

Managed Rehabilitation Equipment Services (MRES)

Operational Guidelines

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**This is a living document and will be updated as required
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1. Who are these guidelines for?

These guidelines are intended to be used by:

- ACC Recovery Team Members
- ACC's contracted suppliers of rehabilitation services. i.e. MRES Assessors such as Occupational Therapists, Physiotherapists and Speech and Language Therapists working under the contracts outlined in section 3.
- Enable New Zealand

2. What is MRES?

Rehabilitation equipment is a re-usable aid that assists a client with their daily living activities. This can include everything from a buttering board to assist with meal preparation to a power wheelchair.

ACC are responsible for assessing clients' needs and providing the appropriate rehabilitation equipment required to meet their injury related needs.

A client is eligible to receive rehabilitation equipment if they have:

- an accepted claim, and
- an entitlement to receive funding for rehabilitation equipment (social or vocational) and
- Have an injury related need for rehabilitation equipment

ACC isn't responsible for providing equipment if:

- the client already has equipment (in usable condition) that will meet their injury related needs
- the equipment is more expensive than an item strictly required to meet the client's identified needs
- the equipment (or any item used in association with the equipment) requires replacement due to client neglect, abuse, or misuse
- the client, after injury, disposed of a piece of suitable equipment that had a similar function.

Who is our MRES Supplier?

ACC contracts with a specialist supplier (Enable New Zealand) who manages the purchase, supply, recall and refurbishment of rehabilitation equipment on our behalf. ACC owns the equipment that is loaned to clients and the MRES supplier manages the process of loaning and collecting the equipment. This makes it possible to:

- ensure that ACC can provide the best quality equipment to clients
- gain better buying power when purchasing equipment
- recycle equipment for other clients to use, by getting equipment returned when no longer needed.

ACCs contracted national MRES supplier is Enable New Zealand:

Website: enable.co.nz

Email: enable@enable.co.nz

Freephone: 0800 362 253 (0800 Enable)

Online ordering: <https://mres.enable.co.nz/>

What Enable New Zealand does

Enable New Zealand provides ACC clients with the most appropriate equipment that is both high quality and durable and:

- track and collect the equipment when it's no longer required
- repair, maintain and refurbish equipment where it is cost-effective to do so
- provides Clinical Advisory Services to Assessors and ACC staff to assist in identifying the most appropriate equipment for clients
- hires rehabilitation equipment from a rental company where it is more cost-effective to do so.
- completes a best price for best quality assessment for list items and provides advice about list changes

What is covered by the MRES contract?

Equipment supplied under the MRES contract includes items that assist clients with their daily living activities, such as:

- mobility equipment, e.g., a wheelchair, walking frame
- personal care equipment, e.g., a shower stool
- moving & handling equipment e.g., hoists
- kitchen equipment, e.g., a kitchen trolley
- easily removable housing modification equipment, e.g., modular ramps
- rehabilitation equipment, e.g., vocational equipment, exercycle
- communication equipment (supported by an Assistive Technology assessment)

What equipment is NOT covered by MRES?

The MRES contract specifically excludes:

- medical consumables eg electrodes for a TENS machine, compression garment, incontinence products (See Medical Consumables service)
- hearing aids or hearing aid batteries (See Medical Consumables Service)
- orthotics (see Aids & Appliances)
- prosthetics (see Artificial Limb Service)
- equipment specifically designed for use by the visually impaired (see Appendix 1 for examples)
- equipment that is used as part of a housing modification that can't be easily removed or is not cost effective to remove e.g. a through floor lift (See Housing Modification Service)
- equipment under \$100 (Freight and GST excl.) outside the ACC equipment list (see Section 4)
- ventilators ([see Q&A section](#))
- Subscriptions i.e. monthly or annual fees related to an equipment item – these need to go direct to ACC Recovery team member
- negative pressure wound therapy ([see Medical Consumables service](#)).
- Medical equipment or devices (e.g., cough assist device, suction machines, pulse oximeters, CPAP machine, nebuliser, and seizure monitors (Enable's Clinical Service Advisors team may be able to clarify if an item is classified as Medical equipment or not). Please contact ACC to discuss purchase of these items outside of MRES.
- Equipment included or provided as part of another service such as
 - Beds, mattresses, hoists, manual handling equipment, sensor mats, walking frames, generic commodes and generic WCs under Residential Support Services
 - Accident & Medical and Rural GP contracts
 - Ancillary treatment
 - Housing modifications
 - Elective surgery contract
 - Public health acute services (hospital provided equipment for up to 6 weeks post discharge)
 - Specialised Spinal Cord Active Rehabilitation Services contract
 - Transport for Independence (TFI) – vehicle modifications
 - Non-Acute Rehabilitation Pathway
 - Services for the Blind

Recovery Team members should check Promapp for information on how to purchase these services. If assessors are unsure whether equipment should be purchased under MRES or not, please contact ACC.

Please see Section 13 for further information.

Non-List equipment under \$100

- Individual rehabilitation equipment items that cost less than \$100 each (GST and freight excl.) and are **not** on the ACC equipment list can be purchased by either the assessor or the client and the cost will be reimbursed by ACC.
- However, these items aren't covered by the MRES contract. The equipment is not subject to the same guarantees for repair or replacement and cannot be recalled or collected when the client no longer requires it

The table below outlines when non-list equipment under \$100 can be funded via MRES.

	Under \$100	Over \$100
Individual equipment item E.g. keyboard, swiss ball, knife, tooth brush.	No	Yes
Packaged items E.g. adaptive cutlery set, barbell with weights	Yes	Yes
Accessories E.g. wheelchair lap belt, communication device switch, commode handles.	Yes	Yes

NB: Packaged items are a group of items that must be used together (individual components may be under \$100 but overall cost exceeds \$100).

Clients and caregivers

Clients and caregivers require prior approval from the ACC Recovery Team Member. The ACC Recovery Team Member must create a purchase approval (service item code EC60).

