

**SERVICE SCHEDULE FOR TRANSITIONAL JOB SEARCH
SERVICES
<TJS Contract>**

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A. QUICK REFERENCE INFORMATION

1. TERM OF AGREEMENT FOR TRANSITIONAL JOB SEARCH

The Term of this Agreement in respect of Transitional Job Search Services is the period from date of signing ("Commencement Date") until the close of 31 October 2011 (the "Date of Expiry") or such earlier date upon which the period is lawfully terminated.

2. SPECIFIED AREA AND SERVICE LOCATION PART B, CLAUSE 3

<TLA Information>.

3. SERVICE ITEMS AND PRICES PART B, CLAUSE 12

Service Item Code	Service Item Description	Service Item Definition	Price (ex GST)	Price (incl GST)	Pricing Unit
TJS01	CV Modification	Modification of existing CV to update new skills or customise for particular work type. Price includes copies of CV document, meetings with Client and all overheads of service delivery (Refer to Part B, clause 4.1.2)	\$90.15	\$101.42	Per CV
TJS02	Job Search Services	Job seeking advice and assistance. Maximum of 12 hours per Client. Price includes meetings with Client, development of a Transitional Job Search Plan of Action, Progress Reports, Non-Participation notification (if applicable) and Transitional Job Search Service Report and all overheads of service delivery (Refer to Part B, Clause 4.1.1)	\$90.15	\$101.42	Per hour
TJS03	Job Placement Incentive	Durable placement into paid employment, payable at 3 months post-placement. (Refer to Part B, Clause 4.1.3)	\$1,126.95	\$1,267.82	Per placement
TJSDNA	Non-Attendance: Individual Appointment	Client fails to attend scheduled appointment without giving 24 hours prior notification. For TJS01 & TJS02 only. A maximum number of 2 DNA's per Client referral.	\$36.06 (onsite) and \$54.09 (offsite)	\$40.57 (onsite) and \$60.86 (offsite)	Per non attendance

General Service Items					
Service Item Code	Service Item	Definition	Price (ex GST)	Price (incl GST)	Pricing Unit
TRAVT5	Travel Time – first hour	ACC will pay for the Service Provider’s travel time to deliver Services to a Client, if: <ul style="list-style-type: none"> • the travel is necessary, and • the Service Provider travels via the most direct, practical route available between their base/facility and the Client’s address, and • the distance the Service Provider travels exceeds 20km return and/or the time the Service Provider travels exceeds 30 minutes TRAVT5 is payable for: <ul style="list-style-type: none"> • the first hour or less of travel time on any one day 	\$50.71	\$57.05	For the first hour of travel
TRAVT1	Travel Time – subsequent hours	TRAVT1 is payable for: <ul style="list-style-type: none"> • the additional hours required after payment for the first hour through TRAVT5 • for the total travel time after the first hour of travel on any one day 	\$101.43	\$114.11	For each hour after the first hour of travel
TRAVD10	Travel Distance	A contribution towards travel costs will be made, where return travel via the most direct, practicable route from the facility base or worker residence (whichever is the closest) to the Client contact point exceeds 20 km. Only the distance in excess of the initial 20km may be claimed. If travel includes more than one Client payment is on a pro-rata basis.	\$0.62	\$0.70	Per kilometre
TRAVD6	Travel Distance – other transport Ferry Costs	Where Vendor travel requires the use of transport other than a vehicle e.g. travel by ferry is required for service delivery	Actual and Reasonable Costs	Actual and Reasonable Costs	Per trip
TRAVD7	Remote Access Fee – Room hire	Additional payment for provision of Services in remote locations. Service Delivery location must be defined as “remote” in accordance with TLA list in Part B clause 12.7.	\$50.00	\$56.25	Per Client

ACC will review prices annually for all Services described in this Service Schedule. In this pricing review, ACC will take into account general inflation, service component costs, and any substantial changes within the market for these Services. ACC and the Vendor may agree to an adjustment to prices as a result of this price review. Any such adjustment must be agreed in writing by the parties. However, if ACC decides, in its sole discretion, that there have not been significant impacts on price, the prices will remain unchanged.

