

Transport for independence

Contact	Last review 01 May 2015	Next review 01 Aug 2015
---------	-------------------------	-------------------------

Introduction

Transport for independence (TFI) is a key aspect of social rehabilitation. See [AC Act 2001, Section 81](#). When considering transport for independence we must look at the broader principles of [social rehabilitation](#) and how these apply to each individual case.

Rules

We aim to provide cost-effective support that:

- restores the client’s ability to function independently when using transport in their normal daily activities
- achieves the appropriate rehabilitation outcome.

When deciding whether to contribute to transport for independence, consider **all possible transport options**.

Entitlement to TFI

The following table shows which clauses of the [AC Act 2001](#) relate to entitlement for TFI.

Clause	When applicable
Schedule 1, Part 1, Clause 21	Covers transport for independence funding criteria that, if met, establishes evidence for entitlement
Schedule 1, Part 1, Clause 22	Covers disqualifying circumstances for entitlement
Schedule 1, Part 1, Clause 22 (1)	Only applies if the client still possesses or has the use of a vehicle suitable for modification
Schedule 1, Part 1, Clause 22 (2) (e) and (f)	Only applies if we’ve previously purchased a vehicle for the client

Duration of support

We provide transport for independence assistance while the client has an assessed injury-related need.

If the client’s injury-related need for assistance changes we can consider:

- adjusting or stopping the level of assistance we provide
- using other transport options.

Deciding client need

You must check whether the client has an ongoing need for assistance with transport.

We typically help with transport when the client has:

- arm or leg amputations
- severe back pain that significantly impairs limb function.

If the client does not have an ongoing need, we’ll likely decline funding because the client has a vehicle that meets their needs.

Contact the Operational Risk Unit for advice.

Timeframes

Delays in decision making often lead to complaints and ministerial enquiries. We must meet the following timeframes for assessing and deciding on TFI assistance.

Action	Target timeframe
refer client for assessment	3 working days of receiving the application

Action	Target timeframe
receive assessment report	the timeframe set in the assessor contract
refer assessment to the delegation holder	5 working days of receiving the assessment
team manager sends decision or request for more information	3 working days of receiving the submission
Operational Risk Unit sends decision or request for more information	5 working days of receiving the submission
issue decision letter	3 working days of receiving a decision

Payments

You must make payments directly to the client unless they request otherwise.

Do not make payment for a vehicle grant or modification until:

- the TFI assessor confirms the suitability of the vehicle to be purchased or the planned modification
- the AA check confirms no faults
- the delegation holder authorises the purchase order number.

Document client's agreement

You must get the client's agreement on the specific level of TFI funding and document this either:

- in the client's individual rehabilitation plan (IRP)
- on the [ACC094 Vehicle purchase or modification – client declaration](#) (102K) form, if we're contributing to vehicle purchase.

Examples:

- ACC agrees to reimburse the client for one 30km return trip per week to be driven to town and back. Reimbursement is to be paid at \$0.29 per km to complete supermarket shopping. We will provide this assistance for six weeks from [date]
- ACC agrees to contribute [xxx] toward the cost of a motor vehicle. The client agrees to maintain the vehicle according to vehicle manufacturer standards. The client also agrees to provide insurance cover for the vehicle
- ACC agrees to contribute toward the cost of a motor vehicle that is readily available in New Zealand with the features required to meet the injury-related need.

Released under the Official Information Act 1982

Transport for independence

Contact

Last review 31 Oct 2016

Next review 31 Oct 2017

Who is this service for?

The TFI service is for clients who have an assessed injury-related need for assistance with transport for daily living activities and/or work.

Exclusions

This information does not apply to Serious Injury clients.

Key features

- Before we provide transport assistance we must assess the client's needs. This is usually done by a contracted provider. In some cases we can assess the client internally. See [Assessments](#).
- Some differences apply when considering [Transport for Independence for children](#).
- There are four [transport options](#) we can consider contributing to.

Transport for independence does not include transport to access or receive rehabilitation or treatment, eg transport to a rehabilitation assessment or programme. This transport is covered by the ancillary services regulations.

Alternative services

[Ancillary services](#).

Service details

- [Assessments](#)
- [Transport for independence options](#)
- [Funded transport](#)
- [Driver licences](#)
- [Driver licence retraining](#)
- [Vehicle modification](#)
- [Transport for independence for children](#)

Released under the Official Information Act 1982

Assessments

Transport assessments are used to determine clients' need for transport assistance due to their injury.

Contact

Last review 27 Oct 2016

Next review 27 Oct 2017

An independent transport assessment must always be completed before making any commitment to contributing to the purchase and/or modification of a vehicle for a client.

When the **Determine Transport Needs (ACC4506)** form indicates that a short-term rental vehicle or the use of a carer's private vehicle may be suitable options, a transport assessment can confirm the client's specific requirements or the suitability of the carer's private vehicle.

See also:

- [Guidelines for identifying transport needs and options.](#)
- the [Completing a transport needs assessment](#) process

Key features

- Transport for Independence assessments determine a client's injury related need for transport assistance that will minimise the impact of the injury on the client's ability to get on with their everyday life.
- Once a solution has been agreed, transport assessors play a critical role in facilitating delivery of the agreed solution to the client by helping them source and trial suitable vehicles, and by confirming that the purchased and/or modified vehicle still meets their needs.
- Assessments for a standard vehicle solution are performed by assessors that have a current Transport for Independence Assessment Service (TIAS) contract with ACC.
- Assessments for a highly modified vehicle solution are performed by assessors that have a current Highly Specialised Transport Assessment Service (HSTAS) contract with ACC.
- On-road assessments of a client's ability to drive a vehicle safely are performed by registered driving instructors

We must arrange for the client's needs to be assessed before any transport independence is provided. This is usually done by an external assessor. In some situations, however we may assess the client internally.

TFI assessors

TFI assessors are occupational therapists experienced in transport for independence assessments and hold a 'Social Rehabilitation Assessments – Transport for Independence Assessment Service' contract.

For more information see service type 'Social Rehab Assessments – Transport for Independence' in [Contracted providers and contact lists](#).

Role of the assessor

The assessor identifies injury-related limitations and needs of the client and considers these against the full range of options that could assist with transport safety, access, and mobility. See [Transport for independence options](#).

Transport for independence assessor report

The assessor must complete all areas of the [ACC258 Transport for independence assessor report](#) (162K).