The client or caregiver seeks reimbursement from the ACC Recovery Team Member by completing an [ACC001 Request for assistance](#).

Assessors

An assessor doesn't need approval to purchase non-List items under \$100.

ACC Recovery Team Members don't source or order non-List equipment under \$100 on the assessor's behalf. It is part of the assessor's role to source this equipment.

Assessors invoice ACC, listing the item type(s) and cost, using service item code EU100, and attach the receipt for the item(s).

3. ACC List Equipment

Enable New Zealand compiles and maintains a list of commonly used equipment items. Wherever possible, you should request equipment from the list because:

- these items are readily available and can be delivered to clients quickly
- The Supplier will have negotiated competitive contract pricing for these items
- list equipment is durable and high quality

- list equipment can be reused many times by many clients
- repairs and maintenance can be carried out on list equipment more quickly as standard parts can be held in stock.

The ACC list equipment is designed to meet the needs of most clients and is updated regularly in consultation with subject matter experts including Social Rehabilitation assessors, equipment suppliers and ACC.

Visit the Enable website to view the current list.

Note that Enable New Zealand will provide refurbished equipment to clients, where appropriate and available, before purchasing new equipment.

The prices that are included in the ACC equipment list are commercially sensitive and confidential between ACC and Enable New Zealand. Equipment prices can't be provided to external parties, e.g. assessors, clients or others, without permission from the ACC Portfolio Team.

The ACC equipment list has three key sections:

- Simple equipment
- Standard equipment
- Complex equipment.

These sections are described below.

Simple List equipment

Simple equipment items are generally:

- easy to use and non-customised
- able to meet the needs of the majority of clients
- low cost, generally less than \$1,000 (GST excl.)
- regularly requested
- durable and able to be reissued in a cost-effective way.

Examples of Simple equipment include bath boards, over toilet frames, walking frames, shower stools, chair raisers and kitchen trolleys.

Simple equipment can't be trialled.

Standard List equipment

Standard equipment items are generally:

- easy to use and non-customised

- less than \$3,000 (GST excl.)
- regularly requested
- durable and able to be reissued in a cost-effective way.

Examples of Standard equipment include adjustable beds, hoists and manual wheelchairs.

Standard equipment can't be trialled.

Assessors can contact the Supplier's Clinical advisory services team for advice if they have any concerns about the suitability of a piece of equipment for their client.

Complex List equipment

Complex equipment items are generally:

- complex or highly specialised
- customised or set up for the client
- more than \$3,000 (GST excl.)
- supplied in low volumes
- durable and able to be reissued in a cost-effective way.

Examples of Complex equipment include power wheelchairs, pressure relief mattresses and beds.

Complex equipment items can be trialled. (Note: If complex list items require non-list accessories, a quote may be required).

4. Other Equipment

Non-List Equipment

Items that are not on the ACC equipment list can be requested from Enable by making a Non-List request via the Enable New Zealand website or by completing the appropriate section of the ACC96. Non list items must be checked against the exception criteria, see note below.

Non-List equipment items may be able to be trialled.

REMEMBER – If Non-List equipment that meets the exception criteria, the ACC Recovery Team Member will need to make a referral for an assessment and/or seek internal guidance. e. A quote for the equipment must be provided by the Assessor.

Note: Enable New Zealand will provide reissued non-list equipment to clients, where appropriate and available, before purchasing new equipment.

Exception Criteria

MRES Non list item requests from Assessors that meet the ACC Exception Criteria will be forwarded onto ACC by Enable New Zealand to approve before they are supplied to clients. See Criteria below:

Primary Criteria	Criteria in addition to Primary Criteria:
<ol style="list-style-type: none"> Any equipment item where there is no clear injury related need. Regardless of cost, whether the item is List or Non-list (if picked up), and whether the item requires PA review or not. Any equipment item with a purchase cost greater than \$15,000 (excl. GST) requires written guidance and must be approved by ACC before the order is fulfilled. Any non-list equipment item with a purchase cost of between \$1000 and \$15,000 (excl. GST) but that meet any of the exception criteria where, after review, the Clinical Services Advisor agrees there are no appropriate list items to meet the injury related need 	<ul style="list-style-type: none"> All hobby and recreational equipment e.g., modified fishing reel, beach wheels All gym and exercise equipment e.g., FES cycles, spa/hydro pools, sports wheelchairs All household equipment e.g., vacuums, lawnmowers, cooking items All non-list power wheelchairs All power assist and power add-ons where the request is to meet a social/recreational need e.g. accessing the beach, OR when the client already has equipment that provides a similar function e.g. already has a power wheelchair. All standard recliner chairs, mattresses and beds not made by a specialist rehabilitation manufacturer All emerging technology which is not routinely considered rehabilitation, and/or there is not yet established evidence supporting clinical efficacy All communication assistive technology e.g., phones and computers, software/ applications All requests for equipment upgrades/up specs e.g., software, top of line items that exceed the injury related need, where the client may want to pay the difference or be likely to lodge a review All hoists except slings which can be approved by the Clinical Services Advisor after confirming the requested sling will fit the client's existing hoist. All MRES housing equipment e.g., portable bathroom All Pressure relief items e.g., roho mattress overlay, cushions if the request is the third or subsequent request in a 12-month period <u>for the same item</u>. All non-list vocational equipment e.g. sit-stand desks, pressure relief mats

:

5. Identifying the need for MRES equipment

A client's equipment needs may be identified by the client themselves (via My ACC), the ACC Recovery Team Member or a health professional. ACC may refer the client for an assessment to assist with equipment provision.

Health Professionals may only order equipment that is within their scope, and as part of delivering a contracted Service as outlined below.

What assessment can be used to order MRES equipment

The following assessments may be used (as appropriate) to identify equipment needs:

- Social Rehabilitation Assessment – Education Based Rehabilitation Assessment
- Social Rehabilitation Assessment – Social Rehabilitation Needs Assessment
- Social Rehabilitation Assessment – Support Needs Assessment
- Social Rehabilitation Assessment – Wheelchair and Seating
- Social Rehabilitation – Assistive Technology.

