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He Whakaora.
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Housing Modification (HMOD) and Housing Assessment (HMA) Services

Operational Guidelines

1 December 2023

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

Contents

1.	Who are these guidelines for?.....	5
2.	Housing Modification Service.....	5
3.	Definition of Housing Modifications	5
	Grab-rails.....	5
	Minor Housing Modifications.....	6
	Standard Modifications	6
	Complex Modifications.....	6
4.	Eligibility.....	6
5.	Exclusions.....	7
6.	Considerations for workplace modifications	7
	Employers responsibilities for providing an accessible workplace.....	7
7.	Assessment and referral for Housing Modifications.....	8
	Identifying the need for housing modifications	8
	Referral to a Housing Assessor	8
	Assessing a client’s injury-related needs	8
	Jointly Funded Housing Modifications.....	9
8.	Processes.....	9
	Grab-rails.....	9
	Minor modifications.....	10
	Standard and complex modifications	11
9.	Pre-Purchase or Pre-Rental Inspection.....	12
10.	Client non injury related requests for specification upgrades/features	12
11.	Site visits	13
	Conducting the initial site visit.....	13
	Further Site Visits	13
12.	Disagreement to proposed housing modification by client or homeowner	14
13.	Proposal declined, terminated or transferred (HM67).....	14
14.	Preliminary drawings.....	14
15.	Equipment solutions.....	14
	Permanently installed housing equipment.....	15
	Managed Rehabilitation Equipment Service (MRES) housing equipment that requires installation	15
	Managed Rehabilitation Equipment Service (MRES) equipment that does not require installation	18
	Summary of equipment solutions.....	18

	Maintenance, warranty and repairs of equipment solutions - Responsibilities	19
	Disputes regarding equipment	19
	Removal of MRES housing equipment	19
16.	Final tender recommendation	20
17.	Contingency allowance	20
18.	Variations to Structural Modifications	20
	Costs under the HM63C value	20
	Costs over the HM63C value	20
19.	Housing modification project audits.....	21
20.	Timing of Invoices	21
21.	Completion inspection and signoff	23
22.	Working with ACC – Resolving Issues	23
23.	Supplier Help Desk	23
24.	Contact ACC.....	24
25.	Health and Safety	24
	Incidents that must be reported	24
	What to do if there's an incident.....	25
26.	Hazardous Substances.....	25
27.	Specific hazardous substances.....	26
	Asbestos.....	26
	Biological hazards	26
	Lead based paint	27
	Methamphetamine.....	27
28.	Clearance checks and vetting of sub-contractors.....	27
	Regular or ongoing contractors and/or subcontractors.....	27
	Short-term or infrequently employed contractors and/or subcontractors	27
29.	Operational Policy.....	28
	Accommodating sleepover caregivers	28
	Additional modifications	28
	Bathroom Modifications	29
	Cost Contribution.....	29
	Covered access ways.....	29
	Covered transfer areas	30
	Upgrading to a carport or garage (or similar)	30
	Using a mobility taxi as an alternative to a covered transfer area.....	31
	Decoration	31

Environmental controls	31
Features lost during housing modifications	31
Floor and window coverings	31
Garage door openers.....	32
Grab-rails.....	32
Handrails	32
Healthy Homes Standards	32
Heat Pumps and Ventilation Systems	33
Internal Door Widening	33
Kitchen modifications.....	34
Light switches, power sockets and additional lighting	34
Matching the existing property	34
Further Modifications to an additional or subsequent home	34
Ramps	35
Requests for a specific builder	36
Room Extensions	36
Second emergency exits	36
Second emergency exits from multi-level homes and apartment buildings	36
Smoke alarms.....	37
Storage and cupboards	37
Using own architect or builder (requests for a specific building consultant/architect/ designer)	37
Utilities (water, electricity, gas)	37
30. Appendix 1 - Forms and Templates	38
31. Appendix 2 – Roles and Responsibilities	40
Responsibilities of the Client and their family/ whānau.....	40
Responsibilities of the Property Owner (if client does not own property)	41
Responsibilities of ACC	42
Responsibilities of the Housing Assessor	43
Responsibilities of Housing Modification Service Suppliers.....	44
Responsibilities of Housing Modification Service Project Manager	46
Responsibilities of Housing Modification Building Consultant / Architect / Designer	47
Responsibilities of Building Contractor.....	48
32. Appendix 3 – Supplier Travel (for Housing Modification Suppliers only)	50
33. Definitions and Acronyms	53

1. Who are these guidelines for?

These guidelines are intended to be used by:

- ACC's contracted Suppliers of Housing Modification Services
- ACC's contracted Suppliers of Housing Assessment Services
- ACC staff.
 - ACC staff should check information available in:
 - Process Manager; and
 - the contract
 - before accessing Technical Services for Hot Line or written guidance.

2. Housing Modification Service

ACC can modify residential premises in New Zealand where the client lives or proposes to live, and which are owned, rented, or otherwise lawfully occupied by the client.

The Housing Modification Suppliers assist ACC and our contracted Housing Assessors to identify and provide clients with the most appropriate housing modifications to meet their injury-related needs. This may include, where appropriate, temporary solutions within the client's home or workplace* to enable the client to return home/work safely until permanent modification solutions can be undertaken. This is achieved through the provision of:

- professional/technical advice to Assessors and ACC staff to assist in identifying the most appropriate modification solutions for clients.
- information and advice to clients and their families/whānau, and ACC, regarding the modification process and timeframes.
- project management, building consultancy and building contractors to work in consultation with clients, their family/whānau, Housing Assessors and ACC to undertake building modification options that meet all legislative requirements and standards.
- Housing Modification Suppliers may sub-contract some parts of the housing modification project to other third-party Suppliers.

* ACC may consider workplace modifications under vocational rehabilitation. All referrals for workplace modifications must be referred for guidance to ACC's Technical Services by ACC staff. See **Consideration for workplace modifications**.

3. Definition of Housing Modifications

Housing Modifications assist clients to live as independently and safely as possible by removing structural barriers and/or adding fixed features in their homes to meet their identified injury-related needs. Housing Modifications fall within these groupings:

Grab-rails

- Installation of internal/external grab-rails.

Note: excludes custom-made or one-off handrail solutions that require fabrication which are included below in *Minor Modifications*.

Minor Housing Modifications

This includes any modifications that **do not** require building consent and may include but are not limited to:

- minor ramps less than 1m in height
- decks/landings less than 1m in height
- low rise lifts
- stair lifts (chair)
- custom-made or one-off internal and external handrails that require fabrication.
- door widening
- easy steps less than 1m in height
- fencing/gates
- hand-held showers.

Standard Modifications

This includes any modifications that **require building consent** - may include:

- ramps exceeding 1m in height and/or requiring multiple changes in direction
- decks/landings in excess of 1m in height
- bathroom modifications including wet area showers
- stair lifts (platform)
- covered transfer areas
- fencing/gates (building consent required)
- kitchen/laundry modifications.

Complex Modifications

Complex mods can be defined as:

- requiring building consent **and** an extension to the footprint of the existing home; and/or
- a through floor lift solution.

Examples include extensions to existing rooms or building new rooms which mean the existing footprint of the home will change i.e. it will cover more land or add another level onto the building. This also includes the addition of a bathroom which requires sanitation plumbing. Covered transfer areas and decks are **not** considered to be part of the footprint of a home, as they are external to it.

4. Eligibility

A client is eligible to receive housing modifications if they have:

- an accepted claim, and

- an entitlement to receive funding for housing/workplace modifications (social or vocational).

5. Exclusions

The Housing Modification Service excludes funding to modify:

- hospitals
- hostels
- hotels or motels
- other institutions, eg schools
- rest homes where the property does not meet the definition of a Home.
- the removal of housing modifications that are no longer required
- repair or replacement of any housing modifications
- the provision of Social Rehabilitation Housing Assessment Services
- housing appliances unless they are required as a result of the housing modification (eg housing mod means that a different size of appliance is required).

Note for ACC staff: Each application for home modifications depends on its own facts. A residential unit in a retirement village may be considered to be a “home” in terms of the Accident Compensation Act 2001. Please seek advice from Technical Services if you receive an application for home modifications in a retirement home or village.

The Housing Modification Assessment Service specifically excludes:

- Housing Modification Services
- Other social rehabilitation assessment services.

6. Considerations for workplace modifications

Workplace modifications may be provided to ACC clients as part of Vocational Rehabilitation Services if the modification/equipment is not the responsibility of the employer to provide and there is an assessed injury-related need, and the modifications will assist the client to return to work.

Employers responsibilities for providing an accessible workplace

- Employers are required by law to provide reasonable accommodation to all staff to ensure they are able to perform their work easily and efficiently.
- In the case of disability, reasonable accommodation can entail modifications or adjustments which will, for example, allow a job applicant with a disability to participate more equally in a workplace. It can involve physical adjustments such as ensuring access to a building or modifying the way a job is done, for example allocating aspects of the job to another employee.
- NZ Standard 4121 ‘Design for access and mobility: Buildings and associated facilities’ sets out the requirements for making buildings and facilities accessible for and useable by

people with physical disabilities. It provides a means of compliance with the New Zealand Building Code and the Building Act 2004.

7. Assessment and referral for Housing Modifications

Identifying the need for housing modifications

ACC or a health professional may identify that a client has a need for housing modifications.

The table below outlines the process for each housing modification classification.

Classification	Process
Grab rails (urgent or non-urgent)	ACC submits an ACC7404 directly to the Housing Modification Service. No purchase order is required if the purchase and installation of grab rails costs less than \$1000 excl. GST (non-urgent) or \$1500 excl. GST (urgent)
Minor, Standard or Complex modifications (or the housing modification is yet to be determined)	ACC makes a referral to a Housing Assessor who will accurately assess and identify the client's injury-related needs.

Referral to a Housing Assessor

ACC will use the ACC081 form to make the referral to a Housing Assessor for an assessment. ACC staff should refer to information on Process Manager (ACC's online resource for policy and process information) on when and how to refer for an assessment.

Assessing a client's injury-related needs

The Housing Assessor will contact the client and arrange to assess their injury-related needs. During the assessment, the Assessor must consider whether equipment solutions will meet the client's needs before recommending housing modifications. Where an equipment solution is considered appropriate the Assessor should follow the process for ordering rehabilitation equipment outlined in the [Managed Rehabilitation Equipment Services \(MRES\) contract](#) (see section 16 for more information about equipment). Temporary housing modification solutions, which allow the client to return home as soon as practicable, must also be considered.

Once the assessment has been carried out and a housing modification has been recommended, the Assessor will complete:

- an ACC263 Housing Assessment Report (Minor Modifications) or an ACC257 Housing Assessment Report (Standard and Complex Modifications) detailing the injury-related need, issues with the current environment and the outcomes that will be achieved by

providing housing modifications. The Assessor will return the ACC263 directly to the housing service provider and the ACC257 to ACC.