Make sure:

- the assessor knows to use the [ACC258 Guide for completing the Transport for independence assessor report](#) (162K) when completing their report
- you're familiar with the guide and supply the assessor with the information they need prior to making their report.

When to request an assessment

When deciding whether to provide TFI you must consider each of the criteria in the [AC Act 2001, Section 84 \(4\)](#) and record your decision process in Eos.

You must refer all applications for motor vehicle purchase or modification for a TFI assessment.

If you're not sure whether an assessment is needed contact an Operational Risk Analyst at Customer Services Technical Support (CSTS) for advice.

When is an external assessment not required?

In some cases it's more cost-effective to provide transport assistance without involving an external assessor, eg if the client's transport needs are short term, low cost, or straightforward.

Funded transport eligibility rates apply in the following examples.

Examples:

A client receives an injury and needs assistance with buying groceries for three weeks until they recover

- Rather than arrange an external transport for independence assessment (cost of up to \$927.48), we assess the client's needs internally and document this in Pathway
- We then decide to contribute to the cost of one taxi trip per week for three weeks

A client receives an injury and needs assistance to attend university exams

- Rather than arrange an external transport for independence assessment (cost of up to \$927.48) we assess the client's needs internally and document this in Eos
- We then decide to contribute to the cost of one return taxi trip for each of the client's five exams.

Released under the Official Information Act 1982

Transport for independence options

Contact

Last review 27 Aug 2014

Next review 27 Aug 2015

The [AC Act 2001](#) requires us to consider all possible transport options relating to transport for independence. These include:

- [funded transport](#)
- vehicle modification
- vehicle grant / vehicle grant child client
- driver licence retraining

Funded transport

Consider contributing to [funded transport](#) when the client is unable to transport themselves on shopping trips, outings etc.

Determine if funded transport will enable the client to take journeys they took pre-accident which their injury now prevents. For more information see [Funded transport](#).

Vehicle modification

Consider contributing to the client's vehicle modifications if needed for the client to drive independently. Essential modifications may include items such as:

- hand-controls
- wheel spinners
- modified seating
- hoists.

For more information see [Vehicle modification](#).

Vehicle grant

Vehicle grant may be appropriate if the client needs help to get a motor vehicle that will suit their injury-related needs. The assessor may identify that this is more cost-effective than modifying the client's current vehicle.

The process must be managed with the expected timeframes. See [Transport for Independence](#).

For more information see [Vehicle grants](#) and [Subsequent vehicle grant requests](#).

Vehicle grant child client

Consider a vehicle grant for a child client if the grant will give the child access to educational support and meet their general transport needs.

There is no requirement for the parents to trade in their existing car, but they may choose to do so.

For more information see [Transport for Independence for children](#).

Driver licence retraining

Consider contributing to [driver licence retraining](#) if this will allow the client to regain their [driver licence](#).

Example:

If the client has received a vehicle modified with hand controls, we will consider funding driving lessons for the client to learn how to use the hand controls.

Funded transport

Contact

Last review 12 Sep 2017

Next review 12 Sep 2018

Funded transport is a [transport for independence \(TFI\) option](#) that we can contribute when the client needs to use certain transport options for daily living that cost more than they would normally have to pay.

Example:

The cost of taking a taxi to the supermarket because they're unable to drive themselves.

Types of funded transport

Types of funded transport are:

- public transport
- taxi
- escort in a private vehicle.

Client's responsibilities

Generally the client is responsible for the cost of any transport that either:

- relates to journeys not eligible for an ACC contribution
- does not meet the threshold criteria for an ACC contribution.

Exceptions

If a client's TFI assistance is documented in an individual rehabilitation plan (IRP) prepared prior to 1 April 2002 the IRP may specify a different rate to what we use now, usually \$0.57 per kilometre.

We must continue paying this rate until the IRP is modified. When the IRP is modified we pay the \$0.29 per kilometre rate from that date.

Funded transport for child clients attending educational facility

For information on funded transport for a child to attend an educational facility see [Transport for independence for children](#).

Further entitlement to transport assistance

If we've contributed to the purchase of a vehicle, the client is not entitled to any payment for escorted transport by private vehicle.

The client may still be eligible for other entitlements, eg travel costs payable under the ancillary services regulations. See [Ancillary services](#).

We'll consider providing funded transport if, for a significant period of time, eg more than two weeks:

- the vehicle purchased is not available due to repair or maintenance
- the client is temporarily unable to drive themselves, eg due to surgery.

Arrange contribution to funded transport

If funded transport is the most practical option for the client, follow these steps to arrange contribution.

1. Discuss and agree with the client what we will contribute and document this in their individual rehabilitation plan (IRP)
2. Send the [SR15 Transport for independence](#) (36.5K) approval letter to the client. Include the agreed levels of contribution and provide copies of the relevant claim form, either:
 - [ACC636 Claim for transport for independence](#) (132K)
 - [ACC634 Transport for independence – education support](#) (129K)
3. When you receive the ACC636 or ACC634, make the payment(s) in EOS or MFP using the relevant payment code from the Chart of accounts: 'Transport for Independence – other'.

Driver licenses

Contact

Last review 27 Aug 2014

Next review 27 Aug 2015

We need to make sure clients are legally permitted to drive before modifying or buying a vehicle and can drive safely. See [AC Act 2001, Schedule 1, clause 21 \(4\)](#). A driving assessment report should provide this information. See [Driver licence retraining](#).

Licence expiry

A client's driver licence usually remains valid for a period of 10 years and is updated every birthday ending in a 5 (eg 25, 35, 45). Disability caused by a personal injury does not necessarily invalidate a person's licence.

Example:

A person may hold a licence that is valid for the next six years, and suffer an accident that results in paraplegia. While the person is still legally permitted to drive they will need transport for independence assistance, such as hand controls or a modified vehicle, to be able to drive safely.

Driver licence conditions

The [NZ Transport Agency](#) (NZTA) may place conditions on a person's licence that only allow a person to drive if they comply with those conditions. A common example is the condition to wear correcting lenses when driving. Other examples include:

- hearing aids
- artificial limbs
- hand controls
- modified vehicles.

The NZTA puts conditions on a licence when they become aware that a client has a disability that impacts on their fitness to drive. This happens:

- when a client's licence expires
- when a client volunteers information to the NZTA about their fitness to drive
- after receiving information from a doctor or optometrist who thinks a client is not fit to drive but believes that they will drive despite clear advice not to.

When ACC arranges for conditions

If we're not sure about a client's ability to drive, we can get formal confirmation by assisting them to get the necessary [conditions](#) on their driver licence.