The following providers also can order equipment directly from the Supplier:

- Spinal Cord Injury Rehabilitation Providers
- Escalated Care Pathway Providers
- Vocational Rehabilitation Providers
- Training for Independence and Training for Independence Advisory Service (simple list equipment **only**, which must be requested via the Recovery Team Member).
- Non-Acute Rehabilitation Pathway providers (simple list equipment **ONLY**)

Note: Equipment ordered through Escalated Care Pathways, Vocational Rehabilitation or Training for Independence Advisory Services should be appropriate to the scope of their service. If an equipment solution is identified that is outside of the supplier's scope of service, they should discuss with the Recovery Team Member whether a further specialised assessment is required.

ACC Recovery Team Members - for information on how to make a referral for an assessment, see ProMapp.

Written Guidance for MRES equipment

ACC responsibility

Requests for the following types of equipment must be referred for internal **written guidance** by the ACC Recovery Team Member. Where written guidance has been sought prior to the assessment, confirmation of this review must be supplied with the referral to the Assessor.

Type of items that may require Written guidance prior to the assessment are:

- Additional powerchair or power mobility option that is additional to the clients everyday chair
- Power wheelchairs (In cases where ACC Recovery Team member is not a Recovery Partners, as Recovery Partners have delegation for this decision)
- Requests for recreational or hobby-related equipment – like hand-cycles, sports wheelchairs, electric bikes and all-terrain powerchairs.
- New and emerging assistive and equipment technology that is available to the market that is requested directly
- Home maintenance equipment over \$1000 e.g. vacuum cleaners

Written guidance needed prior to approval:

- Individual equipment item valued at \$15,000 (GST excl.) or more
 - Note: a base unit is considered to have a separate cost to accessories

REMEMBER – ACC Recovery Team Members should refer to the internal ACC Delegation framework to identify items that require sign off by ACC's Clinical Advice or Technical Service team. The type of items that require additional guidance includes items above, items identified to have met ACC Exception Criteria , items that do not have a clear injury related need and more.

Assessor role and responsibility

The assessor contacts the client and arranges to assess their injury related needs and identify appropriate equipment options to meet the need. During the assessment, the assessor must check whether the client has any ACC supplied equipment that needs repairing, servicing or is no longer needed. They then arrange a repair or return of these items.

Once the assessment has been carried out, and MRES equipment is proposed, the assessor completes:

- an assessment report detailing options that meet the injury related need and the outcomes that will be achieved by providing the equipment
- an MRES equipment request to Enable New Zealand. Where ACC have supplied confirmation of written guidance the Assessor must include this information within their MRES equipment order.

It is the assessor's responsibility to ensure that the equipment solution is within their assessment scope of service. If an equipment solution is identified that is outside of the Assessor's scope of service, they should discuss with the Recovery Team Member whether a further specialised assessment is required.

6. Ordering Equipment

Delegations

The table below outlines the applicable ordering authorities for both Assessors and Recovery Team Members for each equipment classification.

Ordering Criteria	Simple	Standard	Complex	Non-List	Hire	Trial
Does the ACC Recovery Team Member have the authority to order?	Yes	No	No	No	No	Yes*
Does the Assessor have the authority to order?	Yes	Yes	Yes	Yes	Yes	Yes*
Is an assessment required?	No	Yes	Yes	Yes	Yes	Yes
Does an Assessor need to submit an Assessment Report with the order?	No	No	Yes	Yes	Yes	Yes
Is an ACC Purchase Order required for new or refurbished items?	No	No	No	No	No	Yes

*ACC must pre-approve trials before they are submitted by an assessor

Ordering via the online platform

Recovery Team Members to follow process outlined in Promapp.

Assessors must submit orders via Enable's ordering platform.

All Assessors need to have their own login to access the Enable New Zealand's online catalogue ordering service.- ACC MRES App .If there are any changes or updates to Assessors joining your staff, please notify the Supplier as soon as possible so Assessors can be added/removed/updated as necessary.

Please note that login access cannot be granted to ACC providers who do not hold the applicable contracts for equipment ordering.

Incomplete equipment orders

MRES orders that are received incomplete or have errors will be returned for completion and resubmission. Where the Enable New Zealand requests further information from an assessor about an equipment request, the assessor must respond to this enquiry within **two** working days of receipt. This ensures that information is received in a timely manner for approval by ACC.

The Supplier cannot proceed with an equipment request until a fully completed application is received.



It is important that assessors provide a completed assessment to the Supplier so the equipment can be ordered for the client without delay.

Assessors should double check client details to avoid invoicing errors for Enable

Professional advice by Enable New Zealand's Clinical Advisory Services Team

The Supplier has a team of Clinical services advisors who will provide assessors with advice on the most appropriate and cost-effective equipment solution to meet the client's injury related need.

The clinical services advisors can provide advice and guidance during the assessment process:

- on potential equipment solutions
- on ACC's operational policy relating to MRES
- to support the assessor's decision-making and clinical reasoning when considering the solutions that would be the most appropriate to meet the client's injury related needs.

The clinical services advisors will also review requests for:

- Complex List equipment; and
- Non-List equipment that is more than \$1,000 (GST excl.) or is a non-disability, retail shop product.

Where the clinical services advisor identifies an alternative or cost-effective equipment solution, they may request further information from the assessor relating to the client's needs and will work with the assessor to identify equipment options. Assessors must consider alternative options provided to them by the Clinical advisors and provide a clear rationale if the alternative options are not progressed.

Where a Non-List equipment item is ordered that has the same functionality as a list or refurbished equipment item, the list or refurbished item will be supplied unless there is a clinical rationale to support the request for the non-List item. The Supplier will contact the assessor to advise them of the decision.

If there is any disagreement between the assessor and the clinical advisory service, ACC will make the final decision based on all the information available.

