, including but not limited to: <ul style="list-style-type: none"> Complaints including who made the complaint and action taken as a result of the complaint Number of times during the period that Recovery team members have had to ask for further clarification or amendments on reports Average time between first assessment and submission of reports 	Quarterly	Quarterly from the Start Date	Supplier
Results from annual client satisfaction surveys <ul style="list-style-type: none"> Details of Service Providers who are under supervision 	Annually	Annually from the Start Date	Supplier

13.2. Information contained in the reports may trigger a further request for information from the Supplier.

13.3. ACC will also obtain and review information from their Managed Rehabilitation Equipment Services (MRES) about the Supplier's 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 numbers of List vs non-List equipment items ordered

13.3.3. Number of trials completed within the timeframes indicated in the MRES Operational Guidelines

13.3.4. Number of outstanding Trials.

14. OPERATIONAL CONTACT

14.1. During the Term of this Agreement 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:

15. RELATIONSHIP MANAGEMENT

15.1. To ensure the continuing effective operation of the service, formal working relationships are to be maintained as defined in Table 3 - Relationship Management.

16. PAYMENT AND INVOICING

- 16.1. Services prices are defined for this Service in Table 1 - Service Items and Prices.
- 16.2. ACC agrees to pay the prices set out in Table 1 - Service Items and Prices.

17. DEFINITIONS

In this Agreement, 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.

“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.