- where MRES equipment is also required, the Assessor will order it from Enable (ACC's contracted MRES Supplier) by completing an equipment request online at www.enable.co.nz.
 - **Note:** for each piece of equipment requested, the Assessor must clearly document the intended rehabilitation outcome

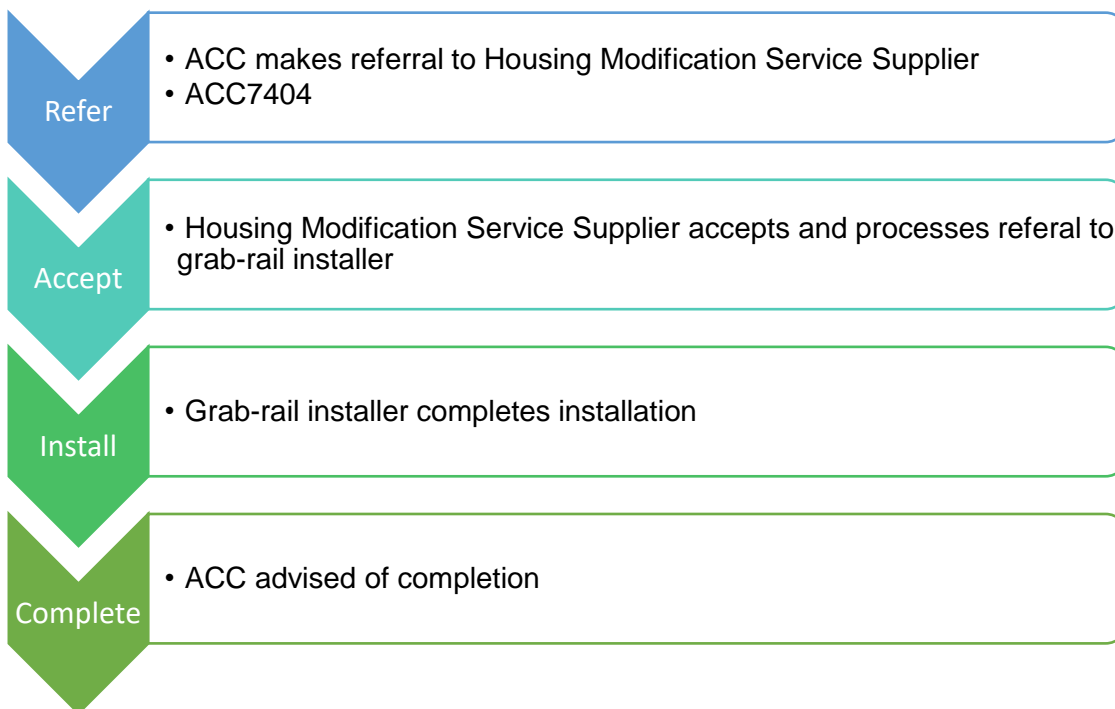
Jointly Funded Housing Modifications

If a client has a pre-existing medical condition or disability and requires housing modifications to meet this non-injury related need, as well as for a covered personal injury, a referral to ACC Technical Services for guidance is required.

8. Processes

Grab-rails

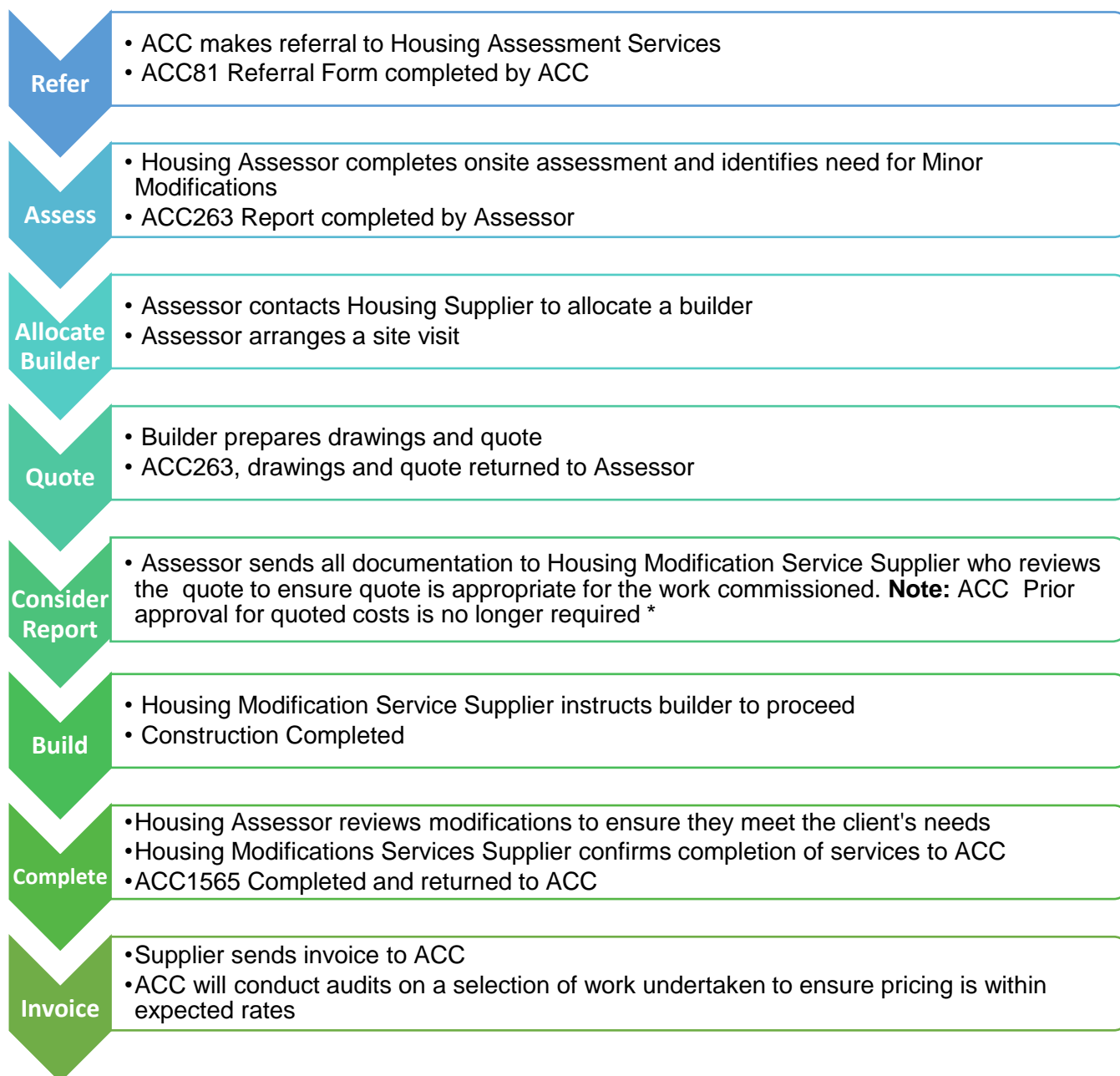
The following diagram explains the process for the installation of grab-rails (internal/external) excluding custom-made or one-off grab-rail solutions that require fabrication.



Urgent requests: installation completed within 48 hours of receipt of referral

Non-urgent requests: installation completed within 5 working days of receipt of referral.

Minor modifications

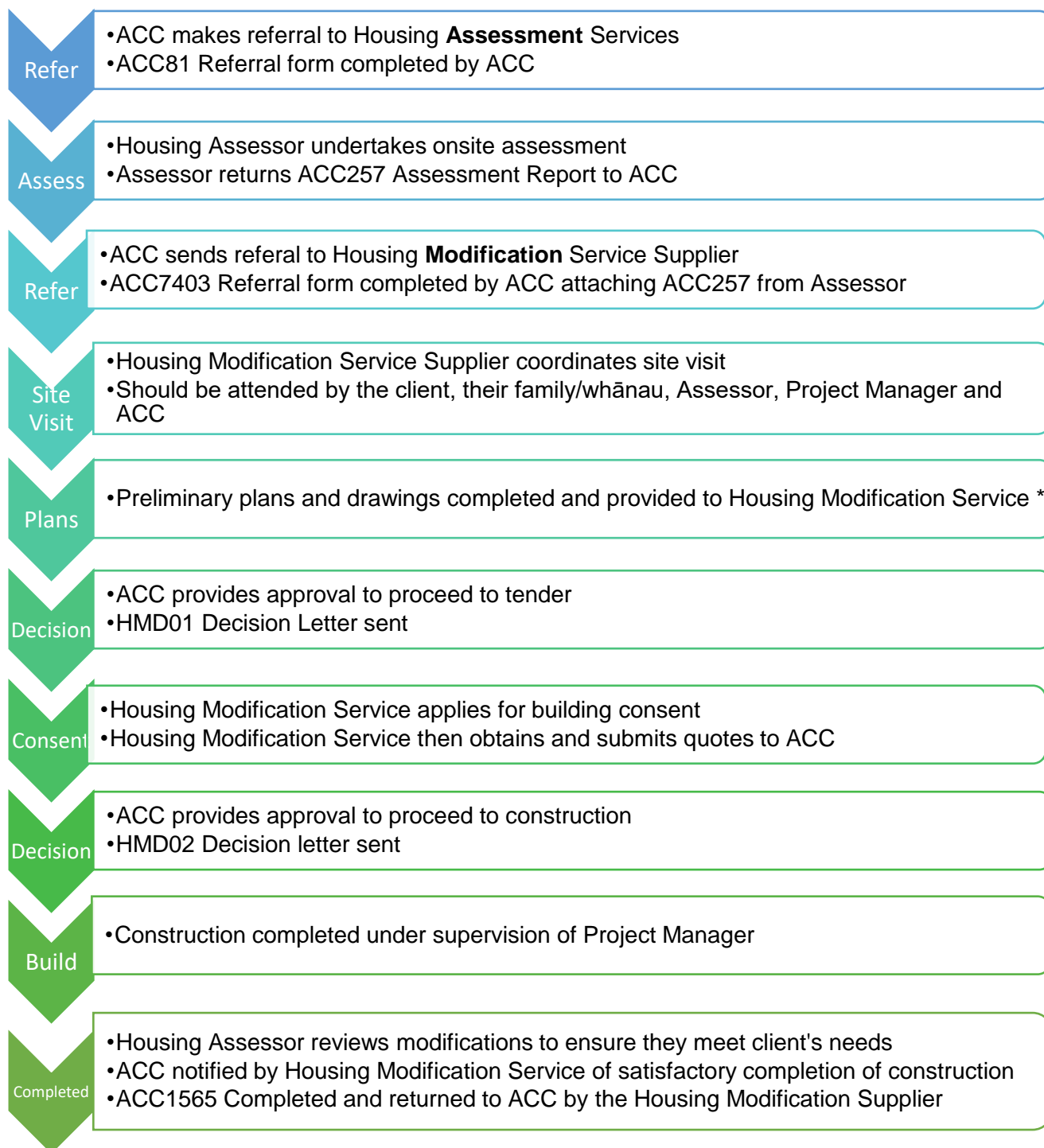


**Up to two modifications can be completed per claim without prior approval. If more than two modifications are required, prior approval must be obtained via email (a Purchase Order is not required).*

Where a Minor modification requires intensive administration (eg more administration than is available under HM30), Suppliers may use Service Item HM31 for additional time. The Supplier must keep a detailed record of how the activities funded under HM31 was used. The use of this code will be audited from time to time.

Note: In situations where a Technical Housing Advisor is required for a Minor modification, a service item from the Schedule of Specialist Fees may be used eg HM61H.

Standard and complex modifications



* The decision to install Housing Equipment for standard and complex modifications will be held off until the initial site visit has occurred - unless there is an urgent need.

9. Pre-Purchase or Pre-Rental Inspection

Assessors may be requested to view a property if the client is considering moving to another property.

- The pre-purchase or pre-rental inspection is a brief inspection to determine if the property is suitable for modification. First, send an email to briefly outline any findings and recommendations.
- If the property is suitable, follow the usual (HA03) process i.e. ACC257 assessment report.
- If multiple communications (emails and reports) are required, up to three hours using the HA11 hourly rate may be invoiced. Prior approval is not required.
- If there is more than one property inspected, the total number of hours should be invoiced for.
- A more in-depth report may be required to support ACC's decision to decline where a client is strongly advocating that an unsuitable property be modified.
- Assessor should ensure that any client preferred housing modification options are identified.
- Work with the Project Manager to clearly identify and deliver practicable housing modification solutions that will meet the client's injury-related needs.
- Sign off on the plans and specifications with the client, Project Manager and ACC, to confirm that the requested specifications will meet the client's injury-related needs.
- Where the client has identified a preferred option, confirm in writing that the client's design/specification will meet their injury-related needs.

10. Client non injury related requests for specification upgrades/features

Where the client or property owner wishes to add features to the scope of the work or upgrade from the standard of finish that is not required to meet the client's injury related needs, there are a number of factors which should be considered:

- The request should be discussed with the Housing Assessor by the client or property owner as soon as possible. Progression from the preliminary drawing stage should not occur until the client is 100% certain of the design.
- If approved, the costs for the additional features to be added to the scope should be met by the client or property owner.