This will support the overall supply of equipment to the client in a streamlined and timely manner.

Instructions for clients using equipment

The assessor must ensure that the equipment is set up for the client and should teach the client or their caregiver how to use and look after the equipment when it's delivered.

If clients need further help with their equipment, they need to discuss this with their ACC Recovery Team Member, who then makes a request to the appropriate assessor.

Checking suitability of equipment

The assessor may need to check the item once it's been delivered to confirm that it meets the client's injury related needs. They may also need to set up the equipment for the client.

These responsibilities are contained in the assessor's contract with ACC.

7. Trialling equipment

The purpose of trialling equipment is to ensure that it meets the client's injury-related needs before the item is purchased. Complex List equipment items and Non-List items may be trialled from New Zealand based equipment suppliers, if required.

If trialled and suitable, ACC may purchase the equipment.

Note Enable may on occasion purchasing from overseas suppliers but **only** when there is no suitable alternative on the NZ market. Alternatively where this is not an option and ACC unable to trial or purchase equipment that would have to be directly sourced from overseas suppliers.

Note: In some cases, it may not be cost effective or possible to trial low-cost items. The Supplier may recommend purchase of the item which can then be returned for re-use by another client if it is not successful. The trial timeframes would not apply in this situation.

Before submitting a trial request, the assessor should ensure that ACC approve the trial being undertaken.

Trial process

The assessor will:

- confirm the need for a trial of the equipment on the equipment request;
- determine with the equipment supplier if the Non-List equipment item is available for trial before submission of the equipment request to Enable; and
- ensure the company offering the trial item is aware and in support of the possible length of the trial;
- obtain a quote from the equipment supplier for any Non-List equipment items and submit this quote with the equipment request to the Supplier.
- advise the ACC Recovery Team Member of the intended equipment trial before it is initiated. It is important the Assessor does not set expectations with the client until ACC approval to trial is obtained.

The Supplier's clinical advisory service reviews the Complex and Non-List equipment request and confirms with the Assessor the most cost effective and recommended equipment solution to trial. If this recommended solution differs from the initial equipment request, the Assessor must re-submit a revised equipment request to reflect the decided recommendation.

Enable will:

- review the request and seek approval from ACC Recovery Team Member to commence the trial;
- arrange the equipment for trial with the equipment supplier. The equipment supplier will then contact the assessor and/or the client to arrange for delivery of the trial equipment.

During the trial:

- Equipment can be trialled for up to 20 working days from the date all equipment is received and set up for use. The assessor should visit the client as soon as possible once the equipment is delivered to set it up for the client and to assess the appropriateness of the equipment to meet the client's injury related needs.

Note: bathing or personal care equipment should only be trialled on dry-runs.

If a further trial period is required:

- the Assessor must notify Enable and the equipment supplier and request a trial extension of an additional 20 working days;
- Enable will notify the equipment supplier of any extension to a trial;
- Where a further request for an extension has been received from the Assessor and the trial again exceeds 20 working days, Enable will follow up with the Assessor and Equipment Supplier;

After the trial:

- the Assessor must advise BOTH the equipment supplier and Enable NZ of the trial outcome
- The assessor will update the Enable New Zealand online order and provide final purchase quotes for anything successfully trialled

If the trial is successful:

- Enable will notify the ACC Recovery Team Member that the trial has been successful and request approval (where required) to purchase (even if no Purchase Order is required). Final costs and codes will be provided by Enable.

If the trial is unsuccessful:

- the assessor must advise Enable and the ACC Recovery Team Member that the equipment trial was unsuccessful.
- The Assessor will arrange the collection and return of the equipment to the equipment supplier.
- the equipment should be returned without delay and in the condition that it was received.

If further trial equipment is required:

- the assessor identifies the need for an equipment trial and includes this on the equipment request that is submitted to the Supplier.
- The trial follows the steps noted above.

8. Hire Equipment Criteria

Sometimes it may seem easier to hire equipment for a short period but it's important to consider purchasing of equipment rather than hire as a long-term cost-effective solution. Purchased items are recovered when no longer needed so long as a RECALL date is added to the order. Remember, equipment that is purchased by ACC can be reused by other ACC clients.

The following criteria must be considered when submitting a request for hire equipment:

- the hire period is less than 2 months
- the equipment is of a high dollar value, is normally greater than \$3,000 (excl. GST)
- the equipment is unlikely to be reissued to another client
- the equipment is a non-list equipment item that is required immediately from a rental supplier; or
- is required in the interim whilst another piece of equipment is on order.

Where a request for hire equipment has not met some of the above criteria, the Supplier will return the request to the author requesting further information. Incomplete and/or incorrect orders will be returned to the author for completion.

Hire equipment requests will be reviewed by Enable every 90 days and/or at the end of hire term.

Rationale **must** be provided as to why hire equipment is required and why ACC List Equipment is unable to meet the interim needs of the client.

Assessors are only able to request equipment for hire.

ACC Recovery Team Members, who need to arrange hire equipment, please contact the Suppliers Clinical Services Advisor to discuss equipment alternatives.

Arranging for items to be hired directly from an equipment supplier is not permitted. ACC will run regular reports to identify any Assessors or ACC Recovery Team Members working outside of this contracted process.

9. MRES timeframes

Processing timeframes

The Supplier will process equipment orders within one working day of receipt (assuming all information is complete and correct). This includes:

- initial review of the order
- review by Clinical Advisory Service for complex and non-list items over \$1000. This may involve discussion with the assessor and ACC and can take up to 5 working days to reach an agreed solution
- check for refurbished stock and dispatch if available
- advise ACC and assessor of order status and any equipment set-up or adjustment requirements.

ACC is invoiced at the actual cost for the delivery and collection of this equipment. The tables below outline the timeframes for the different types of delivery.

List equipment and stored equipment delivery timeframes

List Equipment	Standard delivery timeframes	Rural delivery timeframes
Simple	three working days	five working days
Standard	five to seven working days (indicative)	
Complex	ten or more working days (indicative)	

Note: Delivery Timeframes apply once all appropriate approvals have been completed by ACC.

