

22 October 2020

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Tēnā koe Paul

Your Official Information Act request, reference: GOV-007089

Thank you for your email of 29 September 2020, asking for the following information, which we are responding to under the Official Information Act 1982 (the Act):

Please provide the following policies;

- *Vocational independence* *About Vocational Independence*
- *Vocational independence* *About Vocational Independence Deterioration Policy*
- *Vocational independence* *Complex and Standard Vocational Independence Assessments*
- *Vocational independence* *Eligibility for vocational independence*
- *Vocational independence* *Vocational Independence Assessments (VIOA/VIMA) [Policy]*
- *Vocational independence* *Vocational Independence Deterioration and Surgery Policy*
- *Vocational independence* *Vocational Independence Medical Assessment Policy*
- *Vocational independence* *Vocational Independence Occupational Assessment Policy*

Our policies

Please find attached the active ACC policies that have replaced the eight policies requested. This is explained in the following section.

- About Vocational Independence
- About Vocational Independence Deterioration Policy
- Vocational Independence Medical Assessment Service Page
- Vocational Independence Assessments (VIOA/VIMA) [Policy]
- Vocational Independence Deterioration and Surgery Policy

Updated policies

In our previous response to you dated 15 June 2020 (GOV-004811), we provided a list of ACC policies and processes. That list was retrieved from the ACC policy and process system, Promapp, which was still in a transitional phase from the previous system, CHIPS. The below policies were in the process of being reviewed and merged with either other policy pages or new policy pages that had been established. Subsequently, the following policies you requested are no longer in use and have been integrated with the policies that are attached.

The Eligibility for Vocational Independence Policy has been integrated into the *About Vocational Independence Policy*.

The Complex and Standard Vocational Independence Assessments Policy has been archived and is no longer in a policy document. Information on the topic is now held in the attached service page, the *Vocational Independence Medical Assessment Service Page*.

The Vocational Independence Medical Assessment Policy and Vocational Independence Occupational Assessment Policy have been merged with the *Vocational Independence Assessments (VIOA/VIMA) Policy*.

Withheld information

Certain information has been withheld under section 9(2)(a) of the Act to protect the privacy of named individuals. In doing so, we considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

Who to contact

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support

Summary

Objective

This policy defines vocational independence. Use this policy to understand:

1. What is vocational independence
2. Determining Vocational Independence
3. Implications of a Vocational Independence decision
4. Vocational Independence Assessments
5. Eligibility and entry criteria to Vocational Independence Assessments
6. VI for clients with planned surgeries
7. Information to take into account when a client has previous VI Assessment
8. Ceasing Weekly Compensation

Background

When a client is unable to work due to their injury, the initial focus is usually on supporting them to return to, or regain fitness for, their current or pre-injury employment.

For some clients, a more appropriate outcome is to help prepare them to be 'work ready' for alternative employment. This rehabilitation outcome is known as Vocational Independence (VI).

Owner

9(2)(a)

Expert

9(2)(a)

Policy

1.0 What is Vocational Independence

- a** Vocational independence (VI) is defined as the ability for a client to return to work suitable to them based on their skills gained through education, training or experience and having the ability to perform this work at least 30 hours per week.

This rehabilitation outcome is used when a client is no longer able to regain work fitness for their pre-injury employment or it is no longer reasonably practical to assist them to do so.

Vocational rehabilitation (VR) has been targeted in assisting the client to become work ready in alternative work types to that of their pre-injury employment.

Once VR has been completed, the client's ability to achieve VI can be determined.

2.0 Determining Vocational Independence

- a** We determine a client's VI by obtaining two independent vocational assessments. These are:

- Vocational Independence Occupational Assessment (VIOA)
- Vocational Independence Medical Assessment (VIMA)

Vocational Independence Assessments [VIOA/VIMA] Policy

- b** These assessments will consider:

- whether the VR provided has met the client's needs
- what types of work are suitable for the client based on their skills gained through education, training or experience
- how the client's injury is affecting their ability to work
- whether they're medically fit to work for 30 hours or more a week in the identified suitable work types

The client is considered to have achieved VI when they are assessed to have suitable work types that they can medically sustain for 30 hours or more per week.



