Training for Independence - Timeframes And Non-attendance Service Page v12.0

Summary

Objective
You can find detailed information on supplier's responsibilities and requirements in the service specifications and the Training for Independence (TI) Services - operational guidelines. The guidelines are also a useful reference for claims management staff.

Claims management staff need to be aware of the supplier's responsibilities so they can ensure clients are receiving the best possible service. If they see any area in which a supplier is not meeting these requirements they should contact their local Supplier Manager to discuss.

Owner Name withheld

Expert

Procedure

1.0 Training for Independence (TI) Services - operational guidelines

Training for Independence Operational Guidelines

2.0 ACC timeframes

a If, after receipt of the plan, variance reports or completion report, ACC needs further information, we must contact the supplier within three working days.

3.0 Supplier timeframes

a The supplier must meet the attached timeframes. If they cannot, they must contact ACC to negotiate an alternative timeframe. In special cases suppliers may negotiate a different timeframe where the client has a degree of complexity that makes it difficult to achieve a good outcome within the existing timeframe. Case owners can consider a request by the supplier for an extension to the three month or six month programmes when there is a detailed rationale provided.

Timeframe Requirements for Suppliers

4.0 Non-attendance - Notification

a Clients who keep their appointments generally take less time to recover and achieve better recovery outcomes. Whenever a client fails to attend an appointment, the supplier must:

- notify ACC staff within one working day
- submit an ACC2131 Non-attendance report within three working days.

A maximum of two hours per non-attendance and a maximum of three non-attendance fees can be invoiced per client.

When the supplier reports non-attendance, the client service staff member must:

- check whether the client gave the supplier 24 hours' notice that they would not attend
- check the supplier took all reasonable steps to ensure the client attended, eg reminder calls for a client with cognitive impairment, and reminding the client to diary the appointment.

ACC2131 Training for Independence Non-Attendance Report

5.0 Non-attendance - Monitoring

a ACC staff should monitor client non-attendance to make sure:

- the client attends and participates in their rehabilitation
- the maximum number of non-attendances has not been reached.

If non-attendance is regularly occurring contact the client and remind them of their rehabilitation responsibilities and check that:

- TI is still necessary and appropriate for the client
- they still wish to attend, or whether other means to increase independence should be considered.

If the non-attendance continues without a reasonable explanation, consider whether the service is appropriate and/or whether to cease the service.

Refer also to Managing non-compliance and Decline entitlement when client is-non compliant.

Decline Entitlement When Client is Non-compliant Policy

PROCESS **Manage Non-Compliance**