Urgent equipment – Simple list or stored only

Simple list or items in stock may be requested to be delivered urgently. For orders received before 1pm, items will be received within 24 hours. For Rural Deliveries this may be up to 3 working days.



NOTE: Courier and/or freight costs for urgent equipment items will be significantly higher than normal delivery costs. Enable must consider the client need for the equipment to be delivered urgently. If Enable do not believe urgent delivery is warranted this should be discussed with the Recovery Team Member

Non-List equipment (including customised) and Hire Equipment

Non-list delivery and hire timeframes vary and are dependent on product availability from the equipment supplier, from 3 working days to 8 weeks.

The assessor must consult with the equipment supplier on equipment availability before submission of an equipment request, so they are aware of the expected delays. This should be done when the assessor requests a quote.

Enable will ensure that the ACC Recovery Team Member is provided with an expected dispatch date for the of purchased equipment so that they can inform the client of an estimate expected delivery time. (Urgent with 48 hours, Non-Urgent with 3 to 5 days in line with local freight timeframes).

Customisation of items may lead to longer delays. If this occurs, it may be necessary to use a 'Standard' or 'Complex' equipment list item in the interim for the safety of the client or carer.

10. Repairing equipment

The Supplier will repair and maintain equipment, as required, on ACC's behalf.

Scheduled maintenance

The Supplier will call or email the client to remind them when maintenance is required.

Routine maintenance

Clients and caregivers can complete simple routine maintenance of equipment themselves. If this is not possible, Enable can complete the maintenance for them. Client's and caregivers can contact Enable directly to arrange this.

The instructions for routine maintenance are detailed in an accompanying manual that the client or caregiver must follow. If not available, Information about how to look after the equipment can be found on Enable's website: <https://www.enable.co.nz/tools-resources/return-repair-equipment/guide-to-acc-rehabilitation-equipment/>

Enable can also supply basic parts for the client or caregiver to fit themselves, such as wheelchair tyres, inner tubes or arm pads.

Equipment repair

Clients can:

- contact the SuEnable NZ directly, by phone or via their website, to log a repair request; or
- go directly to a repair agent to request a repair. A list of repair agents is available at the Enable NZ's website or

- contact their ACC Recovery Team Member who can make contact with the Enable NZ on their behalf.

Enable NZ will:

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

Repairs do not require prior approval from ACC however the client must still have a valid accepted claim.

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

If the equipment needs repairing during the guarantee period, the Enable NZ 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, then Enable invoices ACC for these costs.

Equipment consumable items

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

Refurbishment of equipment

Equipment refurbishment refers to the restoration of rehabilitation equipment by the Enable NZ after it has been used by and collected from a client.

The Enable NZ will assess all returned items for suitability for future use. They will 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.

Abuse or misuse of equipment

If a client neglects, abuses or misuses a piece of equipment ACC is 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.

The 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.

The Supplier will contact the relevant ACC Recovery Team Member to discuss the matter, and provide written confirmation of the reason for refurbishment, repair or maintenance.

11. Recall and collection of MRES equipment

When ordering temporary equipment, the assessor indicates a likely date by which the client will no longer require the equipment.

ACC Recovery Team Member should add this date to the client's contact record, so they know when the equipment item is due to be recalled.

If it's expected that the item is required by the client for life or for many years, this is noted on the equipment request and on the client's contact record.

Items that won't be recalled

Some items on the ACC Equipment List have been classified as 'not for collection'. This means that once the item has been issued to a client, it isn't expected to be returned. This is generally because the costs associated with collecting and refurbishing the equipment are more than the cost of buying a new item.

If a client no longer requires one of these items, they can dispose of it or pass it on to someone else who can make use of it.

Examples of items that won't be recalled are some personal care equipment due to hygiene reason e.g. bottom wiper or long handled sponge and very low cost items e.g. buttering boards etc.

Organising collection of equipment

The client, assessor or the ACC Recovery Team Member can contact the Enable NZ at any time to organise collection of equipment which is no longer required. This can be done via phone, email or through Enable NZ's website. Contact details will be on a label attached to the equipment item.

When requesting a collection, it's useful to provide a claim number and an asset number if the item has one.

In some cases, the Enable NZ will determine that it isn't economically viable to collect a piece of equipment, e.g., where the client lives remotely, and the equipment item is very old or low value. In these situations, the Enable NZ will advise the client of their options for disposing of the equipment item.

Recalling equipment

The Enable NZ will contact the client to arrange collection towards the end of the timeframe noted on the equipment order. ACC pays the cost of collecting recalled items.

If the client wants to continue using the equipment after this date, the Supplier will ask the client to contact the ACC Recovery Team Member (and will also advise the ACC Recovery Team Member themselves), who can co-ordinate a new recall date, if necessary.

Note: Enable NZ does not currently offer asset to asset transfer (ie transfer of one ACC asset from one client directly to another). Rather, the item/s need to be returned to an Enable New Zealand warehouse for equipment checks and refurbishment before an item can be reissued

12. Housing modifications & equipment solutions

Supply of equipment solutions as part of a housing modification

Permanent Housing Equipment

When equipment is required that is going to be permanently installed in a client's home and is not expected to be returned due to the likely damage removal would cause, then that item is considered a housing modification. This equipment must be part of an approved housing modification.

Repairs and servicing are the responsibility of the Housing Modification Service supplier.