4. ADDRESSES FOR NOTICES (PART 1, CLAUSE 13)

NOTICES FOR ACC TO:

ACC Health Procurement
PO Box 242 (For mail)

Wellington

Marked: "Attention: Health Procurement Facilitator"

Phone: 0800 400 503

Facsimile: (04) 918 4257

Email: health.procurement@acc.co.nz

NOTICES FOR VENDOR TO:

<Vendor Name Legal>

<Street Address 1> (For deliveries)

<Street Address 2>

<Street Address 3>

<Postal Address 1> (For mail)

<Postal Address 2>

<Postal Address 3>

<Contractual City>

Marked: "Attention: <First Name> <Last Name>, <Contractual Position>"

Phone: <Telephone>

Fax: <Fax>

Mobile: <Mobile>

Email: <Contractual Email>

OPERATIONAL CONTACT:

<First Name> <Last Name>

REFERRALS TO:

Same as above

B. SERVICE SPECIFICATIONS FOR TRANSITIONAL JOB SEARCH SERVICES

1. SERVICE PURPOSE AND OBJECTIVE

- 1.1. The purpose of purchasing the Services is to:
 - 1.1.1. Assist Clients into paid, permanent and continuous employment (a Transitional Job Search Placement) that meets the required hours and / or days to be worked that will prepare the Client fully for returning to work.
 - 1.1.2. Match Client capabilities to suitable identified employment opportunities and work types identified in the latest Occupational Assessment and Medical Assessment;
 - 1.1.3. Provide ACC Client Service Staff with access to time limited high quality standardised Transitional Job Search Services which are cost-effective, provided in a safe environment, and delivered in a timely manner;
- 1.2. ACC will measure the success of this service based on the following objectives:
 - 1.2.1. Clients achieve a job placement into a suitable job that is sustained for at least three months.
 - 1.2.2. The service is delivered within the time frames specified in this service schedule.
 - 1.2.3. Clients and ACC Client Service Staff are satisfied with the service.

2. SERVICE COMMENCEMENT

- 2.1. Eligibility Criteria
 - 2.1.1. The criteria for access to the Transitional Job Search Service described in this Agreement are that:
 - 2.1.1.1. the Client has an accepted claim for cover; and
 - 2.1.1.2. the Client is not in paid employment; and
 - 2.1.1.3. a referral has been made by a ACC Client Service Staff to the Vendor for a Transitional Job Search Service as described in this Service Schedule
- 2.2. Referral Process
 - 2.2.1. The ACC Client Service Staff may make the referral verbally, but shall follow up with a completed ACC98 Vocational Rehabilitation Referral Form within 1 Working Day.
 - 2.2.2. When referring a Client for a Transitional Job Search Service, the ACC Client Service Staff will discuss the referral with the Client and will provide the Vendor with information outlined in the Operational Guidelines (Appendix A).
 - 2.2.3. The Vendor may return any referral that contains inadequate information to the ACC Client Service Staff and request further details before accepting the referral. In this event the timeframe for the Vendor's acceptance of a referral will apply from the date the ACC Client Service Staff re-refers with the required information.
- 2.3. Any person who has self referred to the Vendor in the anticipation of a referral shall be referred back to ACC by the Vendor. ACC will not pay the Vendor for any Service provided or time spent with such a person prior to a formal referral being made, even if a referral is made by the ACC Client Service Staff at a later date.