We can do this with the client's consent by sending a copy of their assessment report and their driver licence details to the NZ Transport Authority (NZTA).

Before arranging for [conditions](#) to be put on a driver licence, you must record the client's agreement in their individual rehabilitation plan.

Because applying conditions to a client's driver licence is in the interests of road safety the NZTA charges no fee.

Arrange driver licence conditions for a client.

1. Discuss driver licence conditions with the client
2. Get the client to agree to release the assessment report to the NZTA and record this in their individual rehabilitation plan
3. Forward a copy of the assessment report to the:
New Zealand Transport Agency
Driver Licensing Division
Private Bag 11777
Palmerston North 4442.
4. The NZTA will issue a new driver licence identity card to the client, usually within 28 days of receiving the assessment report.

Driver licence retraining

Contact

Last review 27 Aug 2014

Next review 27 Aug 2015

If the Transport for Independence (TFI) assessor is concerned about a client's ability to drive safely they may complete an on-road driving assessment. Generally a driving instructor does this assessment.

See also [Transport for independence for children](#).

Driving instructors

Driving instructors must be approved and registered.

What we will pay

We'll consider contributing to driver licence retraining if:

- the best way of restoring their independence is helping them to transport themselves, (drive their own private vehicle)
- the client has had a driver licence before, but is no longer licensed to drive for any accident-related reason
- the client is either not licensed or not confident to drive a modified vehicle that we consider suitable for restoring their independence, and requires retraining to enable them to drive it independently and safely.

We will pay for the **actual cost** of driving lessons and examination fees.

Arranging driver licence retraining

1. Consider the information provided in the assessment. This should detail the number and type of lessons, and the associated costs.
2. Consider the cost of the driving lessons and the examination fees.
3. If the client requires specialised instruction, eg to learn how to use hand controls, confirm that the selected instructor is sufficiently experienced to provide this training.
4. Discuss the assistance with the client and document their agreement on their individual rehabilitation plan (IRP).
5. Send the [SR15 Transport for independence approval](#) (36.5K) letter to the client.
6. If we approve the assistance, the client attends the lessons and examination, then submits receipts along with proof that the licence has been obtained as agreed in the IRP.
7. Update the client's IRP to include agreed interventions.
8. Make the payment(s) in EOS or MFP, using the relevant payment code from the [Chart of accounts](#) for 'other' transport for independence.

Paying for driving instructors

1. The TFI assessor recommends that the client needs a driving instructor, and advises ACC of those costs.
2. If approved, ACC raises a purchase order for the TFI assessor using the service item code VEH04 under the purchase approval number.
3. The assessor will arrange for the driving instructor to work with the client.
4. The driving instructor will invoice the assessor directly. They must create a separate invoice for each client they see and include that client's claim number in the invoice.
5. The assessor sends the original invoice from the driving instructor with their own invoice to ACC.

Vehicle modification

Contact

Last review 27 Oct 2016

Next review 27 Oct 2017

The Vehicle Modification Service is to enable clients who have been identified by ACC as requiring vehicle modification to meet their injury-related needs to:

- get in and out of a vehicle safely and have freedom and safety of movement while in it
- safely drive or operate a vehicle
- travel safely as a passenger
- transport essential mobility equipment
- live as independently and safely as possible.

We accept or decline a vehicle grant based on the legislation, ACC policy, the assessor's report and the information we gather.

A vehicle grant is ACC's contribution to modifying, and purchasing if necessary, a suitable vehicle for a client.

Who is this service for?

The Vehicle Modification Service is for clients who have an assessed injury-related need:

- for assistance with transport for daily living activities and/or work, and
- that has to be met with either standard or highly specialised vehicle modifications.

Eligibility

To be eligible for a vehicle grant, we must base our decision on an independent assessment of a client's injury-related transport needs. See [Transport Needs Assessment](#).

We must consider the client's overall need for transport, not just 'value added' or special needs, eg automatic transmission.

See Rongonui (Decision No: 308/2005). This meets our obligations under:

- [AC Act 2001, Section 81 Corporation's liability to provide key aspects of social rehabilitation](#)
- [AC Act 2001, Section 84 Assessment and reassessment of need for social rehabilitation](#)
- [AC Act 2001, Schedule 1, Part 1, Clause 21 Transport for independence: matters to which Corporation must have regard.](#)

See [Vehicle grants policy](#).

Key features

Vehicle modifications can include either standard modifications or highly specialised modifications. The type of modifications needed are identified first with a [Transport Needs Assessment](#) and then refined further using a [vehicle assessment](#).

Standard modifications

Standard modifications can be relatively minor changes, such as:

- replacing a manual vehicle with an automatic vehicle, eg for a person with a leg amputation who is unable to drive a manual vehicle
- a hand control installation, eg for a wheelchair user
- a roof rack wheelchair hoist
- equipment to lift an empty wheelchair into the rear of the vehicle.

Standard modifications can be made to a client's existing vehicle if suitable, or if a replacement vehicle is needed we can make a contribution based on the trade-in value of their existing vehicle. See [Vehicle grants policy](#) and the [Arranging vehicle modifications process](#).

Highly specialised modifications

Highly specialised modifications are more complex changes, such as:

- equipment to lift an occupied wheelchair into the driver's position, eg ramps, platforms, floor modifications
- specialised lifting and anchoring equipment that enables travel for a high-level tetraplegia passenger in their wheelchair
- specialised equipment and features that enables a person with paraplegia to access the vehicle independently and to drive it from their power chair.

Highly specialised modifications can involve the purchase of a new vehicle that can be suitably modified to meet the client's complex needs.

If the client needs to drive the vehicle themselves, highly specialised modifications are completed in two phases, which are:

- **Stage One**, which is to complete the modifications needed to enable a wheelchair user to enter the vehicle and either:
 - access the driver position unassisted, and/or
 - access the front/rear passenger position whilst seated in their wheelchair.

After Stage One the vehicle modifier will meet with the client and assessor to refine the changes that were scoped in the original [vehicle assessment](#).

- **Stage Two**, which is to complete the modifications needed to enable the person to safely operate and control the vehicle on New Zealand roads

See the [Arranging vehicle modifications](#) process.