Examples of permanent housing equipment include:

- hardwired / fixed door locking / opening system
- hardwired environmental control / security system, e.g. amber control system
- hardwired heat pump / air conditioning system
- hardwired specialised lighting or alerting system
- through floor / multi floor lift – internal or external
- fixed handrails, e.g. in level access shower or toilet or stairs via minor modifications
- fixed fold down shower seat or shower tray/bed including height adjustable option
- stair platform lift – internal or external – curved rail / customised to home / wall mounted internal stairs
- fixed ceiling mounted overhead hoist system
- fixed stair chair lift – internal or external
- bidet
- dishwasher, wash machine and dryer
- modular fencing
- fixed play equipment
- non-slip matting

MRES Housing Equipment

When equipment is required that needs fixing / specialised installation as part of a housing modification but can be easily removed (to be moved to a different location if the client moves, or taken out when it is no longer required), then that item is considered MRES Housing Equipment. **This equipment must be part of an approved housing modification service.**

To order MRES housing equipment, included as part of a housing modification service, complete an ACC096 Equipment Order Form and submit to the ACC Recovery Team Member along with:

- quote/s for the equipment

- specifications for the equipment
- the appropriate housing modification reports

Once the housing modifications are approved, and if no refurbished equipment is available, the ACC Recovery Team Member will forward the ACC96 order along with a purchase approval number to the Supplier (ACC's contracted MRES supplier) to provide new or refurbished equipment. Enable will coordinate the delivery of the equipment with the Housing Modification Service supplier who will complete the installation of the equipment.

Repairs, servicing and collection of MRES housing equipment is the responsibility of Enable.

Examples of MRES housing equipment include:

- high-low vertical rise platform lift, e.g. 1m and 1.5m low rise lift
- modular ramp
- portable bathroom solutions

MRES Equipment

When equipment doesn't require fixing or specialised installation as part of the housing modification and it can be easily moved to another location, the item is MRES equipment. This equipment doesn't need to be part of an approved housing modification service and can be ordered via the MRES equipment ordering process (see Section 6 – Assessment and equipment ordering).

Repairs, servicing and collection are the responsibility of Enable.

Examples of MRES equipment include:

- suction handrail
- portable heater
- portable air conditioner
- portable dehumidifier
- portable overhead hoist (i.e. not fixed to the home)
- portable ramps/threshold ramp
- personal care bathing equipment, e.g. multi chair
-

Removal of MRES Housing Equipment

If the Supplier receives a request for MRES housing equipment to be picked up and the equipment needs to be de-installed, Enable will contact the ACC Recovery Team Member.

The ACC Recovery Team Member will request that the Housing Modification Service supplier obtains a quote for removal of equipment. When the quote is received the ACC Recovery Team Member will raise a purchase order to the Housing Modification Service supplier for the de-installation of equipment and make good.

The Housing Modification Service supplier will coordinate the removal of the equipment and will contact Enable to arrange collection of the equipment.

Disputes

Where a dispute arises between Enable and the Housing Modification Service supplier about the installation, warranty or removal and collection of MRES housing equipment included in a housing modification.

- it will be escalated to Enable and Housing Modification Service Supplier's General Managers to resolve
- it will be escalated to the respective ACC MRES and Housing Modification Service Portfolio Managers to determine an outcome if it is unable to be resolved.

13. Equipment under other contracts/purchasing mechanisms

Rehabilitation equipment is normally provided via the Managed Rehabilitation Equipment Service (MRES) contract. However, there are a number of other ACC contracts under which equipment is also provided to clients.

- Accident & medical and rural GP contracts.
- Ancillary treatment;
- Elective surgery contracts;
- Public health acute services contracts;
- Transport for independence (TFI) – vehicle modifications.

Urgent Care Clinic Contract

Under these contracts, crutches are loaned to clients on a short-term basis. Suppliers (UCCs) under this contract can invoice ACC for the cost of crutches to ensure clients receive free use of crutches. UCCs may still raise a bond, payable by the client, to make sure the crutches are returned.

Ancillary treatment

When a GP or other health provider treats an ACC client injury, they can provide equipment from a local equipment source. In this case, the equipment is part of ancillary treatment and there are no contracts in place that cover direct payment for this.

We expect the client to pay for these items and seek reimbursement by completing an ACC001 Request for Assistance form. Please ensure that reimbursement is only claimed for the hire cost, not for deposit or failure to return the item.

Elective surgery contracts

Under these contracts, the elective surgery supplier provides equipment required by the client for the first six weeks after the client is discharged from hospital. ACC supplies equipment from that point on through the Supplier.

Transport for independence (TFI) – vehicle modifications

Transport for independence (TFI) is a key aspect of social rehabilitation that aims to restore a client's independence, particularly their ability to safely access transport and be mobile.

Vehicle modifications mean adding or removing features of a vehicle so the client can:

- gain access to the vehicle and have freedom and safety of movement while in it
- safely drive or operate the vehicle
- travel safely as a passenger in the vehicle
- transport essential mobility equipment.

The differences between vehicle modifications and rehabilitation equipment are outlined below:

Vehicle modifications...	Rehabilitation equipment...
are added or removed from a motor vehicle	helps clients in their daily lives, excluding motor vehicles
are supplied by TFI	is supplied by MRES
<p>include:</p> <ul style="list-style-type: none">• all-terrain vehicles• wheel spinners and other hand controls• wide-angle mirrors• wheelchair carriers• wheelchair hoists or cranes• trailers• modified vehicle seating	<p>includes:</p> <ul style="list-style-type: none">• mobility scooters• Segways

Providing equipment on discharge from hospital

Short term loan equipment

When a client requires equipment following discharge from hospital, it is normally provided by the hospital for the first six weeks. If the client requires the equipment for longer than this, it is provided by the Managed Rehabilitation Equipment Services (MRES) supplier.

Use the information below to help determine who is responsible for the provision of equipment.

Also refer to section 4.5 of 'Accident Services – A guide for ACC and DHB staff' for further information.

Long term equipment requirements

If a client is likely to require equipment long term, i.e. longer than six months post-discharge, ACC will supply the equipment from the point of discharge from hospital.

If the hospital assessment is sufficient to satisfy a purchasing decision for the equipment, the ACC Recovery Team Member will order the equipment, see section 6 'Assessment and equipment ordering'. If the equipment has been customised for the client, the Supplier can purchase it from the hospital.