Note for ACC: See Operational Policy – Cost Contribution.

- Design and project management costs should also be met by the client or property owner. For example – a situation where the request takes the solution from standard to complex finish, or where additional design iterations and alternatives are required.
- Costs for the additional features should be tagged separately in the ACC457 Service Report, Tender Pack and Final Tender Recommendation where possible.
- Consideration of Resource – Housing Assessors, Designers and Builders resource is diverted away from the agreed commissioned work. This limits the resources available for

other clients waiting for their housing modifications. Housing Modification Suppliers should be consulted to ensure there is sufficient design resource available to ensure the resources required do not significantly impact on the core objectives and deliverables of the Housing Modification Contract and the referral volume being managed by the Supplier at the time of the request.

- Consideration of Timeframes - Additional time may be required. In these situations, the Housing Modification Supplier should be consulted to determine the impact on the project timeframe and meeting specific milestones and, if required, an Extension of Time request should be submitted by the Housing Modification Supplier.

11. Site visits

Conducting the initial site visit

The Project Manager (for Minor projects, this may be the builder) will ensure that all relevant parties to the modification process have been given sufficient advance notification to attend the initial site visit. The Minor modification assessment fee (HA03) includes meeting on site with the builder to obtain a quote plus the completion visit.

Note: It is best practise for all parties, including ACC, to attend site visits in person wherever possible. When all parties are in attendance together it facilitates better communication about the project and ensures all involved are 'on the same page'.

Virtual meetings may also be held.

The Project Manager or Housing Assessor is responsible for leading the site visit meeting and will take written notes of the key points discussed, any actions, timeframes and persons responsible for delivering on the action. Copies of these notes will be provided to the client, Housing Assessor, ACC and Housing Modification Service Supplier (this includes ensuring that any party unable to attend the site visit receives a copy for their information) within 24 hours following the site visit.

Topics for discussion at the initial site visit will include agreeing and documenting:

- Roles and responsibilities.
- Identification of the injury-related needs and family/whānau considerations, including any potential equipment solutions that may meet these needs and negating or minimising the requirement for housing modifications.
- The method of any construction and disposal of any fixtures, fittings or materials that are affected during the home modifications.
- Identification of any items that the Property Owner wishes to retain, that will need to be removed during construction.
- The extent of 'make good' to the immediate areas where fixtures, fittings, walls, floors etc. surrounding the modifications have been affected.

Further Site Visits

Standard modifications - The HM46 pricing includes 3.5 site visits during the course of construction. Obviously a .5 site visit is not possible, so this approach allows for "overs and

unders” (i.e. at times a standard modification may require only 3 site visits and other times 4 site visits).

Complex modifications - The HM56 pricing includes 4.5 site visits during the course of construction. Obviously a .5 site visit is not possible, so this approach allows for “overs and unders” (i.e. at times, 4 site visits may be required, but the pricing makes provision for situations where 5 site visits are required).

12. Disagreement to proposed housing modification by client or homeowner

If the client or homeowner refuses to consent to modifying their property, notify ACC. ACC will try to find out why the client/homeowner does not consent to the housing modification. If the client does not own the property, the Housing Modification Supplier should arrange for the ACC1563 consent form to be completed by the property owner. If the property owner does not consent, the housing modification is terminated.

13. Proposal declined, terminated or transferred (HM67)

ACC will pay the actual and reasonable costs incurred for work already undertaken on receipt of a detailed breakdown of costs submitted to ACC for consideration.

14. Preliminary drawings

Preliminary drawings will be provided and will include at a minimum the following:

- A covering letter explaining how the preliminary drawings are to be read.
- Version control - to clearly identify the version number, date of creation and any changes from previous versions.
- Signoff – which includes the name of the Housing Assessor and the Project Manager and the date signed.
- The existing layout of the property.
- The proposed layout of the property following modification.
- A specification list of the proposed fixtures and fittings to be included in the modifications.
- Preliminary drawings and sketch plans will be made available to an independent auditor following request from ACC or the nominated auditor.

15. Equipment solutions

Equipment requests must be made in accordance with ACC’s [MRES Operational Guidelines](#).

Equipment which may be included as part of a housing modification can be categorised in three ways:

1. Permanently installed housing equipment.
2. Managed Rehabilitation Equipment Service (MRES) equipment that requires installation.

3. Managed Rehabilitation Equipment Service (MRES) equipment that does not require installation.

Permanently installed housing equipment

When equipment is required that is going to be permanently installed in a client's home and is not expected to be returned due to the likely damage removal would cause, then that item is considered to be a housing modification. This equipment will not be removed. This equipment must be part of an approved housing modification.

Examples of permanent housing equipment include:

- hardwired/fixed door locking/opening system
- hardwired environmental control/security system, eg amber control system
- hardwired heat pump/air conditioning system
- hardwired specialised lighting or alerting system
- through floor/multi floor lift – internal or external
- single-floor internal lifts or external lifts >1m in height
- fixed handrails, eg in level access shower or toilet or stairs via Minor modifications
- fixed fold down shower seat or shower tray/bed including height adjustable option
- stair platform lift – internal or external – curved rail/customised to home/wall mounted internal stairs
- fixed ceiling mounted overhead hoist system
- fixed stair chair lift – internal or external
- bidet
- dishwasher and dryer
- modular fencing
- fixed play equipment
- non-slip matting.

If ACC requests servicing and/or repair or collection of any of the above items, then the Supplier will invoice the Actual and Reasonable costs (including Actual and Reasonable time) using the HM35 code.

Managed Rehabilitation Equipment Service (MRES) housing equipment that requires installation

When equipment is required that needs fixing or specialised installation as part of a housing modification but can be easily removed (to be moved to a different location if the client moves, or taken out when it is no longer required), then that item is considered MRES housing equipment. This equipment must be part of an approved housing modification.

Examples of MRES housing equipment that requires installation may include:

- low rise lifts

- modular ramps
- portable bathroom solutions, eg Highlander or Lowa Towa bathroom units.

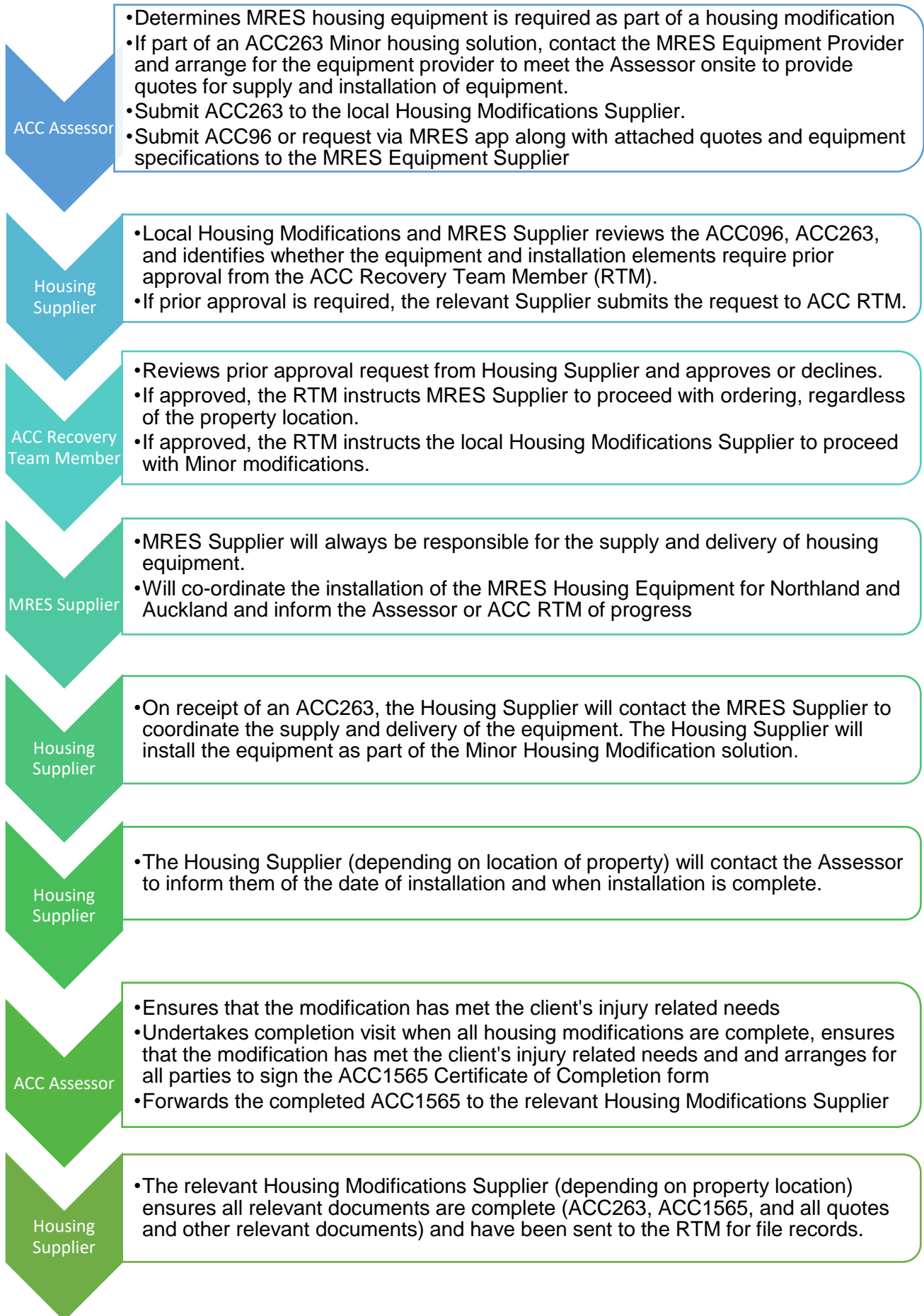
Note: Assessors must check for the availability of reissued/recalled items with the provider of the equipment first (via the MRES Supplier), before requesting a quote for a new item. This is particularly important for portable bathrooms because ACC wants to make the most of the portable bathroom assets which ACC already own.

Note: Only Assessors who are Named Service Providers (under the Housing Modifications Assessment Service contract) may assess the client and recommend a MRES housing equipment solution.

Housing Suppliers manage the installation of MRES housing equipment.

For Standard and Complex Modifications (ACC257) the decision to install Housing Equipment will be held off until the initial site visit has occurred - unless there is an urgent need.

The following diagram explains the process for MRES equipment which requires installation.



Managed Rehabilitation Equipment Service (MRES) equipment that does not require installation

When equipment is required that doesn't require fixing or specialised installation as part of the housing modification and it can be easily moved to another location, the equipment item doesn't need to be part of an approved housing modification and can be ordered via the MRES equipment ordering process

Repairs, servicing and collection are the responsibility of MRES Supplier.

Examples of MRES equipment that does not require installation include:

- suction handrail
- portable heater
- portable air conditioner
- portable dehumidifier
- portable overhead hoist (i.e. not fixed to the home)
- portable ramps/threshold ramp
- personal care bathing equipment, eg multi chair.

Summary of equipment solutions

The three types of equipment solutions are summarised in the table below:

	Permanently installed housing equipment	MRES Housing Equipment that requires installation	MRES equipment that does not require installation
Permanently installed, non-returnable?	Yes	No	No
Fixed to the home but can be easily removed and reinstalled elsewhere?	No	Yes	No
Part of the housing modification?	Yes	Yes	No
Need to complete an ACC96?	No	Yes (submit to ACC with ACC263/257)	Yes (submit directly to MRES if no installation required)

	Permanently installed housing equipment	MRES Housing Equipment that requires installation	MRES equipment that does not require installation
Does ACC maintain ownership of the equipment?	No	Yes	Yes

Maintenance, warranty and repairs of equipment solutions - Responsibilities

Warranty repairs (including following up equipment warranty liability) of permanently installed equipment is the responsibility of the Housing Modification Service Supplier to manage.