3. SERVICE LOCATION OR SPECIFIED AREA

- 3.1. The Services will be provided at the location specified in Part A, clause 2.
- 3.2. The Services will be provided in the Vendor's facility

4. SERVICE REQUIREMENTS

- 4.1. Transitional Job Search Services includes the following components:

- 4.1.1. Transitional Job Search Services
- 4.1.2. Curriculum Vitae Modification
- 4.1.3. Job Placement Incentive

- 4.2. Transitional Job Search Services

- 4.2.1. Description

4.2.1.1. Transitional Job Search Services provide job seeking advice and placement assistance up to a maximum of 12 hours within 10 weeks per referred Client. The Transitional Job Search Service consists of:

- Development of a Transitional Job Search Plan of Action (ACC219),
- Job Seeking/placement Services provided in accordance with the plan.
- Update of Client's Curriculum Vitae if required,
- Progress Reports (ACC217),
- Transitional Job Search Service Completion Report(ACC218);
- Non-Participation notification (if applicable).

4.2.1.2. This Service is available to referred Clients for any period up to a maximum of 10 weeks from the date of acceptance of the referral. The Service period will be specified by the ACC Client Service Staff in the referral

- 4.2.2. The Vendor will contact all relevant parties, develop a plan of action and seek approval from ACC Client Service Staff as outlined in the Operational Guidelines (Appendix A).

- 4.2.3. The ACC Client Service Staff will:

4.2.3.1. Respond to requests by the Vendor for approval of a Transitional Job Search Plan of Action within 1 Working Day of receipt of the request. The ACC Client Service Staff may initially provide verbal agreement to the proposed plan but approval must be followed up in writing within 2 Working Days.

- 4.2.4. The Vendor will complete the Reporting Requirements as outlined in the Operational Guidelines (Appendix A).

- 4.3. Curriculum Vitae Modification

- 4.3.1. Description

4.3.1.1. The goal of a modified Curriculum Vitae is to ensure the existing Curriculum Vitae is updated to reflect the requirements of suitable job options for the Client and their current transferable skills and the Curriculum Vitae is designed to make a Client more marketable to employers

- 4.3.2. The Vendor will modify the Curriculum Vitae as outlined in the Operational Guidelines (Appendix A).

4.4. Job Placement Incentive

4.4.1. Description

4.4.1.1. The Transitional Job Search Placement Incentive is a payment which may be invoiced where the Vendor has secured a Job Placement that has involved the Client working the weekly number of hours specified in the referral and which has lasted 3 months.

4.4.1.2. Three months after commencement of the Job Placement, the vendor will make a follow-up telephone call to the Client and the employer. This call is to determine a durable job placement or return to work has occurred. If a successful return to work has not been achieved, an explanation must be included in the report.

4.4.2. The Vendor may:

4.4.2.1. Invoice ACC within 5 working days of the end date of the three month period stated in sub clause 4.1.3.

4.5. Reporting Requirements

4.5.1. The vendor will report the following information on the template provided by ACC from time to time

4.5.1.1. Transitional Job Search Plan of Action (ACC 219)

4.5.1.2. Progress Report (ACC 217)

4.5.1.3. Transitional Job Search Service Completion Report (ACC 218)

4.6. Reports must include but need not be limited to a summary of:

4.6.1. Information to demonstrate achievements against intended goals identified in the Job Search Action Plan;

4.6.2. Length of time in employment in this position

4.7. The service and reports must be delivered within the time frames specified in this service schedule.

5. SERVICE-SPECIFIC QUALITY REQUIREMENTS

5.1. Staffing Requirements

5.1.1. The Transitional Job Search Services must be undertaken by a Service Provider who:

5.1.1.1. holds a relevant tertiary qualification (e.g. rehabilitation, psychology, career counselling, social work, human resource management), and has at least one years relevant experience in providing vocational rehabilitation services; or

5.1.1.2. holds a tertiary qualification and has at least 2 years relevant experience in providing vocational rehabilitation services; or

5.1.1.3. has at least 5 years relevant experience in providing vocational rehabilitation services and has demonstrated excellence in service provision and an ability to work effectively with ACC, and

5.1.1.4. is a current full member of a relevant professional association (e.g. NZAC, CPANZ, NZPsS, NZASW, NZAOT, NZSP) unless clause 5.1.1.5 applies;

5.1.1.5. current practitioners without current full membership of a relevant association must complete all requirements and gain current full membership of a relevant professional association by 30 January 2010. Following this date all Service Providers must have current full membership of their relevant professional association