PROCESS

Arrange Vocational Independence Occupational Assessment (VIOA)



PROCESS

Arrange Vocational Independence Medical Assessment (VIMA)

3.0 Implications of a Vocational Independence decision

- a** If a client is assessed and found vocationally independent, the client is provided with a notice period of up to 3 months before their weekly compensation ceases. This would also mean the client is no longer eligible to receive vocational rehabilitation support.

A VI decision does not impact the client's access to treatment or other entitlements related to their injury.

We can also assist the client with:

- budgeting and counselling assistance
- a list of employment agencies
- ongoing case management support
- help with enrolling with Work and Income

4.0 When to complete Vocational Independence assessments

- a** We should only assess a client's VI when:

- the client has completed the vocational rehabilitation that we agreed to provide; and
- we believe that the client is likely to achieve vocational independence

We can also reassess a client to determine if they have lost their vocational independence (see VI Deterioration).

About Vocational Independence Deterioration Policy

5.0 Eligibility and entry criteria to Vocational Independence Assessments

a To be eligible for assessment of VI, the client must:

- be receiving (or be entitled to receive) weekly compensation
- be unable to regain work fitness for their pre-injury employment, or it must no longer be reasonably practical to support them to do so

The following criteria must also be met:

- a current consent form is on file
- an initial occupational assessment (IOA) and initial medical assessment (IMA) have been completed
- the outcome of the IOA and IMA are recorded in the client's Recovery Plan (RP) / Individual Rehabilitation Plan (IRP)
- all vocational rehabilitation that we have agreed to provide has been completed
- any injury-related barriers that may prevent the client from sustaining 30 or more hours of work per week have been addressed
- a Technical Specialist and Medical Advisor have agreed in the ACC191 Vocational Independence Assessment: File Summary team review and Quality Check (191K) that the client is likely to achieve VI

6.0 Other points to check before deciding to assess Vocational Independence

a It is essential that we perform a thorough check to ensure a client is ready to have their VI assessed. You must ensure that:

- where there is more than one set of initial assessments (IOA/IMA), the most recent sets have been used
- the IMA gave consideration to any non-injury-related issues that were affecting the client
- we have recognised any paid or unpaid work the client has engaged in since their accident
- any VR that we are liable for, or have provided, has been completed and within a reasonable timeframe (prior to the client's entry into the VI process)
- we have considered the potential impact of any remaining injury-related medical treatment, eg pain issues or surgery
- we have addressed any changes from the original diagnosis, and updated cover where appropriate
- we have considered injuries from any other relevant claims (i.e. sensitive claim)

7.0 Clients with planned surgeries

a Make sure you take into consideration any surgery that the client has got planned before scheduling the VI Assessments. It is important you let both the Medical Advisor and the Technical Specialist approving entry into VI know of any planned surgery for your client.

We must take into account the nature of the surgery, the date of the surgery, and the client's circumstances when determining whether to start or delay the VI Assessments for clients with upcoming surgery.

8.0 Clients with previous VI assessments relating to the same injury

a When a previous VI assessment determined that a client was not vocationally independent, the following additional criteria must be met before a new VI assessment can be made:

- there is evidence of fresh consideration of the client's vocational or medical needs
- we have updated the client's Recovery Plan (RP) / Individual Rehabilitation Plan (IRP) with all additional rehabilitation that addresses their injury-related barriers to employment or achieving VI
- the additional rehabilitation was thorough and has been completed

9.0 Links to legislation

- 📄 Accident Compensation Act 2001, section 107 - Corporation to determine vocational independence
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101465.html>
- 📄 Accident Compensation Act 2001, section 108 - Assessment of claimant's vocational independence
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101467.html>
- 📄 Accident Compensation Act 2001, section 109 - When claimant's vocational independence to be assessed
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101468.html>
- 📄 Accident Compensation Act 2001, section 110 - Notice to claimant in relation to assessment of vocational independence
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101470.html>
- 📄 Accident Compensation Act 2001, section 111 - How determination that claimant has vocational independence is to be regarded
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101471.html>
- 📄 Accident Compensation Act 2001, section 112 - Claimant with vocational independence loses entitlement to weekly compensation
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101472.html>

Summary

Objective

This policy explains vocational independence deterioration (VID). Use this policy to understand:

1. What is Vocational Independence Deterioration
2. When should we consider Vocational Independence Deterioration
3. Other circumstances to consider
4. Implications of Vocational Independence Deterioration
5. Date of Vocational Independence Deterioration
6. When inability to work relates to a new injury
7. Links to legislation

Owner **9(2)(a)**

Expert **9(2)(a)**

Policy

1.0 What is Vocational Independence Deterioration

- a** Vocational independence deterioration (VID) applies where a client loses their vocational independence (VI) after previously having been found vocationally independent.