Service details

- [Arranging vehicle modifications](#)
- [Vehicle grants policy](#), including vehicle guidelines, contributions, subsequent vehicles and extended discretion
- [Timeframes](#)
- [Driver training](#)
- [Guidelines for engaging with the client and dealing with issues](#)
- [Getting transport SME/transport panel advice on vehicle modifications](#)
- [Vehicle risk ratings](#)
- [FLIS guide](#)

Released under the Official Information Act 1982

Transport for Independence for children

Contact

Last review 12 Sep 2017

Next review 12 Sep 2018

Children may have different transport for independence (TFI) needs. Injuries sustained by children are usually managed by the NSIS, but the following applies for any child client.

Funded transport to an educational facility

Child clients receiving [funded transport](#) to a school may also receive an allowance paid by the Ministry of Education. You **must** deduct this amount from the contribution we give to the child.

- If the child is receiving education support at school, ie teacher aide assistance, and needs transport to access this, the thresholds for minimum payment do not apply.
- If a child needs transport assistance to travel to and from school, but is **not** receiving teacher aide assistance, then pay for this as 'other' transport for independence.

Contributing to driver training for a child client

Seriously injured children may ask ACC to help them get a driver licence. As the licensing process is common to all citizens we do not assist with the normal licensing costs.

We **will** assist with the cost of the specialised instruction, eg how to use hand controls, as this can be deemed an 'injury-related need'.

Purchasing or modifying a vehicle for a child client

If the client is a child, we can consider purchasing or modifying a vehicle as a way of helping their parents or caregivers with the child's transportation needs.

What we will contribute

A child client's family may have an existing vehicle that is not suitable for modification, or is unavailable when the child needs transport.

The family is not obliged to contribute the trade-in value of their existing family vehicle to purchase a vehicle for the child client. However, they can choose to trade-in their regular vehicle and contribute its value in exchange for the vehicle we contribute to, eg if they can't afford the running costs of two vehicles.

If they choose **not** to exchange their existing vehicle, we do not consider its trade-in value when determining their contribution.

Caregiver's agreement

We must advise the child's caregivers and get their agreement that the child must have continuous access to the vehicle, regardless of any change in family circumstances. We do this via the child's individual rehabilitation plan (IRP) and the [Vehicle purchase or modification - client declaration](#) (102K)

Individual Rehabilitation Plan (IRP)

When developing the child client's IRP you must advise the child's caregivers that any contribution we make towards a purchase is primarily for the benefit of the child.

Example:

Include the following text in the IRP:

- "It is agreed that in the unlikely event of a change in family circumstances, the parents/primary carer will ensure that the child will have continuous access to any vehicle purchased or modified by ACC."

ACC094 Completion report

Discuss the [ACC094 Vehicle purchase or modification - client declaration](#) (102K) with the parents. Then:

- ask them to sign the form to acknowledge that they've read and understood the information
- provide them with a copy of the signed form.

Vehicle grants

Contact  Last review 27 Oct 2016 Next review 27 Oct 2017

Introduction

Vehicle grants are made as part of the vehicle modification service to contribute towards injury-related modifications for either:

- a client's existing vehicle
- a replacement vehicle for a client.

See also:

- [Vehicle Modifications Service](#)
- [Arranging vehicle modifications](#) process.

Rules

ACC vehicle guidelines

We must base our contribution on the most cost effective option available to the client for purchasing the type of vehicle identified by the assessor.

The following table shows ACC's minimum considerations for vehicle purchases.

If the vehicle...	and...	the vehicle must be...
is not a ute	needs structural modification, eg hand controls, hoist etc	up to 5 years old and travelled less than 70,000 km (approximately)
	does not need structural modification, ie no modifications or only minor additions such as a steering wheel spinner	up to 7 years old and travelled less than 80,000 km (approximately)
is a ute	needs structural modifications	up to 5 years old and travelled less than 90,000 km (approximately)
	does not need structural modifications	up to 7 years old and travelled less than 120,000 km (approximately)

Client contribution

We require clients to contribute to the replacement vehicle cost if we accept their application. This applies to both first time grants and subsequent grants, but not necessarily for Contributions to a vehicle for a child client.

If the client owns a vehicle we will ask them to contribute the trade-in or sale value of the vehicle.

Client responsibilities

We must advise the client of their responsibility to keep copies of vehicle services, warrant of fitness checks and any repairs.

For any vehicle, or modification to a vehicle, that ACC has contributed to the client is responsible for:

- on-road costs such as registration, licensing fees and insurance
- running costs such as fuel, maintenance or repair
- any driving fines.

ACC's contribution

ACC's financial contribution is made up as follows:

- the purchase price of vehicle to be modified, minus the client's contribution of the trade-in value of their existing vehicle (if relevant)
- cost of all injury-related modifications to the vehicle

- any travel and accommodation costs for the client, eg for meeting with the vehicle modifier for highly specialised modifications.

If the client's usual vehicle was destroyed in the accident that caused the injury and the client received an insurance settlement, ie a 'write-off' payment for the vehicle, we must ask the client to contribute the settlement value to the cost of a new vehicle.

Contributions to a vehicle for a child client

If the client is a child, we can consider purchasing or modifying a vehicle as a way of helping their parents or caregivers with the child's transportation needs.

If a child client's family has an existing vehicle that is not suitable for modification, or is unavailable when the child needs transport, then:

- the family is not obliged to contribute the trade-in value of their existing family vehicle to purchase an initial vehicle for the child client
- if they choose to, eg because they can't afford the running costs of two vehicles, they can trade-in their regular vehicle and contribute its value towards vehicle we contribute to.

If they choose not to exchange their existing vehicle, we do not consider its trade-in value when determining their contribution.

We must:

- advise the child's caregivers that the modified vehicle is primarily for the benefit of the child and that child must have continuous access to the vehicle
- get the family/guardian's agreement that the child must have continuous access to the vehicle, regardless of any change in family circumstances, ie using the **ACC94 Vehicle purchase or modification responsibilities** form.

Disposal of a suitable vehicle

We're not liable to purchase a vehicle if the client, or a person proposing to transport the client:

- already owns or has the use of a vehicle that could be suitable for modifying
- disposed of a vehicle, after the injury, that could have been suitable for modifications. In those cases, the client is responsible for getting a vehicle suitable for modification -ACC could then consider modifying that vehicle.

See [AC Act 2001, Schedule 1, Part 1, Clause 22 \(1\)](#).

First time vehicle grants

You must decide what contribution we can make with reference to the relevant legislation and the assessor's report.