5.1.2. Alternatively the Transitional Job Search Service may be undertaken by Service Providers who must have:

5.1.2.1. a tertiary qualification relevant to vocational rehabilitation (e.g. occupational therapy, rehabilitation, psychology, career counselling, social work, human resource management); and

5.1.2.2. at least 2 years relevant experience in providing vocational rehabilitation Services and has demonstrated excellence in Service provision and an ability to work effectively with ACC ; and

5.1.2.3. current full membership of a relevant professional association (e.g. NZAOT, NZSP, NZAC, CPANZ, NZPsS, NZASW, NZOHNA) unless clause 5.1.2.4 applies

5.1.2.4. current practitioners without current full membership of a relevant association must complete all requirements and gain current full membership of a relevant professional association by 30 January 2010. Following this date all Service Providers must have current full membership of their relevant professional association

5.2. ACC and the Vendor will ensure that the time frames in Table 1 are complied with:

Table 1	
Activity	Time frame...
Accept or decline the referral	two working days of receiving it. Note: If the referral contains inadequate information, the vendor may request further details from the ACC Client Service Staff.
Notify the ACC Client Service Staff if they are unable to contact the client	three working days of accepting the referral
Contact and arrange to meet with client	five working days of accepting the referral
Notify the ACC Client Service Staff if the client fails to attend a scheduled assessment	The same day the client fails to attend
Forward Plan of Action to ACC	seven working days of accepting the referral
ACC Client Service Staff to approve plan	one working day of receipt of the request
Forward Transitional Job Search Service Progress Reports	every two weeks for the duration of the approved plan of action
Forward completion reports to ACC	five working days of completing the service

6. SERVICE EXIT

6.1. The Services are complete when all required reports have been forwarded to the ACC Client Service Staff or the earlier of:

6.1.1. the Client securing a permanent paid employment placement working the weekly number of hours specified by the ACC Client Service Staff in the referral document; or

6.1.2. the ACC Client Service Staff, following discussion with the Vendor, requesting the Vendor to cancel a Transitional Job Search Service due to non-participation by the Client to a degree considered unacceptable to ACC;

(Note: The Vendor advising the ACC Client Service Staff of all instances of unresolved or repeated Non-Participation, which may include (but is not limited to) lack of co-operation.)

- 6.1.3. the Transitional Job Search Plan of Action being completed and no outcome has been achieved and the Client has received assistance under a Transitional Job Search Service lasting 10 weeks or the duration specified by the ACC Client Service Staff in the referral.

7. EXCLUSIONS

- 7.1. No other vocational rehabilitation service may be provided under this Service Schedule.

8. LINKAGES

- 8.1. The Transitional Job Search Programme is a programme to assist the Client to find work. This assistance is associated with vocational rehabilitation The Vendor should assist the Client through working with Employers, and seeking to match the Client capabilities to suitable identified employment opportunities. This programme can be part of a client’s rehabilitation and used alongside other vocational rehabilitation programmes ie Work Ready Programme, Pain Programme etc and/or after the Vocational Independence Assessments have been completed.

9. PERFORMANCE REQUIREMENTS

- 9.1. The Vendor’s performance will be measured as shown in Table 2: Performance measurement.

Table 2: Performance measurement

Objective	Performance measure	Target	Data Source
1. Clients achieve a job placement into a suitable job that is sustained for at least three months.	% of Clients who have returned to work on a part time basis	Comparable performance to other Vendors providing this service	ACC Monitoring Data Warehouse
	% of Clients who have returned to work on a full time basis	Comparable performance to other Vendors providing this service	ACC Monitoring Data Warehouse
2. The service is delivered within the time frames specified in this service schedule.	% of Clients who receive services within the time frames.	At least 80% of Clients	ACC monitoring Data Warehouse
3. Clients and ACC Client Service Staff are satisfied with the service	To be advised	To be advised	To be advised

- 9.2. ACC will analyse above data and distribute an individual feedback report to the vendor annually comparing performance by the vendor related to both regional and national performance.

