

## Summary

### Objective

The Managed Rehabilitation Equipment Service (MRES) will repair and maintain equipment, as required, on ACC's behalf. Clients can contact the MRES supplier, directly to arrange the repairs.

When the cost of a repair is estimated to be more than \$2,000 (GST excl.), the MRES supplier will request a purchase approval from ACC before proceeding with the repair.

**Owner**      **Name withheld**

**Expert**      **Name withheld**

## Procedure

### 1.0 Scheduled maintenance

- a** The MRES supplier will call or email the client to remind them when maintenance is required.

### 2.0 Routine maintenance

- a** Clients and caregivers can complete routine maintenance of equipment themselves. If this is not possible, the MRES supplier will complete the maintenance for them.

The instructions for routine maintenance are detailed in a manual that accompanies the equipment which the client or caregiver must follow.

The MRES supplier can also supply parts or consumables for the client or caregiver to fit themselves, such as wheelchair tyres, inner tubes or crutch tips.

### 3.0 Equipment repair

- a** Clients can contact the MRES supplier directly by phone or via their website to log a repair request. The MRES supplier will:

- acknowledge the request
- contact the client within one day of receiving the request
- arrange the equipment's repair as soon as possible.

If the estimated cost of the repair is:


- less than \$2,000 (GST excl.) - the MRES supplier will proceed with the repair and no approval is required from ACC
- more than \$2,000 (GST excl.) - the MRES supplier will request a purchase approval from ACC before proceeding with the repair

All new equipment items are subject to a minimum 12-month guarantee against damage caused during delivery or by defective materials or workmanship.

If an equipment needs repairing during its guarantee period, the supplier is responsible for:

- promptly repairing or replacing the item
- providing a temporary item during this time
- all associated collection and delivery costs.

If the equipment needs repairing outside of the guarantee period, The MRES supplier invoices ACC for the repair costs.

 [Equipment Service Item Codes Service Page](#)

**NOTE** **Note: All clients can manage their repairs directly with the MRES supplier. If the repair is likely to cost more than \$2,000, The MRES supplier will approach the Recovery Team member for approval.**

### 4.0 Equipment consumable items

- a** Some consumables that are used with an equipment item must be supplied by the ACC Medical Consumable contract holder. This can include electrodes for TENS machines and other similar items.

### 5.0 Refurbishment of equipment

- a** Equipment refurbishment refers to the restoration of rehabilitation equipment by the MRES supplier after it has been collected from (and used by) a client.

The MRES supplier will assess all returned items for suitability for future use. They'll do any servicing or repairs needed so that other ACC clients can use the items. Any items that are unsuitable for reissue are disposed of.

## 6.0 Abuse or misuse of equipment

- a** If a client neglects, abuses or misuses a piece of equipment we're not required to pay for the replacement or repair cost. We can ask the client to pay for or contribute to the costs of repair, maintenance or replacement.

Discuss the matter with your Team Leader or Recovery Support.

The MRES supplier will not begin repairs, maintenance or refurbishment on rehabilitation equipment if they believe the repairs are needed due to neglect, abuse or misuse by the client. They will contact the relevant Recovery Team member to discuss the matter, and provide written confirmation of the reason for refurbishment, repair or maintenance.

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