For more understanding of VI, please refer to 'About Vocational Independence (VI)' policy.

About Vocational Independence Policy

2.0 When should we consider Vocational Independence Deterioration

- a** Sometimes a client's injury deteriorates after they have achieved vocational independence (VI). If it deteriorates to the point that it may affect the client's ability to work, then we may need to reassess their VI to confirm whether they have lost it or not.

If we are notified that a vocationally independent client's injury has deteriorated, we must make sure the notification includes an ACC18 medical certificate or report from a medical provider.

If there are reasonable grounds to believe that the client may have lost their VI, then:

- we must arrange for the client to undergo fresh VI occupational and medical reassessments (VIOA and VIMA)
- the client is considered to have lost their VI if there are no longer any work types that they are found to have VI in

Best practice, but not essential, in most circumstances would be for the client to be reassessed by the same assessors that completed the original assessments.

3.0 Other circumstances to consider

- a** There are other circumstances in which we can consider that the client may have lost their VI. These include:

- the client gains cover for additional injuries (e.g. mental injury). In this circumstance, it is appropriate to first consider whether the client may have lost their VI as a result and proceed to reassessment if this is indicated
- the client has surgery for their covered injury (see 'Vocational independence deterioration and surgery' page).

Eligibility for Weekly Compensation After Post-VI Surgery Policy

4.0 Implications of Vocational Independence Deterioration

- a** If it is confirmed that the client has lost their VI, they become eligible for weekly compensation again.

They are entitled to the greater of:

- the rate of weekly compensation they were last entitled to, updated for indexation if applicable. This means the client can still receive their previous entitlement even if they have no job
- the recalculated rate, based on their actual recent earnings, prior to them losing their VI, if applicable

The client will also become eligible for vocational rehabilitation support.

5.0 Date of Vocational Independence Deterioration

- a** If it is confirmed that the client has lost their VI, weekly compensation can be reinstated from the date that it was first indicated that they lost it. To determine the date the decision takes effect we must closely examine all of the available medical evidence (medical certificate, GP consultation records, medical reports etc).

6.0 When inability to work relates to a new injury

- a** If the reason that the client can no longer work is directly related to a new injury, you must manage the new injury as a separate claim and consider any entitlements, e.g. weekly compensation. In this situation, deterioration of VI does not apply.

7.0 Links to Legislation

Accident Compensation Act 2001, section 113 - Claimant who no longer has vocational independence regains entitlement to weekly compensation <http://legislation.govt.nz/act/public/2001/0049/latest/DLM101473.html>

PROCESS

Make a Vocational Independence Deterioration Decision - Non Surgery

Summary

Objective

This policy explains the vocational independence assessments. Use this policy to understand:

1. Vocational Independence Occupational Assessment (VIOA)
2. Vocational Independence Medical Assessment (VIMA)

Background

After we have determined that assessing a client's Vocational Independence (VI) is appropriate, formal assessments are arranged with external assessors to determine whether a client has achieved VI. These assessments consist of:

- An occupation assessment – the Vocational Independence Vocational Assessment (VIOA)
- A medical assessment – the Vocational Independence Medical Assessment (VIMA)

For more understanding of VI, please refer to the 'About Vocational Independence (VI)' page.

Owner

9(2)(a)

Expert

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Policy

1.0 Vocational Independence Occupational Assessment (VIOA)

- a** A VIOA is undertaken by an occupational assessor who recommends work types that are suitable based on the skills the client has gained through education, training, or experience.

They will consider:

- the progress and outcomes of vocational rehabilitation carried out under the client's Recovery plan (RP) / Individual Rehabilitation Plan (IRP); and
- the types of work identified in the client's RP/IRP are still suitable for the client because they match the skills that the client has gained through education, training, or experience.