9.3. Service Improvement Process

- 9.3.1. ACC and the Vendor will consider the information reported under clause 9.2 and other relevant information on a regular basis.

- 9.3.2. Discussion between the Vendor and ACC will occur to better understand the information and decide if performance could be expected to change or if there are other factors that provide a reasonable basis for the identified performance.
- 9.3.3. If a change in performance is deemed appropriate then further analysis and a follow-up discussion will be undertaken 3 months after the initial discussion between the Vendor and ACC.
- 9.3.4. If a change is observed such that performance is within appropriate parameters then performance monitoring process will provide feedback to the Vendor.
- 9.3.5. If a change in performance is still deemed appropriate a performance improvement plan will be documented that includes the required action(s) by either party and the time frames for this to occur.
- 9.3.6. Further analysis and discussion will occur at the end of the period stated in the performance improvement plan. If no change is observed ACC may issue a notice of breach of contract in accordance with Part 1 Schedule 2 Clause 9.1.

10. OPERATIONAL CONTACT

- 10.1. During the Term of this Agreement the Vendor will nominate a person (as specified in Clause 4 of the Quick Reference Information in Part A of this Service Schedule) to be the main contact for ACC who will:
 - 10.1.1. Have primary responsibility for relationships with ACC and the operation of this service on a day to day basis;
 - 10.1.2. Be proactive in informing ACC of issues with provision of services as outlined;
 - 10.1.3. Raise issues and suggest solutions regarding this service;
 - 10.1.4. Ensure that the service is operated in accordance with this service schedule;
 - 10.1.5. Represent the vendor in discussions on service performance;
 - 10.1.6. Ensure that ACC is advised promptly when contact details specified in Part A clause 4 change.

11. RELATIONSHIP MANAGEMENT

- 11.1. Relationships will be maintained at the following levels:

Level	ACC	Vendor	Frequency
Client	ACC Client Service Staff	Individual staff or operational contact	TBA
Branch	Branch Manager	Branch Liaison Representative	TBA
Region	Designated Relationship Manager	Region Liaison Representative	TBA
Account Management	Provider Engagement & Performance Manager	National Liaison Representative	TBA

12. PAYMENT AND INVOICING

- 12.1. Service Prices
 - 12.1.1. ACC agrees to pay the applicable prices set out in Clause 3 of Part A of this Schedule for Services provided to Clients in accordance with this Agreement.

12.2. No Additional Payments

12.2.1. The price for each Service set out in this Agreement is the entire amount chargeable in relation to that Service, and no additional amount may be charged to ACC, any Client or other person (whether by way of co-payment or part-charge or otherwise) for Services provided under this Agreement.

12.3. Billing and Payment

12.3.1. The Vendor is entitled to raise a separate GST invoice for each Client within five days following completion of the Service or a component of the Service. To ensure efficient payment processing by ACC, this invoice will contain information consistent with that received in the ACC purchase order which initiated the Service, particularly with regard to Service codes.

12.3.2. The Vendor's invoice shall contain the following details:

- 12.3.2.1. That the invoice is addressed to ACC
- 12.3.2.2. The Vendor's name, address and ACC Vendor ID
- 12.3.2.3. The GST number of the Vendor¹
- 12.3.2.4. The words 'Tax Invoice' in a prominent place
- 12.3.2.5. An invoice number
- 12.3.2.6. The invoice date
- 12.3.2.7. The relevant ACC purchase order number
- 12.3.2.8. The name of the Agreement and the contract number
- 12.3.2.9. The ACC Client Service Staff's name
- 12.3.2.10. The name and claim number of the Client receiving the Service
- 12.3.2.11. A description of the Services and their codes (these are on the purchase order)
- 12.3.2.12. The quantity (or hours) of Services delivered
- 12.3.2.13. The date on which the Service was provided, or if more appropriate, the start and end date.

12.4. If the Vendor has complied with its obligations under this Agreement ACC will pay the invoice into the Vendor's bank account as indicated in Part 1, Schedule 1, clause 1 of this Agreement on or by the 20th day of the month following receipt of the invoice.