Ongoing (non-warranty) servicing is the responsibility of the Housing Modification Service Supplier to manage. If the permanent equipment item requires repair or is beyond economic repair, the client must discuss and seek approval for options for repair or replacement with ACC.

Regular maintenance of heat pumps (eg cleaning filters) and regular appliance maintenance (eg oven, dishwasher) is the responsibility of the homeowner/client. If the client contacts Housing Modification Service Supplier or Assessor directly and describes a significant fault with the equipment, the Supplier or Assessor should contact ACC and seek direction.

Note: repair and replacement requests may be approved at the discretion of ACC.

Disputes regarding equipment

Where a dispute arises between the equipment Supplier and the Housing Modification Service Supplier about the installation, warranty or removal and collection of MRES housing equipment included in a housing modification:

- The issue will be escalated to the equipment Supplier Manager and Housing Modification Service Supplier's General Managers to resolve.
- If the issue is unable to be resolved, it will be escalated to the respective ACC equipment and Housing Modification Service Contract Managers to resolve.

Removal of MRES housing equipment

- Requests for the removal of equipment may be made by ACC, the OT, the client or the property owner. If the equipment supplier receives a request for MRES housing equipment to be picked up and the equipment needs to be de-installed, they will contact ACC.
- ACC will request that the Housing Modification Service Supplier obtains a quote for the removal of equipment. When the quote is received ACC will raise a purchase order to the Housing Modification Service Supplier for the de-installation of equipment and make good.
- The Housing Modification Service Supplier will coordinate the removal of the equipment and will contact the equipment Supplier to arrange collection of the equipment.
- If MRES can remove the equipment (eg Highlander) then the costs are met by MRES.

- Where a tradesperson eg a plumber or electrician etc (i.e. not the equipment Supplier) is required to remove the equipment and/or make good as a result of the removal, the code HM35 is used. The Supplier should include their actual and reasonable admin time in the HM35 invoice (HM30 is not used).

16. Final tender recommendation

The Supplier should clearly set out (in the ACC457 form) if any permanently installed equipment is included or excluded in the cost amounts. The Final Tender Recommendation should explain estimate costs to tender variance and confirm quoted equipment costs but not contingency costs.

Example of a Final Tender Summary on the ACC457:

- Estimated cost \$xx
- Equipment items costs (set out separately)
- QS cost \$xx
- Tendered cost: Tender \$xx + the following quoted equipment costs \$xx.

17. Contingency allowance

Any variations to the tender plan should be met by using the HM63C contingency fee. If the HM63C has been exhausted, a variation request may be sent to ACC.

The HM63C contingency allowance includes administration time.

18. Variations to Structural Modifications

Costs under the HM63C value

Where unforeseen changes (variations) are required which could not have reasonably been foreseen from the drawing details* and during the tender visit by the lead contractor, the HM63C contingency fee should first be considered for use by the supplier, including where relevant, associated administration and advisor time. HM63C does NOT need to be added to the ACC purchase order number. Suppliers may incrementally direct invoice up to the threshold value of HM63C.

Costs over the HM63C value

Where the cost of the variation exceeds the HM63C limit, there is an expectation that variations arising within a short succession of each other, will be grouped up into a single variation request. The requests should be sent to the ACC Recovery Team Member using a variation request template which sets out:

- Confirmation that HM63C has first been considered.
- The variation number which will be sequential and include construction and specialist cost variation requests)
- The reason for the request

- The cost. For significant cost items over \$5,000 + GST, a breakdown of the cost is expected.
- Confirmation that the variation reason and cost has been checked by the Supplier and is considered reasonable and competitive.

Supplier administration and advisor time for variations

ACC may query administration and advisor time, if the variation cost has arisen due to supplier error eg item omitted in error in a tender recommendation, the variation has arisen due to insufficient detail being provided on the consented set of drawings the contractor has tendered on or the amount of admin and advisor time seems disproportionate to the request.

The ACC457 is a useful tool for suppliers to communicate suspected or potential cost increases, which are unable to be confirmed until the demolition phase of the project eg asbestos removal, hot water cylinder replacements compatible with bathroom modifications.

19. Housing modification project audits

From time to time, ACC may undertake audits of projects undertaken by Housing Modification Suppliers. Suppliers must ensure that full detailed information including cost breakdowns, plans with dimensions, and sketches for all projects must be made available for the audit. Service Item Codes listed in Appendix 3 of the Service Schedule should be used where possible. If insufficient information is available, the Supplier will be asked to provide this information at the Supplier's own cost and time.

20. Timing of Invoices

The table below provides guidance about when invoicing for service items should be sent to ACC.

Where project design or management is significantly delayed due to factors which are outside of the Supplier's control, such as a client taking unreasonable amount of time to agree to a proposed concept, or project management paused due to an unforeseen factor, please talk to ACC about the potential partially or fully invoice payment of the fees. ACC appreciates that Suppliers need to pay their contractors within reasonable business timeframes.

Description	When invoicing for service item codes should be sent to ACC (appropriate staged invoicing may be made as agreed in the tender recommendation)
Grab rails	On completion of rail installation
Minor Modifications	Staged invoicing may be made for components of the service as work progresses Final invoicing on completion of Minor modification (Assessor and Project Manager have signed off) Exception: where a subcontractor requires a deposit, this can be paid in advance of the modification.

	HM31 can only be invoiced when resourcing available under HM30 has already been used.
Standard and Complex modifications Management, administration and design fees	Upon ACC approving the working drawings and ACC457 estimated costs. On approval of the proposed concept, ACC will add the relevant Project Management code to the PON (HM46 for standard and HM56 for Complex)
Complex codes	Referrals are opened with standard administration and project design codes. If the proposed concept supported by ACC turns out to meet the complex criteria, the standard codes are removed from the Purchase Order and replaced with the complex codes. <i>Timing of invoices should allow codes to be swapped out before the invoices for management and design fees are sent (this will avoid the need for payment reversals).</i>
Standard and complex modifications Project management fee	Staged invoicing may be made for components of the service as work progresses Final invoicing upon project closure.
Building service costs	As per the payment release plan set out on the final tender recommendation document. Any invoice exceeding \$100,000 +GST must have an accompanying progress report sent to ACC indicating the project has reached the expected milestone - aligning to the amount being invoiced.
Consent costs	Estimated consent costs for the FTR document to be added to the PON concurrent with the FTR cost.
Additional activity costs /specialist fees (HM60 SIC series) and variations	All these costs require prior approval from ACC. Requests for Additional Activity Costs should be clearly set out on a template and can be invoiced once the approved work has been completed. Note: The HM62 QS report is prior approved for all projects with an estimated cost of >\$70,000 + GST Note: When requesting additional site visits (HM64), Suppliers must confirm the 3.5 (std) or 4.5 (complex) site visits available under the project management fee have been used or have been allocated and provide information about why a further site visit is required. Note: HM63C can be considered for use for additional activity costs (such as asbestos testing, specialist fees)

21. Completion inspection and signoff

Once notified by the builder that the modifications have been completed as agreed, a final completion inspection and signoff will be conducted by the Housing Assessor, client and Project Manager.

The Project Manager will confirm that the modifications have been completed as per the agreed plans and specifications and that they meet all relevant standards. The Housing Assessor will confirm with the client that the modifications meet their identified injury-related needs and are fit for purpose.

On successful final inspection, the Housing Assessor and Project Manager will complete the ACC1565. The Project Manager will submit the ACC1565 Certificate of Satisfactory Completion to the Housing Modification Service Supplier signalling successful completion of the housing modifications.

22. Working with ACC – Resolving Issues

Housing Assessors or Housing Modification Suppliers should contact the ACC Recovery Team Member in the first instance if there are any matters requiring clarification. For any matters that need further escalation, please refer to [“Resolving Issues Together” brochure](#) or the [Standard Terms and Conditions](#). Both located on acc.co.nz.

This is especially important for any issue with the potential to be high risk, involves risk to a client, or risk to ACC’s reputation. Contact details are listed in the front of these guidelines.

If there has been a high risk or adverse event, such as a:

- Privacy breach
- Personal or client harm or safety issue
- Contract breach.
- Media risk.

The Housing Assessor or Housing Modification Supplier must advise ACC immediately by contacting either the:

- Engagement and Performance Manager
- Recovery Team Member

It is important to make contact and not just leave a message.

23. Supplier Help Desk

The Housing Modification Service Suppliers will provide a freephone help desk function.

This will be a point of contact during business hours (8.30am – 5.00pm, Monday – Friday) to respond to queries, including questions generic to the building modification process or specific to individual client modifications.

The Help Desk will be staffed by sufficiently skilled and qualified personnel to quickly and accurately respond to queries raised. Where required, the help desk will triage the call to their Professional Advisory Service for a response.

24. Contact ACC

Who to contact	Phone	Email
ACC Supplier Helpline	0800 222 070	providerhelp@acc.co.nz
ACC Client Helpline	0800 101 996	claims@acc.co.nz
Supplier Registration	04) 560 5211	registrations@acc.co.nz
ACC eBusiness	0800 222 994 Option 1	ebusinessinfo@acc.co.nz
Health Procurement If you have a question about your contract or need to update your details, please contact the ACC Health Procurement team.	0800 400 503	health.procurement@acc.co.nz
Engagement and Performance Managers	Engagement and Performance Managers can help you to provide the services outlined in your contract. Contact the Supplier Helpline or click on the link provided here for details of the EPMs in your region. Contact an Engagement and Performance Manager	
ACC Housing Modification and Housing Assessment Service Portfolio Advisor	Contact the Supplier Helpline for details of the Portfolio Advisor or email: housingmodifications@acc.co.nz	

25. Health and Safety

Incidents that must be reported

- Any health and safety incidents that happen whilst undertaking work for ACC must be reported. These can be incidents that affect you, your staff, subcontractors, ACC clients or any other affected party.
- Notifiable events, this includes death, serious illness or injury, must be reported to WorkSafe.
- Any threats relating to your work with ACC. These include:

- personal threats – against you, your staff, another provider or a member of ACC staff
- organisational threats – to a place of business such as your workplace or ACC sites.

Note: Every work site must have an appropriate Health and Safety Management Plan. This plan must include all identified health and safety risks specific to the site. The plan must be kept up to date, and a copy kept on the client project file.

All Health and Safety incidents must be **reported and recorded**.