2.0 Requirements when making an VIOA referral

- a** When referring the client for a VIOA you should:
- Tell the client:
 - about the assessment
 - that we will provide their pre-incapacity earnings to the occupational assessor
 - that they're entitled to bring a support person or persons to the assessment
 - provide all the VIOA related information to the assessor, including the client's employment history, occupational reports and pre-incapacity earnings (do not include medical information as it is not relevant for the VIOA)
 - tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
 - take all reasonable steps to safeguard the assessor, such as providing a security service if needed

3.0 Information covered in the assessment

- a** We must ensure that the VIOA report meets our criteria and quality standards. The VIOA evaluation checklist provides a checklist of these standards and should be used to confirm these have been met before accepting the VIOA report from the assessor.

VIOA Report evaluation checklist

4.0 Work types – what's a reasonable number?

- a** In most situations, 8-12 work type detail sheets are reasonable for an VIOA.

To have an excessive number of similar work types in an VIOA doesn't influence whether a client will be found vocationally independent.

5.0 Next working day rule

- a** Occupational assessors must follow the next working day rule when considering the types of work that are suitable for the client, meaning the client could start a job the next working day if it was available.

The client must not only have the skills but have also completed the necessary training and education in a work type before it can be identified as suitable. This includes any licence required for specific occupations.

6.0 Incomplete rehabilitation

- a** If an assessor believes that the vocational rehabilitation, as agreed in the RP/IRP, is not complete, they must:
- contact the case owner to discuss their concerns
 - state this on an ACC195 Vocational Independence occupational assessment report (406K) and provide options and recommendations for further vocational rehabilitation assistance.

7.0 Vocational Independence Medical Assessment (VIMA)


- a** A VIMA is undertaken by a medical assessor (occupational physician) who will assess how the client's injury affects their ability to work and provides an opinion whether the client is able to work for 30 or more hours a week in any of the work types recommended in the VIOA. They will also consider whether vocational rehabilitation is complete.

8.0 Requirements when making an VIMA referral

- a** When referring the client for a VIMA you should:
- Tell the client:
 - about the assessment
 - that they're entitled to bring a support person or persons to the assessment
 - provide all the related information to the assessor, including the VIOA and medical, rehabilitation and vocational reports
 - tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
 - take all reasonable steps to safeguard the assessor, such as providing a security service if needed

9.0 Information covered in the assessment

- a We must ensure that the VIMA report meets our criteria and quality standards. The VIMA evaluation checklist provides a checklist of these standards and should be used to confirm these have been met before accepting the VIMA report from the assessor.

 VIMA Report evaluation checklist

10.0 No sustainable work types

- a If the medical assessor considers that the client is not capable of undertaking any of the identified work types, they must:

- advise the client that they will recommend further rehabilitation
- prepare and present a report that contains:
 - o options for further recommended rehabilitation/treatment as required
 - o the basis and reasoning for the recommendation(s)

11.0 Links to Legislation

-  Accident Compensation Act 2001, section 108 - Assessment of claimant's vocational independence
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM101467.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 24 - Occupational assessor
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104815.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 25 - Conduct of occupational assessment
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104816.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 26 - Report on occupational assessment
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104817.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 27 - Medical assessor
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104818.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 28 - Conduct of medical assessment
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104820.html>
 -  Accident Compensation Act 2001, Schedule 1, cl 29 - Report on medical assessment
<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM104821.html>
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Summary

Objective

This policy explains the vocational independence deterioration (VID). Use this policy to understand:

1. Eligibility for Weekly Compensation following surgery
2. Determining deterioration due to surgery Other circumstances to consider
3. How to deal with applications for weekly compensation after surgery
4. The rate of weekly compensation payable to the client
5. Ceasing weekly compensation after post-VI surgery Links to legislation
6. Legislation References

Background

If a client has surgery for a covered injury after achieving vocational independence (VI), their VI may deteriorate as a result of the surgery and they can ask for weekly compensation.