Otherwise, the ACC Recovery Team Member arranges a social rehabilitation assessment, see section 6 'Assessment and equipment ordering'.

Equipment required for up to six weeks post-discharge

For equipment needed for up to six weeks post-discharge from an acute admission, the hospital provides all equipment at no additional cost to ACC. ACC has already paid for this equipment under the Public Health Acute Services (PHAS) agreement.

The exception to this is Clients receiving Non-Acute Rehabilitation Pathways services from the hospital. For these clients ONLY, hospital clinicians can order equipment at any stage to support the transition home, however the equipment must relate to the injury related need.

Equipment required for more than six weeks post discharge

After six weeks, ACC takes over the responsibility for funding equipment. If a client needs equipment for longer than six weeks post-discharge then the hospital must inform ACC two weeks before the end of the six-week period, using the [ACC4249 Short term equipment request form](#) (124K).

If, after six weeks post-discharge, the hospital equipment needs to be replaced with ACC equipment, follow the ordering process under Section 6 – [Ordering the equipment](#).

ACC equipment is delivered to the client by the Enable NZ. The DHB collect their equipment. ACC is not responsible for returning DHB equipment.

If the hospital discharge assessment is not sufficient to determine a client's equipment requirements, the ACC Recovery Team Member organises a Social Rehabilitation Assessment, from which an equipment order is sent to Enable. See section 6 'Assessment and equipment ordering'.

If the hospital doesn't provide sufficient notice of the client's ongoing equipment requirements, then they must leave their equipment in place until ACC can arrange to replace the equipment through MRES.

Using hospital equipment for slightly longer than six weeks

If the equipment is only going to be required for a short time longer than the initial six-week period post-discharge, the ACC Recovery Team Member can arrange with the hospital to leave the hospital equipment in place, and we will reimburse the hospital directly to cover a nominal rental charge.

We are unable to enter into individual agreements with other equipment suppliers and rental companies and, therefore, if a hospital uses a rental company to manage their equipment, they must maintain that relationship for any period over the six weeks. We will reimburse the hospital for this period but won't directly take over the rental agreement.

Client request

If a client requests equipment after discharge from hospital that hasn't been recommended on the discharge summary, ACC will arrange an assessment to determine the need. If the equipment is necessary, this responsibility lies with the hospital for the first six weeks post-discharge.

If a client already has equipment due to a pre-existing medical condition, or disability, and it needs replacement or modification resulting from a covered personal injury, the hospital or relevant disability support service should contact the client's ACC Recovery Team Member to discuss options

14. Considerations for Vocational Rehabilitation Equipment

Vocational rehabilitation equipment may be provided to ACC clients as part of Vocational Rehabilitation Services if there is an assessed injury-related need and the equipment item(s) are required to address that need and assist the client to return to work.

Vocational rehabilitation equipment excludes **Standard Work Items to Start Employment**.

Standard work items to start employment

Standard work-related items are usual items that are required to do a job e.g. trade tools and protective clothing such as work boots and helmets.

In rare cases, a client receiving weekly compensation who secures a new job cannot start that job because he or she does not own or lacks the ability to purchase a standard work item. In limited circumstances a cost-effective maximum contribution of \$500 (GST incl.) can be made by ACC under vocational rehabilitation to enable the client to obtain the item and start the new job.

If you think that a client requires a standard work item to enable their return to work, please contact the ACC Recovery Team Member.

Standard work items are unlikely to be returned to Enable and can be purchased directly from another supplier (ie not Enable) if required using code EV01 or can be reimbursed to the client.

Should the employer purchase the equipment?

The employer should be asked to purchase the equipment item(s) when:

- the employer is required to provide it under the Health and Safety in Employment Act 1992. ACC will not provide or contribute to work items, clothing or equipment required under this Act;
- the item is standard work-related equipment that the employer would provide for any employee, such as a computer. ACC can provide modifications or software required to meet the client's injury-related needs.

Should ACC contribute to the cost of the equipment?

ACC may contribute to the purchase of equipment item(s) if the item is required as a result of a covered claim but is likely to benefit both the employee (client) and the employer. In this instance it is appropriate to ask the employer whether they will provide the item or contribute towards the purchase of the item.

Contributing to employer funded equipment

The employer is responsible for finding and purchasing the equipment through their normal channels, with assistance from the assessor if necessary.

The ACC Recovery Team Member:

- negotiates the amount of ACC's contribution to the purchase price with the employer;
- sets up the employer as a non-contracted supplier in MFP;
- enters a purchase approval for the negotiated amount using service item code EV01.

ACC reimburses the employer for the agreed portion of the cost when an invoice is received. The employer owns the equipment and the client is not able to take the item to another work site without the employer's agreement.

Providing ACC funded vocational equipment

If the equipment item is required as a result of a covered claim and will provide no additional benefit to the employer, ACC can fund the full cost of the item. Any vocational equipment valued at \$15,000 or more requires Recovery Support written guidance.

Follow the process outlined in section 6 'Assessment and Equipment Ordering' to source the equipment item.

The vocational rehabilitation assessor is then responsible for setting up the equipment for the client. This activity is included in the package price for the service.

Vocational Rehabilitation equipment where applicable should be trialled.

Vocational equipment may also be purchased via the Integrated Care Pathways service.

15. Joint funding equipment and transfer of ownership

JOINT FUNDED EQUIPMENT – if a client already has equipment due to a pre-existing medical condition, or disability, and it needs replacement or modification resulting from a covered personal injury, the hospital or relevant disability support service should contact the client's ACC Recovery Team Member to discuss options. **Recovery Support** is available to assist with this process. It is helpful to commence the Whaikaha assessment ASAP.

If a person is issued equipment funded by the Whaikaha and a decision is later made by ACC to approve a claim and the entitlement to equipment on that claim, the equipment needs to be transferred to ACC ownership (as long as the equipment is still meeting the injury related needs).