What to do if there's an incident

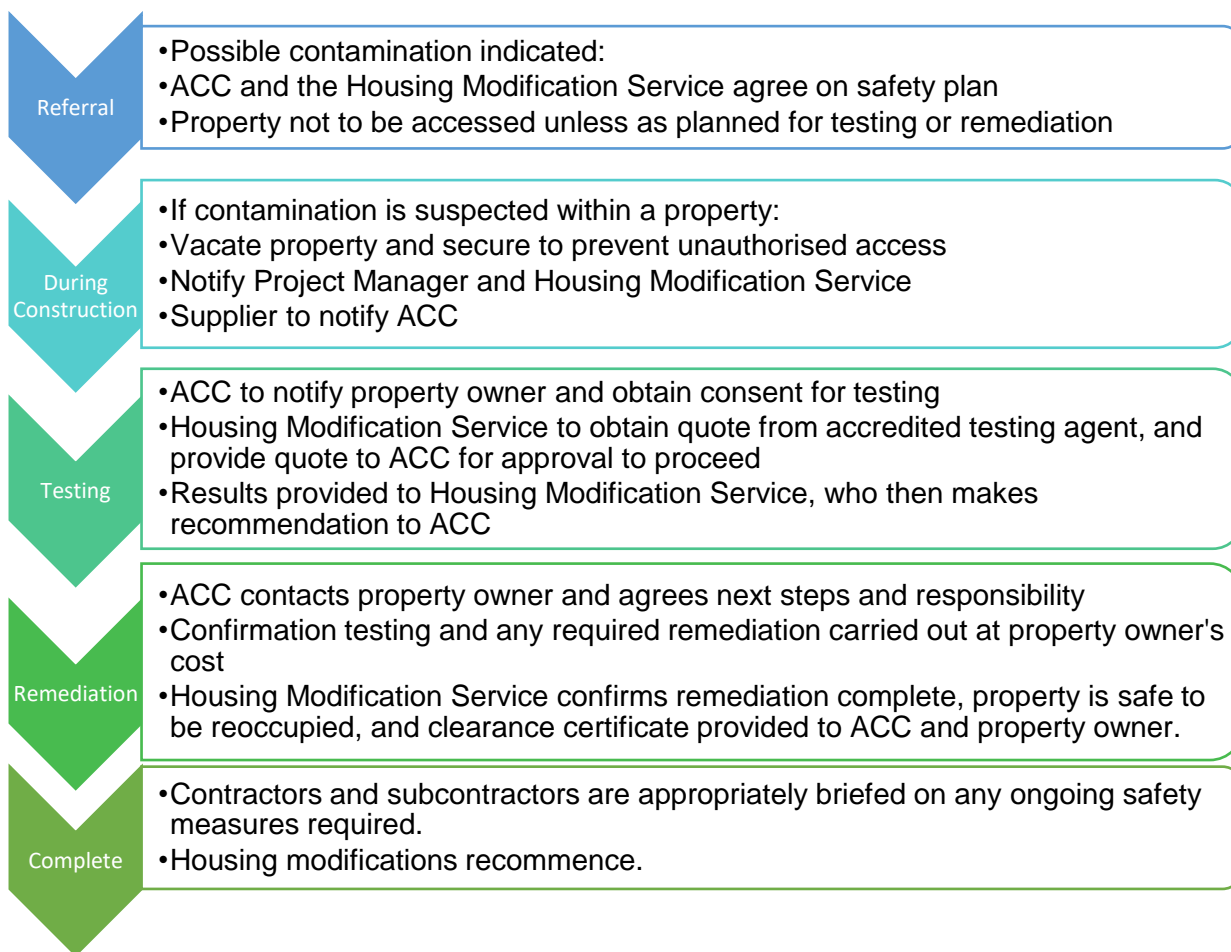
- Keep people safe
 - Follow your internal incident management process to keep everyone safe (including yourself).
 - Report serious threats to the police.
- Contact ACC if there is an immediate risk to yourself, our staff or our clients
 - Call the Provider Contact Centre or Engagement Performance Manager
- Contact WorkSafe if it is a notifiable event
 - If the incident is a notifiable event (i.e. death, serious illness or injury), keep the site of the event clear and report it to WorkSafe.
 - Follow WorkSafe's instructions about what to do.
- Complete the ACC online form
 - Even if ACC has been advised of the incident, the Housing Modification Service must report the incident/s in writing using the online form. This form is available on the ACC website <https://www.acc.co.nz/for-providers/report-health-safety-incidents/>

26. Hazardous Substances

WorkSafe defines a hazardous substance as any product or chemical that has properties that are explosive, flammable, oxidising, corrosive or toxic to the environment.

The safety and wellbeing of any person involved in the delivery of the housing modification service is paramount. ACC expects that our contracted Housing Modification Services and Housing Assessment Services will have the appropriate policies, plans and training and reporting in place to meet requirements of the Health and Safety at Work Act (HSWA).

If, at any stage of the assessment or modification process, it is suspected that the property (or grounds surrounding the property) is subject to contamination by a hazardous substance/s the following steps must be followed:



27. Specific hazardous substances

ACC expects that the Housing Modification Services ensure that all contractors or subcontractors are aware of their responsibilities under the Health and Safety at Work Act (HSWA) requirements before undertaking any modifications. This includes ensuring that they have the appropriate training, policies and process for the identification, management and reporting of hazardous substances. Where any of the specific hazardous substances listed below are suspected or identified at the property, modifications must not continue until the appropriate clearance has been received verifying the area is safe to reoccupy.

Asbestos

Asbestos is a term describing naturally occurring fibrous silicate minerals (rock-forming minerals). There are two groups (Serpentine and Amphibole) and six common types (Chrysotile, Amosite, Crocidolite, Tremolite, Actinolite and Anthophyllite). Dangerous exposure to asbestos occurs by breathing in airborne asbestos fibres, some of which may get trapped in your lungs.

Housing Modification Services are required to comply with the Health and Safety in Employment (Asbestos) Regulations 1998.

Biological hazards

These are also known as biohazards, are organic substances that pose a threat to the health of

humans and other living organisms. Biological hazards include pathogenic micro-organisms, viruses, toxins (from biological sources), spores, fungi and bio-active substances.

Lead based paint

Lead is both a poison and a persistent environmental pollutant and is widely distributed throughout the built and natural environment. It causes a variety of symptoms, some of which are indistinguishable from other causes, and may ultimately result in death. Lead affects the developing brain and nervous system.

Methamphetamine

Methamphetamine is a synthetic or semisynthetic compound C₁₀H₁₅N that stimulates the central nervous system. Methamphetamine production involves several dangerous chemicals. Toxic effects from these chemicals can remain in the environment long after the lab has been shut down and can cause a wide range of health problems for people.

Contractors may become aware of the possible presence of methamphetamine at a work site at any time throughout the home modification process, from a variety of different sources.

28. Clearance checks and vetting of sub-contractors

Note: It is the responsibility of the Housing Modification Service to ensure that appropriate background clearance checks and vetting are carried out or self-declarations completed, and records of these are kept on file.

The decision to employ contractors remains the responsibility of the Housing Modification

As this service is undertaken in clients' homes, it is important that any person delivering the service onsite has been appropriately screened to ensure their suitability and the safety of our client.

Housing Modification Service Suppliers are contractually required to undertake criminal record checks on all subcontractors prior to their commencing work on a client's property.

Regular or ongoing contractors and/or subcontractors

Any contractors who are employed on a regular and/or ongoing basis must be subject to a formal criminal record check through either the Ministry of Justice or New Zealand Police vetting, in accordance with the Supplier's own policies and processes.

Short-term or infrequently employed contractors and/or subcontractors

When contractors are employed for one-off or short-term jobs, it is acceptable to request the contractor/subcontractor to complete a self-declaration using the form designed by the Supplier and given to the contractor, which requests the proposed contractor to disclose any criminal or traffic convictions, and any charges that are currently before the courts.

This self-declaration is intended to assist Suppliers in making informed decisions regarding the employment of contractors and subcontractors in order to maintain client safety and allow Suppliers to meet the requirements of the Housing Modifications Service Schedule without untenable service

provision delays.

Note: Traffic infringement offences include common traffic offences such as parking and most speeding offences. Infringement offences do not require a court appearance, and do not result in a criminal record. Infringement offences do not need to be disclosed in a self-declaration.

You can find more information about what is included in a criminal record check at:

www.justice.govt.nz/criminal-records/what-is-a-criminal-record/

29. Operational Policy

The following guidelines should be used when considering specific housing modification requests from clients. These guidelines should not be used in isolation as each situation should be considered on its individual merits.

Accommodating sleepover caregivers

Some clients may require constant supervision and care overnight. This care is usually required after the client has settled in bed, until immediately prior to them waking, or being attended to in the morning. This type of care is known as sleepover care, and providers of this care are known as sleepover carers.

In these cases, there must be an area set aside for the carer in the client's home, while the carer is engaged in a sleepover duty. The sleepover area must be located near the client's bedroom.

Note: If sleepover care is provided by someone who normally lives in the client's home, ACC will not usually consider providing sleepover accommodation as the carer will already have their own sleeping area.

All options to meet the need for caregiver accommodation or sleepover care should be considered, for example:

- Accommodating the sleepover caregiver on a foldout couch/bed in an area within the client's home
- Having an 'awake' care shift and asking the carer to undertake quiet domestic duties while concurrently providing sleepover care.
- Promoting a residential support facility as an option for the client to consider may be an appropriate way of meeting their needs.

ACC may consider options for including additional space to accommodate a sleepover caregiver, provided the sleepover carer is not ordinarily resident in the home where the modifications are planned.

Additional modifications

An additional housing modification is a further modification to the client's current home, this is usually because the client's injury related needs have changed, and the former modification may no longer meet their needs. These requests should be managed in the same way as an initial application.

Bathroom Modifications

Toilets and ensuites

ACC may consider funding an additional toilet or ensuite if:

- It is more cost-effective than enabling the client to use the existing toilet, or
- It can be justified on the grounds of privacy, convenience, or family situation.

Bidets

Installation of a bidet can be considered where it can be demonstrated that:

- The bidet will result in the person being able to use the toilet independently and safely or;
- It will reduce the level of paid or unpaid support the person receives.

Wet-area showers (level-access showers)

A wet-area shower can be considered where the client is unable to safely use the existing bathing or shower facilities and the use of more cost-effective options such as equipment will not meet their identified injury related needs.

Vanity units and hand basins

A wheelchair accessible vanity or hand basin can be considered where the client can **independently** use the hand basin; or the client can be **supported** to use the hand basin.

Cost Contribution

A cost contribution is an amount that ACC has agreed to pay towards part of a home modification when the property owner wishes to do one of the following:

- Undertake additional work on their property over and above the extent of the modifications which have been recommended by the Housing Assessor required to meet the client's injury related needs. This may be cosmetic or remedial work or the installation of new fixtures and fittings that are over and above the standard required to meet the injury related need.
- Use their own builder, who is not contracted to ACC's housing modification service, to complete the modifications.
- Renovate or build a new home that incorporates features to meet the client's identified injury related needs.

The level of the cost contribution from ACC is based on the costs associated with the approved solution to meet the client's injury related needs that have been identified by ACC's contracted Housing Assessor and Housing Modification Service.

Covered access ways

A covered access way is the provision of a roof and (if required) walls over or around the main access route of a house. This is typically the area between the home's entranceway and the vehicle exit area.

Note: A covered access way does not include cover for a vehicle.

The assessment should highlight the following points to be considered during decision making:

- Whether the client is at risk of being exposed to bad weather
- The ability of the client or their attendant to use wet weather gear
- The number of times the client uses their vehicle on a daily basis and the nature of the vehicle use (eg driving to work or school)
- The surface of the area between the main access and carport or covered transfer area (eg sealed or unsealed)
- The geographical location of the client's home, and whether the main access area is exposed to bad weather.

Covered transfer areas

A covered transfer area is a small covered area that provides shelter for the client and equipment as they transfer to and from the vehicle. The dimensions, degree of enclosure, and surface requirements of the area are determined by the:

- Extent of shelter required during transfers
- Type of vehicle the client is transferring to and from
- Specifics of the site.

Note: Covered transfer entitlements do not include providing shelter for a vehicle. For more information, see Upgrades to a carport or garage (or similar).

ACC will consider a contribution toward the cost of building a covered transfer area, if it is confirmed that the client:

- Has either an existing vehicle that meets their assessed injury-related Transport for Independence (TFI) needs, or an entitlement to purchase or modify a motor vehicle to meet these needs.
- Takes considerable time transferring to and from their vehicle because of their injury (including stowing or securing their wheelchair and other mobility aids)
- Is exposed to the weather for a considerable time while transferring to and from their vehicle and this will significantly affect their health.
- Has existing vehicle cover arrangements that will not meet the assessed need as they transfer to and from their vehicle.
- Has assessed needs for covered access requiring modifications to the existing vehicle cover arrangements that are estimated to be either too costly or impractical.

Upgrading to a carport or garage (or similar)

ACC doesn't generally fund carports or garages and, therefore, if a client (or the property owner) wishes to upgrade an approved covered transfer area to a carport or garage, or add additional architectural features, they must fund the extra cost themselves.

In these circumstances, ACC will require confirmation from the Housing Assessor that the proposed privately funded enhancements will continue to meet the client's assessed needs.