Typically, for a client to regain entitlement to weekly compensation following vocational independence it is necessary for them to undergo a VI reassessment. However, given the practical difficulties that arise when surgery is proposed, or when surgery has recently been carried out, ACC has developed a specific policy to address this.

The policy allows the client to regain eligibility for weekly compensation immediately following surgery if a Medical Advisor (MA) determines that their VI will deteriorate due to surgery. This policy means that the client does not have to go through the VI reassessment process and receives their entitlement in a timely manner.

Owner

9(2)(a)

Expert

9(2)(a)

Policy

1.0 Eligibility for weekly compensation following surgery after a VI decision

a A client can regain their eligibility to weekly compensation following surgery if:

- they have previously been declared vocationally independent
- the surgery is related to the injury or injuries for which the VI decision was originally made
- the client or their advocate has requested weekly compensation for the surgery recovery period
- a Medical Advisor (MA) has determined that the client's VI will deteriorate due to the surgery

Our previous policy stated that to be eligible for weekly compensation after post-VI surgery, the client had to be an earner at the date of surgery. This is no longer a requirement.

2.0 Determining 'deterioration' due to surgery

a A client's VI has deteriorated when they can't work 30 hours or more in one or more weeks in all of the jobs that they were previously declared vocationally independent for. If the client can work 30 hours or more per week in any one of the relevant jobs, then they're still vocationally independent.

We determine deterioration based on advice from the MA regarding a number of factors, which are specific to each individual, and may include:

- the nature of the surgery
- the estimated recovery time, which is specified by the surgeon in the Assessment report and treatment plan (ARTP)
- the opinions of the client's GP or surgeon
- the nature of the work for which the client was deemed to have VI
- the medical history of the client
- the client's age or health

Once ACC is satisfied that a client's VI will deteriorate, or has deteriorated due to surgery, then the client regains their eligibility to weekly compensation. See Managing weekly compensation for surgery after VI.

VI assessments (VIOA and VIMA) should be used to determine deterioration if there is sufficient reason to believe that the client may have lost their VI prior to surgery.

3.0 Clients who apply for weekly compensation after surgery

a Some clients may not apply for weekly compensation until after their surgery has taken place. In this situation, if the request is made during the expected recovery period provided on the ARTP, then ask the Medical Advisor to determine whether the client's VI has deteriorated due to the surgery.

However, if the request is made after the expected recovery period, the client's VI should be reassessed (VIOA and VIMA) to determine whether the client has lost their VI.

4.0 Weekly compensation rates post -VI surgery

a The client is entitled to the greater of:

- the rate of weekly compensation they were last entitled to, updated for indexation if applicable. This means the client can still receive their previous entitlement even if they have no job
- the recalculated rate, based on their actual recent earnings if applicable

5.0 Ceasing weekly compensation post-VI surgery

- a Once ACC has accepted that a client's VI has deteriorated and has reinstated weekly compensation, ACC can only end weekly compensation once the client has again been determined to be vocationally independent through a VI reassessment.

The client must complete the VI assessment even if they have returned to work.

Previous policy was that weekly compensation was stopped at the date specified in the ARTP. However, now a client must be certified as vocationally independent for weekly compensation to end.

6.0 Further Vocational Independence decision

- a If ACC determines that the client once again has vocational independence, ACC issues a further vocational independence decision. The weekly compensation end date is three months from the date ACC issues the decision.

7.0 Links to Legislation

-  Accident Compensation Act 2001, section 113 - Claimant who no longer has vocational independence regains entitlement to weekly compensation
<http://legislation.govt.nz/act/public/2001/0049/latest/DLM101473.html>

PROCESS **Make a Vocational Independence Deterioration decision - Surgery**

Summary

Objective

The Vocational Independence Medical Assessment (VIMA) considers whether a client's vocational rehabilitation is complete and if they have the ability to return to full time work.