Relevant legislation

The following sections of the AC Act 2001 apply when deciding about first-time vehicle grants:

- [Section 84 Assessment and reassessment of needs for Social Rehabilitation](#)
- [Schedule 1, Part 1, Clause 21 Transport for independence: matters to which Corporation must have regard](#)
- [Schedule 1, Part 1, Clause 22 Transport for independence: rights and responsibilities](#)
- [Section 79 Purpose of social rehabilitation](#)
- [Section 6 \(definition of "practicable"\)](#)

Subsequent vehicle grant decisions

Subsequent vehicle grant decisions must be based on the relevant legislation. If you think you should decline a request, first consider the request under extended discretion.

ACC's obligations towards subsequent vehicle funding are specifically addressed in [AC Act 2001, Schedule 1, Part 1, Clauses 22 \(2\) \(e\) and f\)](#). However Clause 22 is subject to:

- [AC Act 2001, Schedule 1, Part 1, Clause 21](#)
- [AC Act 2001, Schedule 81 \(4\) \(c\)](#)
- [AC Act 2001, Schedule 84 \(4\)](#).

Crashed vehicles

If a vehicle that ACC has already made a contribution to is written off, or badly damaged through accident, ACC is not required to contribute to the replacement of the vehicle if the client has failed to maintain or insure their vehicle. See [Accident Compensation Act 2001, Schedule 1, clause 22, part 2e and 2f\)](#).

Criteria for contributing to a subsequent vehicle

When we've made a contribution to a modified vehicle for a client in the past, there are two situations we can consider making a contribution to a subsequent replacement vehicle.

Changes to client's injury-related needs

We can consider contributing to a subsequent vehicle when a client's current vehicle no longer meets their injury-related transport needs, eg because their needs have changed.

A [Transport Needs Assessment](#) must be completed to determine that:

- the client's injury-related needs have changed
- a replacement vehicle is still the best solution for the client.

Vehicle is no longer roadworthy

We can consider contributing to a subsequent vehicle when the original vehicle is reaching an age or condition where repairs to keep it roadworthy are becoming more frequent.

A [Transport Needs Assessment](#) must be completed to determine that a replacement vehicle is still the best solution for the client.

If a vehicle is still the best solution for the client you must ask the client to get some evidence from the Automobile Association (AA) or an independent mechanic about the condition of the vehicle, including:

- what repairs and maintenance required to make the vehicle roadworthy, and
- an estimate of the cost of the repairs, and
- a written opinion on whether the repairs provide a durable solution or further significant repairs will likely be required in the next 12 months.

If either the cost of repairs is high relative to the value of the vehicle or more repairs are likely to be needed soon, then we can consider contributing to a replacement vehicle as long as your client can provide evidence they've maintained their existing vehicle, ie either:

- an AA report
- a report from a mechanic
- maintenance log books.

The client must contribute any residual value of the vehicle being replaced towards the replacement vehicle.

Situations where we would decline to contribute to a subsequent vehicle

We can decline a vehicle grant if:

- the maintenance record shows the vehicle has not been adequately maintained. See [AC Act 2001, Schedule 1, Part 1, Clause 22 \(2\) \(f\) \(i\)](#).
- the cost of repairs is low relative to the value of the vehicle and the vehicle will provide a long-term solution once repaired.
- the client failed to adequately insure the vehicle, eg if it was stolen or written off after a crash. See the [AC Act, AC Act 2001, Schedule 1, Part 1, Clause 22 \(2\) \(f\) \(i\)](#).
- the client disposes of the vehicle and they cannot provide evidence they did so because of a good reason. For example, in the situation where the client disposed of the vehicle because it broke down and could not be repaired the client would need provide (at their own expense) all of the following evidence before we'd consider a subsequent vehicle grant (at the client's expense):
 - a written declaration stating the reason, and
 - written confirmation from a mechanic to confirm the vehicle could not be economically repaired, and
 - evidence of how much the vehicle was sold for, if relevant, and
 - evidence that there's been no change in injury-related needs and no change in outcomes to be achieved by the purchase of the vehicle.
- See [Schedule 1 section 22 Transport for independence: rights and responsibilities, clause 2\(f\) part \(ii\)](#).
- the client wants an "upgrade" simply because their vehicle is an older model or has travelled many kilometres. However, if the vehicle has become unreliable or unsafe see Criteria for contributing to a subsequent vehicle above.

Discretionary powers

From 1 July 2005 the phrase 'not liable' in relation to [AC Act 2001, Schedule 1, Part 1, Clause 22 \(2\) \(e\) and \(f\)](#) of the AC Act was replaced with 'not required to meet'. This introduces a discretionary power to ACC that we must use reasonably.

Extended discretion

If you're thinking of declining a request for a subsequent vehicle grant you must consider extended discretion. We may provide extra support, depending on the client's situation or individual needs.

In relation to a subsequent vehicle grant we have discretion to consider funding:

- the cost of maintenance, repair, registration, licensing, insurance or other running costs
- the cost of removing vehicle modifications no longer required
- the cost of contributing to a replacement vehicle, unless the replacement is necessary to maintain independence. This includes the requirements to maintain, insure and not dispose of a vehicle without reasonable excuse.

We must be sure that the funding:

- will provide a better rehabilitation outcome
- is a cost effective solution.

The Manager, Transport for Independence is responsible for deciding whether to apply extended discretion. If you need advice send a query to your local transport **Subject Matter Expert**.

To make an extended discretion submission, send the following documents to the Manager Transport for Independence:

- the ACC2192 Extended discretion submission form - Home Modifications, Transport for Independence, Aids and Appliances
- the completed **ACC2178 Cover note - Transport for independence**
- the TFI assessment report.

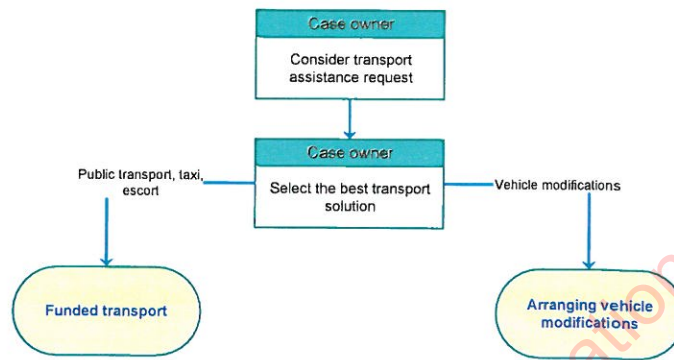
Released under the Official Information Act 1982

Completing a transport needs assessment

Use this process to determine the best transport option(s) for meeting a client's injury-related needs.