12.5. ACC has no obligation to ensure referrals

12.6. Despite anything stated or implied in this Agreement, ACC is under no obligation to ensure that Clients are Referred to the Vendor so as to enable any minimum number of Services to be carried out over the Term of this Agreement or any part of it or to ensure that any minimum amount becomes payable to the Vendor at any time or at all. 12.7 Management of referrals in remote areas will incur an additional service item fee.

12.7. The Territorial Authority areas (TA) that are defined as remote, are:

TA Area Reference	TA Geographic Name
1	Far North District
3	Kaipara District
4	Rodney District

¹ If the Vendor is not registered for GST (refer to www.ird.govt.nz/gst about registering) leave the GST field blank and put the word 'Invoice' instead of 'Tax Invoice' in a prominent place

TA Area Reference	TA Geographic Name
10	Franklin District
13	Waikato District
18	Otorohanga District
20	Waitomo District
19	South Waikato District
21	Taupo District
27	Opotiki District
29	Wairoa District
32	Central Hawke's Bay District
33	New Plymouth District
34	Stratford District
35	South Taranaki District
36	Ruapehu District
37	Wanganui District
38	Rangitikei District
39	Manawatu District
41	Tararua District
49	Carterton District
50	South Wairarapa District
53	Marlborough District
54	Kaikoura District
51	Tasman District
55	Buller District
56	Grey District
57	Westland District
58	Hurunui District
62	Selwyn District
63	Ashburton District
64	Timaru District
65	Mackenzie District
66	Waimate District
68	Waitaki District
72	Clutha District
69	Central Otago District
70	Queenstown-Lakes District
73	Southland District

13. DEFINITIONS

“**Work Types**” means all types of work available in NZ, for which the Client is suited by reason of their experience, education or training, or any combination of these;

“Client” means has the same meaning as **“Claimant”** in Part 1 of this Agreement and means any person who has been accepted by ACC as eligible for cover under the AC Act, and includes any other person or class of persons deemed by ACC to be a Claimant for the purpose of this Agreement;

“ACC Client Services Staff” means the Case Manager, Support Coordinator, or Service Coordinator engaged by ACC to manage the claim for the Client for the purposes of the AC Act or the person who from time to time is the claims manager in relation to the Client’s entitlements and may also include other authorised ACC personnel;

“ACC Branch Liaison Representative” means the position of responsibility identified by the Vendor to meet with the ACC branch as required;

“ACC Region Liaison Representative” means the position of responsibility identified by the Vendor to meet with the ACC representative as required;

“ACC National Liaison Representative” means the position of responsibility identified by the Vendor to meet with the ACC representative as required;

14. APPENDIX A – OPERATIONAL GUIDELINES

This Agreement is:

- Confidential to Accident Compensation Corporation
- Copyright © to Accident Compensation Corporation 2009. All Rights Reserved.

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Appendix A Operational Guidelines Transitional Job Search