Owner 9(2)(a)

Expert 9(2)(a)

Procedure

1.0 What should you expect from the VIMA?

- a The medical assessor will conduct a clinical examination of the client, and should take into account:
 - the supporting documentation provided with the referral, including medical reports, the IMA and whether any outstanding medical treatment has not been addressed. This includes pain issues.
 - any other injuries the client has suffered in the past
 - any existing non-injury factors or condition(s) the client suffers that could prevent or are preventing the client from achieving vocational independence
 - any other information the client provides that the assessor considers is relevant
- b The medical assessor should share their clinical opinion openly and in a way, that respects the dignity and cultural values of the client. They should actively engage the client in the decision making and ensure the recommendations are fair and reasonable.
- c The medical assessor is required to provide a copy of the VIMA report back to ACC within the required timeframes and the report to meet agreed quality standards. At a high level, the VIMA report should include the following type of information:
 - a list of the information we provided to the assessor
 - any other information the client provides the assessor which is relevant
 - the clinical findings from the assessor's examination, including any comment on pain and fatigue
 - their medical opinion and rationale regarding the client's fitness for work. This should include a recommendation on whether each of the job types identified in the VIOA are suitable given their injury and vocational independence. To be considered as suitable, the client must be able to work safely for 30 hours or more per week, over a period of employment, e.g. over a period more than 4 weeks.
 - include the basis and reasoning for each recommendation
 - if required, state why the client has not achieved vocational independence and consider if they need any further treatment or rehabilitation
 - all comments that the client makes about whether the identified types of work and the associated work tasks are suitable for their injury and vocational independence.
- d The VIMA report should be reviewed against the VIMA report evaluation checklist to make sure it meets ACC quality standards and discuss any issues with the assessor first. If you are unable to solve any issues directly with the assessor, escalate your concerns through clinicalquality@acc.co.nz.

 VIMA Report evaluation checklist

 Report Expectations.pdf

2.0 Standard or complex referrals

- a Arrange a standard VIMA for the client, unless any of the following complex assessment criteria apply. The case must include one of the following criteria to qualify for complex:
 - the case relates to a serious injury
 - the client has a covered sensitive claim
 - the covered injury is a moderate to severe traumatic brain injury
 - it has been two and a half years or more since the date of covered injury.

There may be occasions where the case is exceptionally complex and an assessor requests consideration for additional hours. The VMSEXC code is available for these cases.

If you wish to use the exceptional code, you must request approval from the Vocational Rehabilitation Portfolio Advisor via email: medicalassessments@acc.co.nz. Include a brief reason why you need to use it.

3.0 Assessor requests for further information or an additional assessment

- a Arrange a standard VIMA for the client, unless any of the following complex assessment criteria apply. The case must include one of the following criteria to qualify for complex:
 - the case relates to a serious injury
 - the client has a covered sensitive claim
 - the covered injury is a moderate to severe traumatic brain injury
 - it has been two and a half years or more since the date of covered injury.

There may be occasions where the case is exceptionally complex and an assessor requests consideration for additional hours. The VMSEXC code is available for these cases.

If you wish to use the exceptional code, you must request approval from your team leader and if needed they will escalate it to the clinical team for further review.

4.0 Client is 'risky' or aggressive

- a If your client has a Care Indicator or you consider them to pose a potential risk to the assessors safety then you need to clearly outline this in the referral letter and have a conversation with the assessor prior to them contacting the client. You should clearly document this in Eos using the standard template.

5.0 When to refer for a VIMA reassessment

- a A VIMA reassessment can be referred for using the VMV03 service item code. A reassessment can only be referred to the same practitioner that completed the initial assessment. The initial assessment needs to have taken place within the last 3 months. A reassessment may be helpful where a significant development has occurred since the original assessment, such as a new injury.



6.0 When a Client also has Sensitive Claim

- a If the case involves a sensitive claim, contact the Sensitive Claims Unit and arrange for all medical notes and reports to be sent to the VIMA assessor.
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7.0 Failure to attend or complete an assessment

- a After accepting a referral the medical assessor must:
 - let us know within two working days if they can't contact the client or complete an assessment, so that we can arrange another assessor
 - provide us with a written record of any non-attendance at an assessment by the client.
-

8.0 Other links

-  Promapp: VIOA/VIMA Policy Page
<https://go.promapp.com/accnz/Process/9a4af2d9-b221-4775-8937-14e3f71358b8>
 -  Promapp: VMS Centralised SharePoint Booking System Service Page
<https://go.promapp.com/accnz/Process/3cf0f18a-53fa-4549-a633-d146a91b4b64>
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OFFICIAL INFORMATION ACT