Contact [link]	Last review 25 Oct 2016	Next review 25 Oct 2017
--------------------------------	-------------------------	-------------------------

Click on a shaded box for instruction details



[Show all instructions](#)

Consider transport assistance request

Responsibility

Case owner

When to use

Use this instruction when you get a transport assistance request from your client or their representative.

Before you begin

See [Guidelines for identifying transport needs and options](#).

Instruction

Step 1

Let your client and their family and whanau know that we provide transport assistance to achieve an outcome such as:

- participating in daily living activities such as grocery shopping or going to school for children
- getting to and from work
- being included in social and community activities, such as attending church.

The need for transport assistance to achieve these types of outcome must be due to the person's injury, or put another way, would the person need help with transport if they hadn't been injured?

Step 2

Talk with your client and their family and whanau about the rules governing what transport assistance we can provide. Give or send them the [SISIS02 Transport needs](#) information sheet to confirm your conversation.

What happens next

Go to [Select the best transport solution](#).

[Back to process map](#) ↑

Select the best transport solution

Responsibility

Case owner

When to use

Use this instruction to identify the best solution for meeting your client's needs for transport assistance.

Before you begin

When completing the [ACC4506 Determine transport needs](#) form keep in mind

- we can only assist with transport needs arising because of the person's injury
- you must confirm that your client is eligible for support
- you must select the most cost-effective transport assistance option.

See [Guidelines for identifying transport needs and options](#).

Instruction

Step 1

Research what transport options are available in their community. A [transport subject matter expert](#) may be able to help you.

Step 2

Complete the [ACC4506 Determine transport needs](#) form together with your client. The form is designed to help you both select the best transport solution to meet your client's needs. It has three key benefits:

1. it summarises your client's current transport needs (Part Three)
2. it helps you identify the most cost effective way of overcoming any injury-related barriers to meeting your client's current transport needs (Part Four)
3. it formally documents your decision making, which is vital if your decision is challenged at review.

Step 3

Identify the best transport solution for your client. See [Guidelines for identifying transport needs and options](#).

Step 4

Give your client a copy of the [SISIS03 Vehicles and Vehicle Modification](#) information sheet, and if known at this stage, set realistic timeframes with them.

Step 5

Document your recommendation by completing 'Section 15 - The most appropriate transport option' on the ACC4506 form.

Step 6

Upload the completed [ACC4506 Determine transport needs](#) form onto your client's Eos claim file

Step 7

If you have determined the best option is...	then...
either: <ul style="list-style-type: none"> • public transport • taxi • escort in a private vehicle 	go to Funded transport
vehicle modifications	<ul style="list-style-type: none"> • go to Arranging vehicle modifications • see Vehicle modification service pages.

[Back to process map ↑](#)

Arranging vehicle modifications

After you've completed a *Transport Needs Assessment* to determine that either standard or highly specialised vehicle modifications are the best option for a client's injury-related needs, you can use this process to:

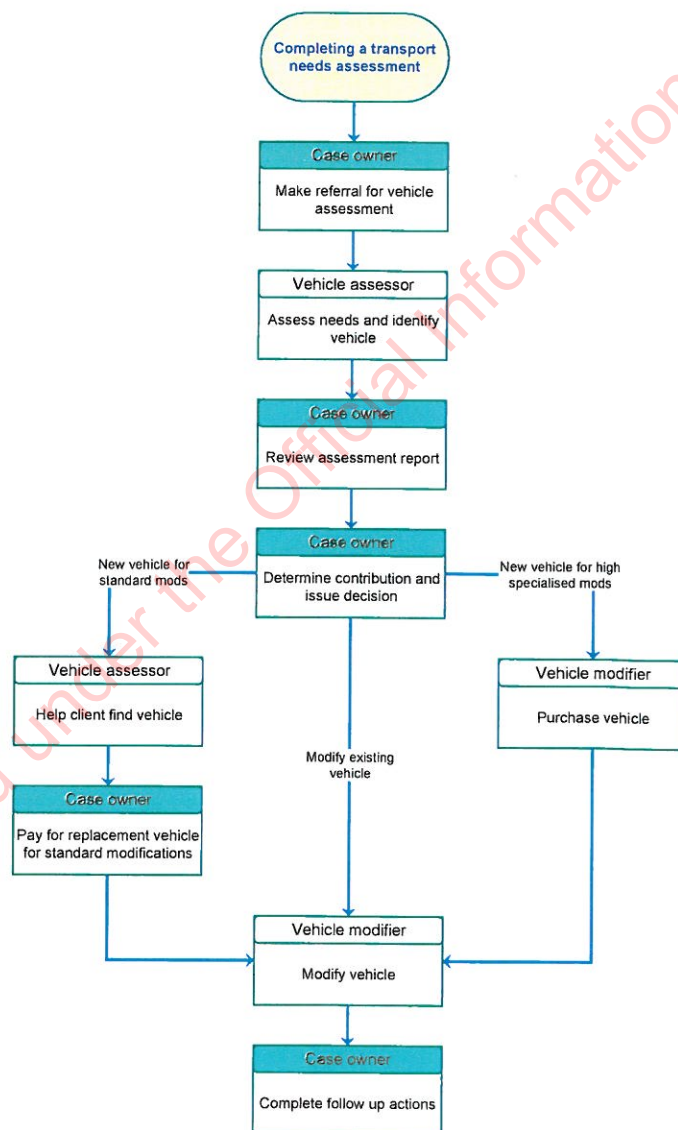
- refer for a vehicle assessment
- issue a decision to the client
- arrange for the vehicle modifications to be completed on either the client's existing vehicle or a new vehicle.

Contact

Last review 25 Oct 2016

Next review 25 Oct 2017

Click on a shaded box for instruction details



[Show all instructions](#)

Make referral for vehicle assessment

Responsibility

Case owners

When to use

Use this instruction once you've completed a [Transport Needs Assessment](#) using the [ACC4506 Determine Transport Needs](#) form and identified that the client needs either a standard or a highly-specialist vehicle assessment.

Before you begin

Consider what other social rehabilitation the client is receiving, or needs to receive, that relates to their transport needs, eg home modifications to coincide with the arrival of a modified vehicle.

See the [vehicle modifications FLIS guide](#).

Instruction

Step 1

In the [ACC4506 Determine Transport Needs](#) form check section 16 to determine whether type of assessment needed is a standard or a highly-specialist vehicle assessment.