1. REFERRAL PROCESS

- 1.1. When referring a Client for a Transitional Job Search Service, the ACC Client Service Staff will, where appropriate:
 - 1.1.1. Provide an explanation to the Client of his or her obligations as stated in the ACC261 Rehabilitation Rights and Responsibilities and the reasons for the referral;
 - 1.1.2. Provide an explanation to the Client of the Transitional Job Search Service, including the components involved and the outcome sought;
 - 1.1.3. Ensure that the Client is aware that upon the acceptance of the referral, that the Vendor will make contact with the Client to arrange an appointment date and time;
 - 1.1.4. Ensure that the Client is aware of his/her obligation to give at least 1 full days notice if an arranged appointment cannot be kept and that failing to attend an appointment could risk suspension of entitlements;
 - 1.1.5. Supply the Vendor with a copy of the most recent occupational assessment report
 - 1.1.6. Forward a copy of the referral to the Client's GP if the Client has consented to this
 - 1.1.7. Provide the following information on the ACC98:
 - 1.1.7.1. Client name and contact details;
 - 1.1.7.2. contact details of the referring ACC Client Service Staff;
 - 1.1.7.3. reason for the Transitional Job Search Service referral;
 - 1.1.7.4. specify the Transitional Job Search Service requirements and referral period (this may be negotiated by the ACC Client Service Staff and Vendor prior to the Provider accepting the referral);
 - 1.1.7.5. purchase order number
 - 1.1.7.6. the Client's agreed job options as identified in the vocational assessment;
 - 1.1.7.7. specific relevant information relating to the Client's injury and any physical restrictions;
 - 1.1.7.8. specific information regarding the Client's employment history;
 - 1.1.7.9. any known barriers to a successfully completed programme;
 - 1.1.7.10. the particular optional Service components required for the Client;
 - 1.1.7.11. any aspects of the Service components which require more or less attention;
 - 1.1.7.12. any specific requirements of the Client or Vendor which are additional to those included in this Service Schedule.
- 1.2. The Vendor will:
 - 1.2.1. Contact the Client to:
 - 1.2.1.1. advise the Client of the date, time, location, and the duration of the appointment;
 - 1.2.1.2. inform the Client of the expected duration of the Transitional Job Search Service;
 - 1.2.1.3. provide a brief outline of what the Job Search Service will involve
 - 1.2.2. Meet with the Client and other relevant parties as required (e.g. ACC Client Service Staff, General Practitioner);
 - 1.2.3. Develop a Transitional Job Search Plan of Action;

- 1.2.4. Provide curriculum vitae modification (see section 4.3) if the ACC Client Service Staff has requested this component on the ACC098.
- 1.2.5. Provide the ACC Client Service Staff with a written time framed Transitional Job Search Plan of Action
- 1.2.6. Initiate activities as described in the Transitional Job Search Plan of Action within 5 Working Days of the ACC Client Service Staff approving the Plan of Action including:
 - 1.2.6.1. clarification of job options;
 - 1.2.6.2. close monitoring of no less than 1 hour per week in job seeking; and
 - 1.2.6.3. achievement of a Job Placement.
- 1.2.7. Seek approval from the ACC Client Service Staff for any proposed paid work placement as soon as possible but no later than 2 Working Days before the placement commences;
- 1.2.8. Advise the ACC Client Service Staff on the same day, by fax, email or telephone if a Client fails to keep an appointment.
- 1.2.9. Send a brief 2 weekly Progress Report to the ACC Client Service Staff for each Client detailing those activities achieved during the Programme against the Transitional Job Search Plan of Action.

2. **VENDOR REPORTING REQUIREMENTS**

- 2.1. The Vendor will complete a **Transitional Job Search Service Plan of Action** using the ACC219 for each Client and forward this to the ACC Client Service Staff. Each Transition Job Search Plan of Action will:
 - 2.1.1. be a concise document providing objective information and addressing the specific referral requirements.
 - 2.1.2. include guidance and information on motivation management and motivational techniques;
 - 2.1.3. involve on or off work site meetings.
 - 2.1.4. specify:
 - 2.1.4.1. Vendor's name and contact phone number;
 - 2.1.4.2. Name of the Referring ACC Client Service Staff; and
 - 2.1.4.3. Date of Service provision.
- 2.2. The Vendor will complete **Transitional Job Search Service Progress Reports** using the ACC 217 and forward these to the ACC Client Service Staff. They must include but need not be limited to a summary of:
 - 2.2.1. the action implemented;
 - 2.2.2. the goals achieved;
 - 2.2.3. activities not yet implemented and the time frames within which these will be achieved;
 - 2.2.4. any obstacles encountered;
 - 2.2.5. any suggested changes to the original Transitional Job Search Plan of Action. (Any suggested changes by the Vendor require the ACC Client Service Staff's agreement before being implemented);
 - 2.2.6. progress of each Service component;
 - 2.2.7. advice provided to the Client regarding the use of the Curriculum Vitae, where it has been prepared or modified;