Using a mobility taxi as an alternative to a covered transfer area

Some clients could potentially have their transport needs met by a mobility taxi or similar. In these situations, a covered transfer area would not normally be required because:

- The client is likely to be transferred into the mobility vehicle in their wheelchair and will receive help with both the transfer and the securing of the wheelchair to the vehicle.
- An attendant (usually the mobility taxi driver) can assist the client with wet weather gear when required.
- Mobility taxis (or similar) may be the most cost-effective option to meet the client's transport needs, as it may only be a short-term requirement.

Decoration

ACC normally redecorates only the areas affected by the injury related modifications. For example, if a doorway is widened then ACC funds the redecoration of the wall affected, but not the whole room. If the modification requires a new room to be constructed, then the decorative finishes in this area should be of a standard durable quality.

Environmental controls

An environmental control device is a form of assistive technology which enables people with significant disabilities/injuries to independently access equipment in their environment. ACC considers requests for environmental controls (electronic door locks, automatic window blinds, etc.) where this will provide the client with independence and can demonstrate a reduction in the need for attendant care. Environmental control devices are generally items of equipment that will need to be installed.

Features lost during housing modifications

The housing assessment report should identify any housing features that may be wholly or partially lost in a housing modification and the potential impact the loss those features will have for other family members/ residents of the house.

Examples of features lost in housing modifications:

- It is more cost-effective to convert part or all of a bedroom into an ensuite or second bathroom, rather than altering the exterior walls of the house
- Replacing the only bath in the home with a wet-area shower where there are also very young children living in the home.

Floor and window coverings

Normally, ACC would expect to make good the original floor coverings in areas affected by modifications. Where this is not possible, for example where the original floor covering is not suitable for use, then ACC may contribute towards the cost of suitable floor coverings.

ACC expects that original window coverings are first considered for re-use.

Where there is a confirmed assessed injury related need for floor coverings to be compatible with power chair usage or propulsion of manual wheelchairs, ACC may consider:

For new builds - the cost difference between standard flooring costs and a durable flooring solution compatible with a power chair/manual chair in high traffic areas of the home

For existing homes - the cost of replacement durable flooring in high traffic areas of the home.

For all requests the age and condition of the existing flooring must also be noted in the assessment report along with any episodic damage to the flooring which potentially should be discussed by the property owner with their home and contents insurer.

Note: If a client/property owner elects to accept any flooring replacement solution contribution offered by ACC, and put this towards a flooring replacement solution considered less than optimal/durable by ACC (on the advice of expert external advice), it is recommended that the client/property owner be advised in writing, that should their preferred solution need replacing in the future, ACC is unlikely to contribute further costs, give a more durable solution was recommended for replacement.

Garage door openers

Automatic garage door openers will only be considered where the garage provides the primary point of access into the house for the client and the client is unable to open the existing garage door as a result of their injury. ACC does not consider requests for automatic garage door openers where this is solely for the purpose of car parking.

Grab-rails

ACC funds grab-rails when they are identified as necessary for the client to remain safely in their home. Grab-rails are defined as non-customised handrails ("off-the-shelf" items). These can be installed as an Urgent request (within 48 hours of request) or Non-Urgent (within 5 working days of request).

Grab-rails are considered housing modifications, and ACC does not fund their removal when they are no longer required.

Handrails

ACC funds handrails when they are identified as necessary for the client to remain safely in their home. Handrails are different to grab rails as they require customisation and installation. Handrails are considered under the Minor Housing Modification process. ACC does not fund the removal of handrails when these are no longer required.

Healthy Homes Standards

The healthy homes standards became law on 1 July 2019 and describe the minimum standards that all residential rental properties must meet. When considering planned home modifications, consideration must be given to the standards. Property owners are responsible for ensuring their property is compliant with the healthy home standards, and ACC is not liable for any shortcomings identified during assessment or construction of ACC funded home modifications.

Where modifications are being carried out that are funded by ACC these will, where relevant, be completed to the required standards *in modified rooms* only. For example:

- Adding a room to the home, where the footprint of the home increases, requiring insulation to be installed in the ceiling and underfloor. Insulation will be added only to the new room, and the landlord must ensure the remainder of the house is compliant.

Any requirements needed under the current NZ Building Code and healthy homes standards, regardless of any injury related need, remain the responsibility of the property owner. Examples of this include ventilation in kitchens and bathrooms, insulation, fixed heating in the main living area etc.

All insulation of modified areas must meet the minimum standards set out in the current New Zealand building code. ACC only considers additional modifications over and above the requirements of the NZ Building Code when it has been identified by the Housing Assessor as required to meet the specific injury related needs of the client.

Heat Pumps and Ventilation Systems

A heat pump is the mechanical system that provides thermal comfort and air quality in an indoor space. ACC may consider funding a heat pump if the Housing Assessor identifies that the client requires heating and/or cooling as a direct result of their injury, there are no other means available to them to appropriately regulate their body temperature and the need is over and above that which is normally expected in the home environment.

Generally (upon confirmation of an injury related need) ACC funds heat pumps in bedroom areas, where clients are most likely to experience thermoregulation issues as they undertake dressing/undressing and showering/bathing or sleeping activities. ACC considers heating in a bathroom under the same conditions.

Where there are requests for heating/cooling in other areas of the home eg lounge, ACC needs to establish with an Assessor/clinician why reasonable heating/cooling solutions required for any person using communal living areas of the home, would not also meet the client's assessed injury related needs.

ACC does not require additional medical support for a heat pump if the client has spinal cord injuries (SCI) of C5/C6 or above, or if the client has sustained a serious traumatic brain injury (TBI) resulting in them having difficulty in maintaining an even temperature.

Home ventilation systems work to remove moisture and condensation from an indoor space by taking warmer, drier air from the roof cavity and pushing it down into the living space using a fan. The air is filtered at the same time to remove dust and spores.

Home ventilation and moisture control are separate issues to injury related home heating and are generally regarded as the responsibility of the property owner to install, manage and remedy. This is because any person living in a damp and/or poorly ventilated home will be negatively impacted, regardless of any injury they may have sustained.

Internal Door Widening

Widening internal doorways can be considered where the existing doorway is too narrow to allow access to essential rooms. Before the Housing Assessor recommends door widening, they should

consider other more cost-effective options such as installing “hospital hinges” which are designed to allow a door to swing clear of the opening allowing the widest possible door opening.

Kitchen modifications

ACC will only consider kitchen modifications where these are assessed as necessary to enable the client to remain independent when preparing food and drink in their home. The housing Assessor should consider equipment solutions or other options that could meet the client’s needs and will reduce the need for extensive kitchen modifications.

Light switches, power sockets and additional lighting

The relocation or installation of additional light switches, power sockets and additional lighting should only be considered where it is required to meet the client’s injury related needs. The Housing Assessor should consider the injury related needs over standard household requirements.

Matching the existing property

If possible, the modifications to the property should match the existing internal and external theme and design of the property. For example, if the property is clad in weatherboard or brick, or is of Lockwood construction, any extension should be constructed in a similar manner if possible.

Further Modifications to an additional or subsequent home

Additional home modifications

An additional housing modification is a further modification to the client’s current home, this is usually because the client’s injury related needs may have changed, and the former modification may no longer meet their needs. These requests should be managed in the same way as an initial application.

Subsequent home modifications

Modifications to a subsequent home are usually considered in the following circumstances:

- The client moves to take up paid employment.
- The client leaves their parents’ home to live independently from their family.
- The client is a child whose parental circumstances have changed triggering the need for housing modifications to another home (eg the parents have separated and the child is living at both parent’s properties).

ACC’s contribution to modifications to a subsequent home can include providing access to suitable qualified professionals to ensure the subsequent home:

- Has some or all of the necessary injury-related features the client requires, or
- Is suitable for modifying, or
- Will incorporate necessary injury-related features (eg housing plans for new homes).

Every application for housing modifications must be considered on its own merits, regardless of whether ACC has already contributed to housing modifications. Funding modifications to

subsequent homes may be declined where the client moves on a regular basis without adequate reason, or where such activity is providing undue financial advantage to the client or their family.

New houses and relocation

If appropriate, ACC assists with funding the construction of a new house or assists the client to move to another house. ACC will only fund the additional features required to meet the client's injury related needs.

New house

If a client decides to build a new house, ACC will only consider contributing to the additional, injury-related costs: the difference between the standard plan and the modified plan to meet the identified needs.

Automatic garage door openers, level entry, accessible wardrobes, ensuites, and attached garages are often included as standard in current designs and therefore should not attract additional costs.

ACC will work with the Housing Assessor and Housing Modification Service to identify a room-by-room breakdown showing for each item the standard cost, the new cost, and the amount ACC should consider funding.

Relocating versus modification

Sometimes the most cost-effective alternative is to relocate and make modifications to a new home, rather than make changes to an existing one. The client and their family/whānau should as far as practical and reasonable choose a house that requires minimal modification to meet their injury related needs.

Recommended accessible design features to consider when purchasing a new home should include:

- A flat section with drive on access
- Level entry/minimal steps into the home
- Bedroom, bathroom, kitchen and main living areas on the ground level.

ACC may engage our Housing Assessor and/or Housing Modification Service to work with the client and their family/whānau to assist in identifying appropriate houses they may be considering.

Ramps

Ramps are typically constructed of wood or concrete and are regarded as permanent solutions. In most cases, ramps should be specified to NZ Standards 4121:2001. Where this is not the case, a clear rationale needs to be provided to justify the deviation from the standard.

Where there is uncertainty about the client's ability to remain in their home, a modular ramp should be considered. A modular ramp is constructed of aluminium is of a modular design and can be removed when no longer required (refer [MRES Operational Guidelines](#) on how to access Housing Equipment). Installation of some portable modular temporary ramps may be organised directly by the OT. However, where a modification is required for the installation of a portable ramp, a Housing Modification Service contractor is required.

Requests for a specific builder

Where a client requests that the modifications to their home are carried out by a specific builder (maybe one they have used before) inform the Housing Modification Service of this request to discuss options.

If the requested builder's tender is more expensive than the cost-effective tender, the client will generally be required to contribute to the extra cost if they want their requested builder to carry out the work.

If the requested builder's tender is considerably cheaper than the other tenders, the Housing Modification Service will work with the builder to ensure they have included all specified work in their tender.

Room Extensions

Extensions to the client's home should only be considered where the identified injury related modifications cannot be accommodated within the existing structural footprint of the home and no other practicable options are available to meet the client's needs.

Second emergency exits

ACC may provide a second emergency exit (where practicable) to clients whose ability to exit their home quickly and safely is permanently affected by their mobility status.

Note: In providing a second exit, ACC follows the Standards New Zealand, NZS 4102:1996: Safer house design (Guidelines to reduce injury at home)

The housing assessment report must address the client's:

- Mobility status, and
- Ability to exit their home quickly and safely.
- Is it necessary for the client to have two exits?

A second exit from the client's bedroom is not necessary if there is an alternative exit in an adjacent room or a hallway that the client can access safely and quickly. The Housing Assessor should provide this information in their report.

Second emergency exits from multi-level homes and apartment buildings

In some homes, for example multi-level homes and apartment buildings, a second emergency exit is not possible. The most likely exit from these buildings is via a single exit, usually a through-floor lift. This should be noted in the Housing Assessor and Housing Modification Service reports.

Where through-floor lifts are installed, the Housing Modification Service and Housing Assessor must ensure that the lift can rise and fall in a power failure. This is important when other residents also use the lift, as the lift may not be left at the level the client needs in an emergency.

During the assessment process, the Housing Assessor should explain to the client the limitations of relying on a single exit (through-floor lift), particularly in emergency situations. This information should be documented in the assessment report.

Note: It is recommended that any client relying on a single exit in emergencies make this known to the emergency civil defence controller in their area and find out about emergency evacuation procedures for the building.

Smoke alarms

ACC funds battery-operated smoke alarms when required, but not hardwired systems. Batteries should be checked regularly, and changed as necessary, by the client, their carer or their family/whānau.