Step 2

Identify a relevant assessor using the [Contracted providers search and contact lists tool](#). Use the service type of either 'Social Rehab Assessments – Transport for Independence' (standard) or 'HSTFIA - Highly Specialised Transport'.

Step 3

Create a [purchase order](#) for the assessment.

Step 4

Use the following table to determine which referral form to use.

If you're referring for a...	then use...
standard TFI assessment	ACC4507 Transport for independence – standard assessment
highly-specialised TFI assessment	ACC4508 Transport for independence - specialised assessment

Step 5

Use [Email toolset to generate an email from within Eos](#) to the relevant provider. Attach:

- the completed ACC4507 or ACC4508 referral form
- any other relevant documents needed for the referral, eg the ACC4506, medical notes or reports from specialists describing the impact of injuries on using a vehicle.

Step 6

Complete a thorough [content and privacy check](#) on the ACC4507 or ACC4508 form and any other attachments.

Step 7

Send the email referral to the assessor.

Step 8

Contact the client and:

- explain that an independent transport assessment will be done to determine if a change of vehicle is needed or the client's current vehicle is suitable for modification
- tell them an assessor will be contacting them in the next few days to arrange a time to carry out the assessment
- provide them with the [SISIS03 Vehicles and vehicle modifications](#) information sheet

See also [Guidelines for engaging with the client and dealing with issues](#).

What happens next

The transport assessor will:

- assess the client's injury-related needs
- arrange and pay for any assessment by a driving instructor of the client's ability to drive, if needed
- identify what vehicle features are able to meet the client's injury-related needs
- get a quote from the vehicle modifier for any proposed modifications
- returning a completed [ACC4507 Transport for independence – standard assessment](#) or [ACC4508 Transport for independence specialised assessment](#) form to us as relevant.

See [Timeframes](#).

Once you receive the assessor's invoice, update or amend the purchase order.

Go to [Review assessment report](#).

Review assessment report

Responsibility

Case owner

When to use

Use this instruction when you receive the transport assessor's report, which is either the [ACC4507 Transport for independence – standard assessment](#) or [ACC4508 Transport for independence specialised assessment](#) form.

Instruction

Step 1

Familiarise yourself with the contents of the assessor's report and confirm:

- whether a vehicle purchase is recommended
- whether the client will be the driver or travelling as a front or back seat passenger and the reasons
- if relevant, whether the client has had medical clearance to operate a vehicle and a driving assessment since their injury.
- whether the assessor has been clear regarding the options to meet injury-related transport needs and the client's preference.

If necessary, contact the assessor and:

- ask for clarification
- address any concerns around the reasons, medical clearance or driving assessments needed.

Step 2

Upload the assessor's report to the client's claim file.

Step 3

If the assessor has recommended...	then...
modifying the client's existing vehicle	go to step 4
purchasing a replacement vehicle for standard modifications	<ul style="list-style-type: none"> • research what the recommended vehicle(s) would cost, eg vehicle broker, search Trademe etc • ask the client to provide us with a trade-in valuation of their existing vehicle from a local dealer • go to step 4
purchasing and modifying a replacement vehicle	<ul style="list-style-type: none"> • ask the client to provide us with a trade-in valuation of their existing vehicle from a local dealer • go to step 4

Step 4

Meet the client and:

- go through the assessor's findings with them. If you're not sure how to handle client expectations for a specific transport solution [get SME advice](#) on vehicle modifications and/or see the [Guidelines for engaging with the client and dealing with issues](#).
- give them the [ACC94 Vehicle purchase or modification responsibilities](#) form and explain once we're sure a modified vehicle is the best option for your needs, we have to confirm that they understand their responsibilities regarding purchasing or modifying a vehicle

What happens next

The client needs to return the ACC94 before you can finalise a decision on their vehicle modifications.

Go to [Determine contribution and issue decision](#).

Determine contribution and issue decision

Responsibility

Case owner

When to use

Use this instruction to work out ACC's financial contribution towards the purchase of a standard vehicle and/or modifications.

Instruction

Step 1

Check that the client has returned a signed copy of the [ACC94 Vehicle purchase or modification responsibilities](#) form.

Step 2

If the assessor has recommended...	then...
modifying the client's existing vehicle	<ul style="list-style-type: none"> based on the quote received, determine what level of delegation approval you need if you have delegation to approve the quote yourself, go to step 6 if you need to get approval from a delegation holder, go to step 3
purchasing either: <ul style="list-style-type: none"> a replacement vehicle a replacement vehicle and modifying it a new vehicle for highly-specialised modifications 	<ul style="list-style-type: none"> check you've received a valuation of the client's existing vehicle determine what our contribution to a new vehicle would be. See Vehicle grants determine what level of delegation approval you need if you have delegation to approve the contribution yourself, go to step 5 if you need to get approval from a delegation holder, go to step 3
declining the request because the need for vehicle modifications isn't supported	<ul style="list-style-type: none"> discuss the reasons with the client send the client the HCS999 Social Rehab decline decision - client letter arrange another transport solution as appropriate this process ends

Step 3

Complete the [ACC4530 Transport for independence vehicle modification submission](#) form and attach it to a 'complete internal referral' task to request approval from the appropriate delegation holder.

Step 4

If the delegation holder...	then...
has any queries	<ul style="list-style-type: none"> resolve any queries and get approval, eg discuss with them, attend the Transport Panel or update the ACC4530 as needed go to step 5
approves the request	<ul style="list-style-type: none"> go to step 5

Step 5

Contact the client and:

- explain to them:
 - the value of ACC's contribution towards the purchase of a suitable vehicle (if needed)
 - the value of any modifications
- make sure you resolve any misunderstandings or disagreements about financial contributions by ACC or by the client at this point, before you issue the decision letter

Step 6

If the modifications are....	then...