ACC will request the cost and equipment details from the Whaikaha equipment provider (if different), who will return the information within 7 working days, including the original invoice. There will be no cost to ACC or any other party to provide this information.

The Recovery Team Member will then forward this information to Enable to complete the transfer to the Supplier's records. This will ensure that repairs and maintenance can be managed by Enable.

This ensures the client can retain the equipment and the transfer occurs without affecting the client.

16. FAQs

Q. Does the equipment need to be insured?

- A. ACC does not normally insure equipment, nor does it provide or contribute to the cost of a client's household insurance costs.

Because the equipment continues to be owned by ACC, insurance companies usually exclude these items from the client's household contents insurance.

ACC will pay for maintenance, repair or replacement of an aid or appliance where there is no evidence of neglect, abuse or misuse.

Q. How do I order a ventilator for my client?

- A. Ventilators and other Medical Devices are no longer purchased through ACC's MRES Supplier. Contact a Recovery Team Member to discuss.

Q. What is the difference between a medical consumable and rehabilitation equipment?

- A. A medical consumable is an item that is either disposable or can be used by only one client whereas rehabilitation equipment could be used many times by many clients.

Examples of items that would be classed as **medical consumables**:

- a urinal bottle as it is single client use;
- Catheters
- support stockings;
- electrodes for a TENS machine.

Examples of items that would be classed as **rehabilitation equipment**:

- a shower stool as it could be refurbished and used by many clients;
- a TENS machine.

Q. Can I request a negative pressure wound therapy machine through MRES?

- A. No. Negative pressure wound therapy machines are rented on a daily hire basis and need to be ordered directly from the supplier; either Smith & Nephew or Intermed. See the Negative Pressure Wound Therapy Guidelines for further information on the process.

[External link to NPWT guidelines](#)

[Intranet link to NPWT guidelines](#)

Q. My client's treatment provider has recommended a piece of equipment for their patient. Do I still need to get an assessment?

- A. If the equipment is required by the client for safe discharge following surgery, and for up to 6 weeks post discharge then the hospital should provide this equipment in the first instance.

If the equipment is being requested after this period, either by the surgeon or any other treatment provider, and is not a simple list item, you will need to refer for an assessment. This is because items tend to be more complex in nature and require consideration of client safety and alternative options.

Remember: You will need to provide a quote for any non-list items as Enable needs to know what item the provider is recommending. If the provider is requesting an item but is not sure of the specifications needed, it is best to get an assessment done.

Q. Why do I need to pay for an assessment, when as a Recovery Team Member, I know what my client needs?

- A. Recovery Team Members do have the ability to order low risk simple items without an assessment and to replace simple list items that have been previously provided however the ability to determine a client's needs should sit with a health clinical services advisor who can ensure the item can be setup and used safely by the client and will achieve the best outcome.

An assessor also has specialised skills in determining the right option and can suggest other options that you might not be aware of that are better for the client or more cost-effective. The price of an assessment is often offset by the assessor identifying a range of more cost-effective options. Even if this is not the case, ACC has addressed any risk associated in providing a client with rehabilitation equipment.

Q. I need to order equipment as part of a Training for Independence Advisory program, how can I ensure Enable has the information that they need to process my order?

- A. The Training for Independence Advisory Service is not designed to be an equipment assessment service however there may be some items (simple list only) that are needed to complement the rehabilitation program you have designed for the client. When you submit an application to Enable for the equipment you will need to provide the following information:

- What is the injury related need that you are trying to address?
- What is the outcome that is to be achieved through the provision of equipment?
- What are the specifications of the equipment solution you have identified? (i.e. if a desk is required, does it need to be a certain size or adjustable)
- What other options have been considered? and why have they been ruled out?
- What is your rationale for the selected option
- Any other information that supports the request for the equipment item

If you think that the client may need a more robust assessment to determine the answer to these questions, please discuss this with the client's Recovery Team Member. They may be able to approval an additional assessment for you or via another provider with the appropriate expertise.

Q. An equipment item was ordered by accident, who is responsible for paying?

A. This would depend on who ordered the equipment as follows:

If equipment is incorrectly ordered by ACC or ACC's contracted Assessors, ACC will pay for the equipment including all actual and reasonable transportation costs to and from the Client and cleaning charges (if applicable). The item will go into ACC's refurbished stock.

If equipment is incorrectly ordered by Enable, they will be responsible for the cost of the equipment including all reasonable transportation costs.

Equipment specifically designed for use by the visually impaired

- Adaptive Technology including Training and Installation
- Bold Line Pads
- Braille Board Games
- Braille Clock
- Braille Electronic Display
- Braille Electronic Note Taker
- Braille Embosser
- Braille Labellers and Tape
- Braille Label Sheets
- Braille Mechanical Writing Equipment
- Braille Paper
- Braille Playing Cards
- Braille Slate and Stylus
- Braille Timer
- Braille Watch
- White Canes
- Cane Tips
- Portable Video Magnifier
- Hand-held video magnifier
- Digital Voice Recorder
- Daisy (Digital Audio Devices)
- Electronic Voice organisers
- Environmental Modifications, e.g. Illumination Levels
- Felt Tip Markers,
- Glare Resistant Glasses

- Hand Magnifiers
- Large Print Dymotape Labellers and Tape
- Large Print Telephones
- Low Vision Clock
- Low Vision Watch
- Magnifying Lamps
- Monoculars
- Deafblind Communication Devices and Applications
- Self-Threading Needles
- Signature Templates
- Slate and Stylus
- Stand Magnifiers
- Talking Clock
- Talking Microwaves
- Talking Scales (kitchen or bathroom)
- Talking Tape Measure
- Talking Watch
- Free Standing Task Lighting
- Training Package for Key-Boarding Skills
- Writing Frames

Next Update to include :

- Definitions
- Updated FAQs

If you have any feedback regarding the operational guidelines or feel any further information should be added that will support you with ACC's MRES service. Email: MRES@acc.co.nz

Note: Please **do not send any client specific queries to this email** as it is not monitored regularly.