Storage and cupboards

ACC considers funding additional storage space or cupboards or modifications to existing storage spaces to accommodate essential injury-related rehabilitation equipment or medical consumables when identified by the Housing Assessor. This does not include non-standard rehabilitation equipment or standard household items (eg vacuum cleaners and other equipment generally used for home/property maintenance).

The housing assessment report must consider pragmatic options that may be available eg where there is a need to store injury related consumables, consider changing the re-ordering cycle to monthly, or more frequently, to reduce the space required for storage.

Using own architect or builder (requests for a specific building consultant/architect/ designer)

If a client wishes to privately engage a qualified building consultant/architect/ designer to manage their housing modifications instead of ACC's contracted Housing Modification Service, inform the Housing Modification Service of this request.

Note:

- ACC is only responsible for the injury related modifications and associated costs which have been agreed to.
- ACC continues to employ our Housing Modification Service as our expert advisor in the provision of professional oversight and design advice for the injury related component of the modifications and the staged release of approved funds.
- All plans and work pertaining to the injury related modifications undertaken by the client's privately contracted building consultant/architect/ designer must be peer reviewed by our Housing Modification Service and Housing Assessor to ensure they meet the injury related needs of the client.

Utilities (water, electricity, gas)

ACC does not generally fund basic services (water, electricity, gas).

30. Appendix 1 - Forms and Templates

Reference	Name of Form	Who completes	Purpose
ACC96	Equipment order form	Housing Assessor	Used to order equipment for clients under MRES
ACC257	Housing Modification Assessment Report – Standard and Complex	Housing Assessor	Documents client’s injury-related functional limitations and factors which impact on client’s ability to move about their home
ACC263	Housing Modification Assessment Report – Minor Modification	Housing Assessor	Documents the client’s housing modification needs and solutions that don’t require building consent
ACC457	Housing Modification – Service Report	Housing Modification Supplier	Report to ACC on practicality and estimate cost of proposed modifications
ACC1563 (embedded in ACC263)	Housing Modification Consent	Property Owner	Confirmation from property owner consenting to modification
ACC1564 (embedded in ACC263)	Housing Modification Responsibilities	Client	Agreement to terms of the modifications
ACC1565	Housing Modification – Certificate of Satisfactory Completion	Client Housing Assessor Project Manager	Agreement that modifications have been completed to a satisfactory standard
ACC6937	Resolving issues together	Client	Information for clients re addressing issues
ACC7403	Housing modification	ACC	Refer client for minor, standard/complex housing

	service referral		modification or professional advisory request
ACC7404	Request for housing modification – Grab Rail	Client	Used when “off the shelf” grab rail only - is required
ACC7405	Housing Modification Responsibilities – using your own designer and/or builder	Client	Agreement to terms

31. Appendix 2 – Roles and Responsibilities

Housing Modifications require a number of different parties to work collaboratively together to achieve a good outcome. The following table outlines the specific roles each party plays and their responsibilities.

Responsibilities of the Client and their family/ whānau	
Before beginning any modifications	<ul style="list-style-type: none">• advise the Property Owner (if the client doesn't own the property) that ACC is considering modifications to the property.• for the installation of the grab rails - obtain written consent from the Property Owner (if the client doesn't own the property)• participate in a housing assessment with an ACC contracted Housing Assessor• discuss, with the Housing Assessor, their injury-related needs, and likely issues with the current home environment that might get in the way of them achieving their agreed rehabilitation outcomes.• discuss and finalise the proposed modifications, as identified on the preliminary drawings, with ACC, the Housing Assessor and Project Manager, to identify the essential modifications required to meet the injury-related need.• read complete, sign and return the ACC1564 – Housing Modifications Responsibilities form, plans or documentation required for the request for funding to continue (this includes part-payment or cost contributions they will be making)• liaise with the Project Manager to agree access to the home, arrange a start date, and to schedule and agree a timeframe for the work.• work with ACC to make arrangements for alternative accommodation, if this is required while the modifications are in progress and the home cannot be occupied.• Clients should not make changes once the plans have been agreed and/or the housing modifications have commenced.• contact ACC directly if dissatisfied with the process regarding funding for the purchase of home modifications

<p>During the modification process</p>	<ul style="list-style-type: none"> • inform the Project Manager of any issues or concerns with the building work. • communicate with the Project Manager directly regarding any questions they may have regarding the building work. • communicate with Project Manager and ACC where an unforeseen significant health and safety issue arises and clients need to be relocated to suitable temporary accommodation.
<p>On completion of the housing modifications</p>	<ul style="list-style-type: none"> • work with the Housing Assessor and Project Manager to undertake a final assessment to ensure the completed modifications meet their injury-related needs. • Clients are responsible for all maintenance and repairs of housing modification work completed and equipment installed and should advise the home owner that costs are borne by the client/homeowner

<p>Responsibilities of the Property Owner (if client does not own property)</p>	
<p>Before beginning any modifications</p>	<ul style="list-style-type: none"> • review and discuss the plans and specifications of the proposed housing modifications with the client (where the client is not the property owner), their family or whānau and the ACC Housing Assessor to gain a clear understanding of the scope of works and the process involved • provide written agreement for the proposed home modifications to be carried out (ACC1563 – Housing Modification Consent form) • discuss, agree and document with the Project Manager, the method of construction and disposal of any fixtures, fittings or materials that will be removed or affected during the home modifications. • confirm and document with the Project Manager any items they wish to retain, that will need to be removed during construction. • agree with the Project Manager the extent of ‘make good’ required to the immediate areas where fixtures, fittings, walls, floors etc, surrounding the modifications that have been affected. • discuss with the Project Manager any additional remedial work that is required on the property before the modifications can be undertaken. • agree in writing to be responsible for any costs associated with additional work they require over the agreed injury-related home modifications and the payment arrangements. • liaise with their insurance company to identify whether the insurer has any specific requirements regarding modifications to the property.

During the modification process	<ul style="list-style-type: none"> • communicate with Project Manager where required
On completion of the housing modifications	<ul style="list-style-type: none"> • work with the Project Manager in respect of Certificate of Satisfactory completion • the property owner is responsible for the upkeep and maintenance of housing modifications (ACC1564 sets out home owner responsibilities) • sign certificate of satisfaction
Responsibilities of ACC	
Before beginning any modifications	<ul style="list-style-type: none"> • provide the client with information explaining the housing modification process (ACC1564 - Housing Modifications Responsibilities form) and their roles and responsibilities. • submit a referral to a Housing Assessor to assess the client, consider their injury-related needs, and likely issues with the current home environment in achieving their agreed rehabilitation outcomes. • provide the Housing Assessor with any information that may be relevant to the housing assessment. • ensure that any information which is personal, but not relevant to the modification process, is not provided unnecessarily to the Housing Modification Service Supplier, for example, the entire Support Need Assessment report. <p>For Standard and Complex Modifications Only</p> <ul style="list-style-type: none"> • review the Housing Assessment Report to ensure the proposed solution meets the agreed client rehabilitation outcomes and submit a referral to the Housing Modification Service Supplier where housing modifications are required to meet the client’s injury-related needs. • inform the client and Assessor that following assessment, a referral has been made to the Housing Modification Service • attend the initial site visit and consider, with the client, Housing Assessor and Project Manager a range of home modification options to determine the most appropriate and cost-effective solution(s) that will meet the client’s injury-related needs to achieve the agreed rehabilitation outcomes

	<ul style="list-style-type: none"> • review the preliminary plans and ACC457 – Housing Modification Service Report following the site visit. Identify the delegation holder and approve or decline the preliminary plans and advise the Housing Modification Service Supplier of this instruction. Discuss the preliminary plans with the client and ensure that they are in agreement and that they are provided with the support needed to understand the plans, including who to contact with questions. • review and approve the final working drawings and tender recommendations. • provide the client with a decision letter clearly identifying ACC's agreed contribution toward the housing modifications. • provide the Housing Assessor and Housing Modification Service Supplier with a copy of the decision letter and adjust the purchase order in line with the decision letter in a timely manner to facilitate the process.
During the modification process	<ul style="list-style-type: none"> • attend site meetings with the client, housing Assessor and Project Manager (as required) • consider and respond to any requests for variations/changes to the agreed modifications to ensure these will meet the client's injury related needs.
On completion of the housing modifications	<ul style="list-style-type: none"> • ensure that any agreed outcomes/actions are finalised eg a decrease in attendant care, cessation of alternative accommodation etc. and that any further assessments required are scheduled following completion of the housing modifications. • ensure Housing Assessor is aware of completion and confirm that their purchase order includes HA05 for a completion visit. • ensure the Housing Modification Service Supplier's purchase order reflects all approved costs

Responsibilities of the Housing Assessor	
Before beginning any modifications	<ul style="list-style-type: none"> • work with the client, their family/whānau, caregivers, support people and other rehabilitation services eg Spinal Rehabilitation Services, to assess the client's functional abilities, limitations, injury-related needs and identify the outcomes to be achieved. • discuss with the client practicable solutions that could meet their injury-related needs, including equipment solutions that will meet any injury-related needs in a timelier and cost-effective manner than housing modifications.

	<ul style="list-style-type: none"> • consider temporary housing modification solutions. • explain the process for assessment and completion of housing modifications to the client. • in the case of Minor housing modifications, explain to the client the 'rights and responsibilities' section on the assessment form and ensure the client understands and signs this document. • support the client to select suitable housing (where this is identified as a more appropriate option) that will meet their injury-related needs and can be practicably modified (if required) • meet the timeframes and key deliverables identified in their ACC contract. • use the correct ACC reporting forms (ACC263 and ACC257) and provide a clear rationale 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. Provide clear information regarding the client's equipment and the specifications of each item.
During the modification process	<ul style="list-style-type: none"> • complete onsite visits with the Project Manager while the modifications are in progress (where required and necessary) • consider and respond to any requests for variations/changes to the agreed modifications to ensure these will meet the client's injury-related needs.
On completion of the housing modifications	<ul style="list-style-type: none"> • meet onsite with the Project Manager to ensure that the modifications meet the client's injury-related needs. Up to three HA05 visits are available before approval is required from ACC. • complete the certificate of satisfactory completion ACC1565

Responsibilities of Housing Modification Service Suppliers	
Before beginning any modifications	<ul style="list-style-type: none"> • ensure that the client has agreed to the proposed design and changes before progressing to the building stage i.e. the Housing contractor (Supplier's agent) should ensure the ACC1563 consent form is signed prior to proceeding with housing modifications. • be responsible for managing Housing Modification projects on behalf of ACC whether these projects are completed directly by the Supplier or sub-contracted by the Supplier to a third party

	<ul style="list-style-type: none"> • provide technical support and advice to ACC and the housing Assessor on potential modifications • provide information and advice to clients regarding the housing modification process and expected timeframes. A plan outlining timeframes should be provided to the client in writing including any key stages such as relocating from the home, inspections and returning home. • engage Project Managers, building consultants and building contractors to work in consultation with the client, housing Assessors and ACC to identify, document, cost and undertake the most practicable and cost-effective modification option(s) including validating on ACC's behalf the competitiveness of quotes. • review the technical aspects of the proposed housing modifications and engage any technical expert opinion and advice where this is indicated. • consult with the client, housing Assessor and ACC if any technical challenges are identified with the proposed housing modifications which could interfere with the ability for the proposed housing modifications to be completed. • keep ACC informed of progress and/or any delays in meeting delivery timeframes • ensure that ACC is not identified as a contracting party at any stage of the housing modification process. • ensure that quotes submitted are appropriate for the work commissioned. • provide agreed copies of the plans and specifications (preliminary and working including all variations) to the client, Housing Assessor, Property Owner and Project Manager.
<p><i>During the modification process</i></p>	<ul style="list-style-type: none"> • respond to any issues which arise during the building process and facilitate a resolution where a dispute has arisen ensuring an appropriate escalation model is used to communicate these to ACC. • communicate to ACC any variations to the agreed plans and specifications that have been agreed between the Project Manager, client and Housing Assessor and once approval has been obtained from ACC, engage the building consultant/ architect/ designer to update the working drawings and specifications. • the HM63C Housing Mod Contingency allowance may be used for any unforeseen costs and does not require purchase order . • HM63C Housing Modification Contingency Allowance is only available for Standard and Complex modifications (as any unforeseen costs for Minor modifications are included in the Actual and Reasonable process) • meet the timeframes and key deliverables identified in their ACC contract. • provide a freephone help desk function that will quickly and accurately respond to client questions.