If the modifications are....	then...
standard modifications to a client's existing vehicle	<ul style="list-style-type: none"> • generate the VM01 Vehicle modifications standard – approval letter, adjust the options as relevant and send it to the client with a CC to the vehicle assessor and modifier • create a purchase order with the relevant service codes and send it to the vehicle modifier • go to What happens next
standard modifications to a replacement vehicle	<ul style="list-style-type: none"> • explain to the client that: <ul style="list-style-type: none"> • they now need to find a vehicle to purchase, eg by using a dealer, online or visiting car yards • the assessor must confirm that any vehicle found meets the injury-related need prior to purchase • a mechanical report must be provided prior to purchase • they need to give you the vehicle supplier's contact details when they've found a vehicle • the vehicle dealer or supplier is responsible for arranging transport to the vehicle modifier • the transport or freight cost is added to the total purchase price for the vehicle. • ask the client whether they'd prefer: <ul style="list-style-type: none"> • that we pay the full amount of the vehicle to the dealer/broker and raise the amount as a client debt • to pay their contribution to the dealer/broker and have us pay our contribution to the dealer/broker also • us to pay our contribution to them, and then they pay the full amount to the dealer/broker • generate the VM01 Vehicle modifications standard – approval letter, adjust the options as relevant and send it to the client with a CC to the vehicle assessor • create a purchase order with the relevant service codes and send it to the vehicle modifier • go to What happens next
highly specialised	<ul style="list-style-type: none"> • generate the VM02 Vehicle modifications complex – approval letter, adjust the options as relevant and send it to the client • send a CC of the VM02 to the vehicle modifier and advise the assessor of the approval. • if the quote for modifications included a vehicle layout diagram, you can include a copy of the diagram (but not the quote) with the letter • create a purchase order with the relevant service codes and send it to the vehicle modifier • go to What happens next

What happens next

If...	then...
modifications will be completed to the client's existing vehicle	<ul style="list-style-type: none"> • the vehicle modifier will: <ul style="list-style-type: none"> • complete the modifications • work with the assessor and client to refine the modifications if necessary • arrange any certification that is needed • advise the assessor that the work is complete • the assessor will then: <ul style="list-style-type: none"> • meet with the client to handover the vehicle, which may include driving lessons for the client or handling instructions from the vehicle modifier • complete the ACC6268 TFI assessor completion report • return the ACC6268 to the case owner. • go to Complete follow up actions

If...	then...
<p>a replacement vehicle is needed for standard modifications</p> <p>a new vehicle is needed for high specialised modifications</p>	<ul style="list-style-type: none"> • the assessor will work with the client to identify a suitable replacement vehicle and get a pre-purchase inspection • the assessor will let you know when this is completed • go to Pay for replacement vehicle for standard modifications <ul style="list-style-type: none"> • the vehicle modifier will: <ul style="list-style-type: none"> • purchase the relevant vehicle • complete stage 1 of the modifications • request any necessary travel and accommodation approval from case owner • meet with the client and assessor to scope out stage 2 of the modifications • complete stage 2 of the modifications • arrange certification of the vehicle • get the vehicle delivered to a dealer near the client for pre-delivery inspection • advise the assessor of the location of the vehicle • arrange any training and/or instruction manuals the client may need • the dealer will: <ul style="list-style-type: none"> • have the vehicle professionally groomed • arrange for the vehicle to be registered and given a Warrant of Fitness • pass the costs for the above on to the vehicle modifier • arrange to meet with the client and assessor to complete a handover of the vehicle • the assessor will: <ul style="list-style-type: none"> • complete ACC6268 TFI assessor completion report form and get the client to sign it • return to the ACC6268 to you to confirm that the handover is complete and the client has the vehicle • go to Complete follow up actions
<p>modifications will be completed to the client's existing vehicle</p>	<ul style="list-style-type: none"> • the vehicle modifier will: <ul style="list-style-type: none"> • complete the modifications • work with the assessor and client to refine the modifications if necessary • arrange any certification that is needed • advise the assessor that the work is complete • the assessor will then: <ul style="list-style-type: none"> • meet with the client to handover the vehicle, which may include driving lessons for the client or handling instructions from the vehicle modifier • complete the ACC6268 TFI assessor completion report • return the ACC6268 to the case owner. • go to Complete follow up actions

Pay for replacement vehicle for standard modifications

Responsibility

Case owners

When to use

Use this instruction to pay ACC's contribution to the vehicle supplier.

Instruction

Step 1

Once the client gives you the vehicle supplier's contact details, contact the assessor for confirmation that the vehicle the client is buying is suitable.

Step 2

Confirm that you've received evidence of a pre-purchase inspection on the vehicle from the client.

Step 3

If the client chose...	then...
for us to pay the full amount of the vehicle to the dealer/broker and raise the amount as a client debt	<ul style="list-style-type: none"> ask the vehicle supplier for a copy of the sale or purchase agreement that shows total purchase price, including the cost of the pre-purchase inspection. upload the sale or purchase agreement to the client's claim file in Eos make the relevant payment to the vehicle supplier using a purchase order raise a debt manually against the client's claim go to What happens next
to pay their contribution to the dealer/broker and have us pay our contribution to the dealer/broker also	<ul style="list-style-type: none"> raise a purchase order to make a non-contracted payment to the dealer/broker for the relevant amount go to What happens next
us to pay our contribution to them, and then they pay the full amount to the dealer/broker	<ul style="list-style-type: none"> process a client reimbursement for the vehicle and send it to aucklandinvoices@acc.co.nz go to What happens next

What happens next

The vehicle modifier will:

- complete the modifications
- work with the assessor and client to refine the modifications if necessary
- arrange any certification that is needed
- advise the assessor that the work is complete.

The assessor will then:

- meet with the client to handover the vehicle, which may include driving lessons for the client or handling instructions from the vehicle modifier
- complete the [ACC6268 TFI assessor completion report](#)
- return the ACC6268 to the case owner.

Complete follow up actions

Responsibility

Case owner

When to use

Use this instruction when you receive the completed [ACC6268 TFI assessor completion report](#) form from the assessor.

Instruction

Step 1

Add a contact to the client's claim file in Eos, noting that the modifications are complete and the ACC6268 has been received.

Step 2

Upload the [ACC6268 TFI assessor completion report](#) form and any related documents to the client's claim.

Step 3

If needed, update the assessment purchase order to include approval for any invoices that have been received, such as travel, accommodation, driver training, on-road assessment etc.

Step 4

Use a reminder task to contact the client 4-6 weeks after completion of the modifications to check the client is achieving the outcome that the modifications intended to meet, eg vocational rehabilitations outcomes.

Step 5

If necessary, adjust their package of care, eg sometimes the increased independence a client has as a result of having a Transport for Independence solution means they don't have the same need for other personal support, such as attendant care.

What happens next

Note that purchase order may need to be adjusted once actual invoices are received, which may require getting the purchase approved by a higher delegate again. In such cases, approval is based on the total value of the purchase, not just the service item/row on the purchase order that has been adjusted.

Once the client has the transport assistance they need, you must update your client's Individual Support or Service Plan, and if necessary adjust other supports and services to reflect the client's increased independence.

Released under the Official Information Act 1982