- 2.2.8. answers to specific questions asked by the ACC Client Service Staff in the referral; and
 - 2.2.9. any other relevant information (no irrelevant information should be included).
- 2.3. The Vendor will complete a **Transitional Job Search Service Completion Report** using the ACC218 for each Client and forward this to the ACC Client Service Staff of completion or termination of the Transitional Job Search Service. Each Transitional Job Search Service Completion Report will:
- 2.3.1. be a concise document, prepared in respect of each referred Client providing objective information
 - 2.3.2. include but need not be limited to a summary of (as appropriate):
 - 2.3.2.1. whether a successful job placement outcome has been achieved;
 - 2.3.2.2. the reasons a job placement outcome has not been achieved including details of the obstacles encountered and an opinion regarding whether this was due to Client non-compliance;
 - 2.3.2.3. details of the Services provided and all activities completed;
 - 2.3.2.4. answers to specific questions asked by the ACC Client Service Staff in the referral; and
 - 2.3.2.5. any other relevant information (no irrelevant information should be included).
 - 2.3.2.6. information to demonstrate achievements against intended goals identified in the Job Search Action Plan;
 - 2.3.2.7. A concise document, written in a constructive and solution based format.
- 2.4. Non Participation Report
- 2.4.1. Where any referred Client is unwilling to participate in, or co-operate with, the requirements of the service and/or has exited the service, the Vendor will contact the ACC Client Service Staff without delay, and complete a Non-Participation Report and forward this to the ACC Client Service Staff.
 - 2.4.2. Non Participation Reports will include:
 - 2.4.2.1. Details of all unsuccessful attempts to contact the Client, e.g. messages left, letters written and, where applicable, the Client's responses;
 - 2.4.2.2. The date the initial Non-Compliance occurred;
 - 2.4.2.3. The dates and circumstances of subsequent Non-Compliance;
 - 2.4.2.4. Details of steps taken by the Vendor to address the Client's Non-Compliance.

3. CURRICULUM VITAE

- 3.1. The Vendor Will:
 - 3.1.1. Modify the Curriculum Vitae to:
 - 3.1.1.1. vary in style, format, language and design to suit both the Client and employer;
 - 3.1.1.2. include information on the Client's transferable skills, personal qualities, work history and educational or training history;
 - 3.1.1.3. be presented in different versions that relate to the job options identified either in the vocational assessment or specified by the ACC Client Service Staff and
 - 3.1.1.4. reflect the requirements of each of the different job types.

- 3.1.2. Upon acceptance of the Transitional Job Search referral including Curriculum Vitae Modification the Vendor will:
 - 3.1.2.1. within 7 Working Days (or such longer period as agreed by the ACC Client Service Staff) meet with the Client and commence Curriculum Vitae modification;
 - 3.1.2.2. provide advice to the Client on how to use the Curriculum Vitae; and
 - 3.1.2.3. complete the Curriculum Vitae modification within 5 Working Days of commencement.
- 3.1.3. On completing the Curriculum Vitae modification supply the Client with:
 - 3.1.3.1. one word processed master copy of each of the Curriculum Vitae prepared;
 - 3.1.3.2. copies of each Curriculum Vitae; and
 - 3.1.3.3. a computer disc containing the Curriculum Vitae prepared (if requested by the Client);
 - 3.1.3.4. send an electronic copy of each of the Curriculum Vitae to the referring ACC Client Service Staff via attachment to an email and attach a notification document that demonstrates that the Client has been instructed in the use of the Curriculum Vitae and has demonstrated confidence in presenting the Curriculum Vitae in an interview or possible job application.
 - 3.1.3.5. further modify the Curriculum Vitae as necessary to reflect the requirements of any different jobs the Client applies for during the duration of the Transitional Job Search Service.
- 3.1.4. In the event of the Client independently securing a placement the Vendor may invoice the CV Modification fee, on the condition that evidence can be shown that Curriculum Vitae / Modified Curriculum Vitae has been completed according to the provisions of this Service Schedule.