	<ul style="list-style-type: none"> • maintain an online real-time project management tracker to enable the client, ACC and Housing Assessor to easily identify progress on their housing modification project.
On completion of the housing modifications	<ul style="list-style-type: none"> • co-ordinate the completion site visit and completion of ACC1565 • submit the ACC1565 Notice of Housing Completion to ACC. • co-ordinate client satisfaction survey

Responsibilities of Housing Modification Service Project Manager	
Before beginning any modifications	<ul style="list-style-type: none"> • provide onsite advice to the Housing Assessor and work with them and the client and their family/whānau to determine the most cost-effective housing modification solution(s) that will meet the client's injury-related needs. • provide options for scopes of work and estimates when requested by ACC. • obtain fixed price quotations based on the approved plans and specifications. • facilitate the tender process (where relevant) and advise building contractors of the outcomes of this process. • provide the property owner with information explaining the housing modification process and their roles and responsibilities. • obtain approval from the property owner prior to commencement of any modifications. • obtain all necessary consents at the start of the building process and the consent compliance certificate for the Property Owner on completion of the work. • negotiate a timetable of the approved work between the client, property owner and the building contractor and advise ACC. • discuss, agree and document with the property owner, before the start of the housing modifications, the disposal of any fixtures, fitting or materials that will be removed during the modifications. • confirm and document with the client and their family or whānau any items they wish to retain that need to be removed during construction.

	<ul style="list-style-type: none"> • agree and document with the property owner, the extent to which they will ‘make good’ the immediate areas where fixtures, fittings, walls, floors, etc. surrounding the modifications have been affected. • discuss with the Property Owner any issues identified regarding potential rectification work required before the start of the modifications and retain a written record of this.
During the modification process	<ul style="list-style-type: none"> • monitor and inspect the building work as it progresses and ensure that any documentation required is completed at the conclusion of the work and all relevant quality standards are met. • where applicable manage any building work variation processes and assist in the resolution of any disputes between the client and the Building Contractor ensuring that these are clearly communicated to the Housing Modification Service Supplier. • all materials and goods used must be free from any encumbrance
On completion of the housing modifications	<ul style="list-style-type: none"> • notify the Housing Assessor and attend a final sign-off site visit with the Housing Assessor, to ensure the modifications have been completed and agreed and meet all relevant standards. <p>Note: for Minor and Standard Modifications that don’t need a separate Project Manager/ building consultant/ architect/ designer, the building contractor will carry out the role of Project Manager.</p>

Responsibilities of Housing Modification Building Consultant / Architect / Designer	
Before beginning any modifications	<ul style="list-style-type: none"> • on request from the Housing Modification Service, work with the Project Manager, Housing Assessor, Client and their family/whānau to prepare preliminary drawings and specifications of the proposed housing modifications to meet the injury-related needs • on approval to proceed with working drawings, prepare detailed plans and specifications of the agreed housing modifications • submit all plans and specifications to the Housing Modification Service • it is the builder’s role to explain the plan to the client
During the modification process	<ul style="list-style-type: none"> • on request from the Housing Modification Service Supplier, amend/update the plans and specifications to reflect any agreed variations/changes identified and agreed with ACC during the modifications.

Responsibilities of Building Contractor

Before beginning any modifications

- act as Project Manager for Minor and Standard Modifications that don't require a separate Project Manager/building consultant/architect/designer
- act in accordance with relevant codes of conduct and good business practice in all dealings with the client, their family, whānau and support people
- ensure that information regarding the client, their family, whānau and support people is held in the strictest confidence and their privacy is maintained
- make no approach to the client, their family, whānau or support people for the purpose of obtaining additional work.
- liaise with the Project Manager/Housing Modification Service Supplier/housing Assessor as required
- discuss with the client, their family/whānau and property owner the specifications of the proposed modifications and ensure that all people are aware of any potential impacts the proposed modifications may have on the surrounding environment or on their responsibility to upgrade existing facilities
- provide itemised quotations based on the proposed plans and specifications
- discuss, agree and document with the property owner before the start of the housing modifications the disposal of any fixtures, fitting or materials that will be removed during the modifications
- discuss with the property owner any issues identified regarding potential rectification work required before the start of the modifications and retain a written record of this
- inform the Project Manager/ Housing Modification Service Supplier of any additional and / or private work requested by the client. Additional work outside of the agreed injury-related need constitutes a separate contract between the client and the building contractor.
- engage in a separate contract of work with the client, their family or whānau directly where a part payment is required by the person towards the cost of their modifications
- negotiate a start time and schedule of work with the client, their family/whānau and advise the Housing Modification Service Supplier of these time frames. The start time will be negotiated with the Project Manager if relevant.

<p>During the modification process</p>	<ul style="list-style-type: none"> • commence work within the agreed timeframes • inform the client, Project Manager/Housing Modification Service Supplier of any likely time delays in completing the work • liaise with the housing Assessor/ Project Manager regarding certain specifications where it has been documented that these specifications were to be determined on site • complete the housing modifications in accordance with the specifications as provided by the designer or Project Manager (as applicable) and any relevant building code regulations and product specifications. Where any change to the agreed plan is required, inform the housing Assessor and the Project Manager/Housing Modification Service Supplier • undertake all work in a safe manner, complying with applicable regulations, standards, legislation, building codes and by-laws. • take full responsibility for all sub-contractors' work and ensure they act in a professional manner including the requirement to act in accordance with their relevant codes of conduct. • ensure that any disruption and restricted access to essential facilities, showers, toilets and kitchens is kept to a minimum.
<p>On completion of the housing modifications</p>	<ul style="list-style-type: none"> • arrange the final Code Compliance Certificate inspection and complete the required documentation (including the ACC1565). • obtain and send a copy of the building consent (if necessary) and Code Compliance Certificate to the Property Owner and the Housing Modification Service Supplier • ensure that instructions for the care, use and operation of equipment included in housing modifications, such as a low-rise lift, are provided to the client their family or whānau or their carers and support people. • remedy all defects arising from defective materials or workmanship which have been identified before the end of the maintenance period. • Contact the Housing Assessor to confirm that Minor modification has been completed and is ready for inspection.

32. Appendix 3 – Supplier Travel (for Housing Modification Suppliers only)

The Supplier should minimise travel expenses and always consider if the travel plan is the most economic option. If a number of projects are being completed in a locality, travel costs should be shared across the projects.

ACC will contribute towards travel costs when:

- return travel is via the most direct, practicable route; and
- the return travel exceeds 100km (cost contribution for travel under 100km is included in project management fee calculations)

Travelling by Air

Prior approval is required for any air travel. 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.

Distance travelled by air should not be included in any calculation related to distance travelled, however travel time may be included.

When requesting prior approval for flights, please ensure your request clearly notes how many people are travelling and whether costs are shared across projects.

Travelling by Road >100km return

ACC will contribute towards costs incurred when travel to a project is over 100km return. ACC will pay towards both:

- travel time for time spent travelling after 100km; and
- distance per kilometre over 100km.

Ferry, Public Transport and/or Taxi

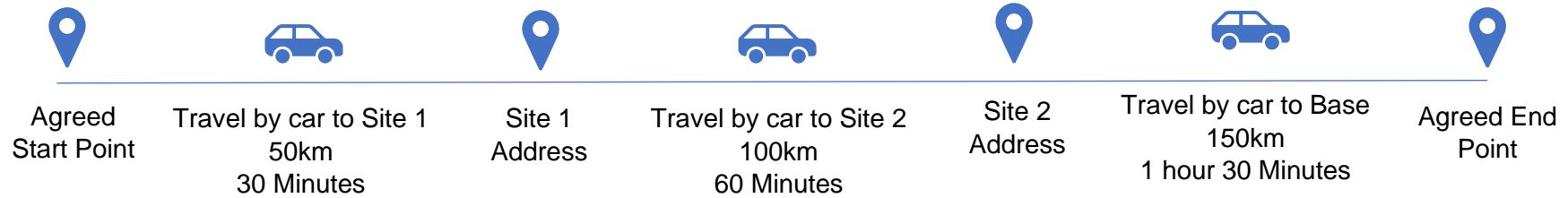
If travel to a site is over 100km return and will require ferry, public transportation and/or a taxi, this can be invoiced at actual costs. Prior approval by way of a purchase order is required for these costs.

Start/end points when calculating travel

Start/end points are generally either the nearest ACC office or the Suppliers base, whichever is closest. This must be agreed in advance.

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.

Example A:



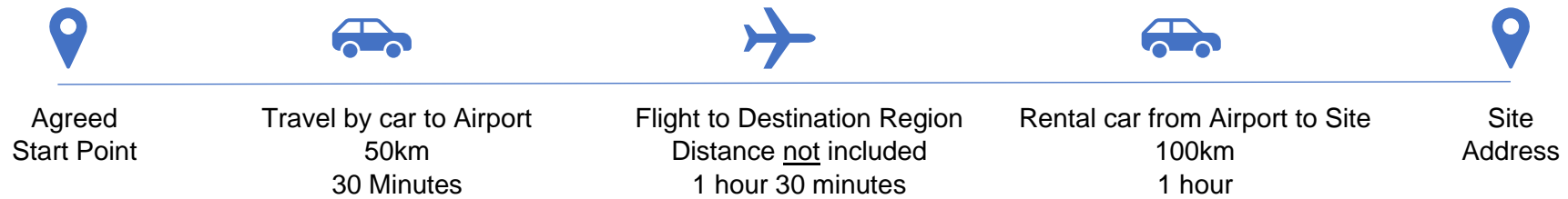
Total Distance: 300km
Distance over 100km: 200km

- **200km billable to ACC**
- **Note billing should be pro-rata across both modifications**

Total Travel Time: 3 hours
Time for travel over 100km: 2 hours

- **2 hours billable to ACC**
- **Note billing should be pro-rata across both modifications**

Example B:



Total Distance: 300km
Distance over 100km: 200km

- **200km billable to ACC**

Total Travel Time: 5 hours
Time for travel over 100km: 4 hours

- **4 hours billable to ACC**
- Flights billable to ACC at actual costs incurred
- Rental car costs billable to ACC at actual costs incurred

Builder travel

Builder travel for the installation of a Grab Rail should be included in the overall invoice for HM22 or HM23 at the actual cost.

Builder travel time for Minor, Standard and Complex projects should be included in the overall invoice for HM35, HM45 or HM55 at the actual cost. Where possible, the travel should be listed separately on the invoice where the travel involves significant mileage and costs eg in remote regions.

33. Definitions and Acronyms

- **FTR** – Final Tender Response
- **Housing Assessor** - identify clients' injury related housing needs and any barriers to access, independence and participation. Housing Assessors will work with the client, their family/whānau, the Housing Modification Service Suppliers and ACC to identify and document, practicable and cost-effective options that meet agreed injury related needs.
- **Housing Modification Service Suppliers** - work collaboratively with Housing Assessors, clients, their family/whānau and ACC staff to identify the most practicable and cost-effective housing/workplace modification solutions to meet clients' injury-related needs.
- **PON** – Purchase Order Number
- **Provider** – Is subcontractor to Supplier. Provides services on behalf of Supplier (eg on-site Assessor).
- **Recovery Team Member** (RTM) – ACC staff member (previously referred to as case owner).
- **SIC** – Service Item Code
- **Supplier** – Holds the contract with ACC