



NEWSLETTER APRIL 2006

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MoH Assessor Training

The **accessible** Advisory Team would like to thank all Assessors who attended the inaugural “Training Session on **accessible** Processes with MoH Equipment and Housing Modifications” which was held on 14 February and in Northland 5th April 2006. We hope that we were able to clarify any queries that you had and that you felt the day was beneficial. **accessible** found the liaison and interaction with Assessors extremely beneficial, we recognise when information and processes are clearer, then the whole application process runs smoother.

accessible is considering running these training sessions annually and would be interested in feedback from Assessors about whether this would be of benefit.

accessible have been sending out a ‘Certificate of Attendance’, so if you have attended a session but do not receive the Certificate then please contact Carolyn Peat on Extension 819.

For those Assessors who were not able to attend the training, but would have liked to, the Disability Resource Centre, Auckland (DRC) and **accessible** are facilitating joint training sessions to be held in May 2006 – please see the next article for details.

DRC Assessor Training

DRC Auckland is facilitating a training course designed to provide health professionals with information about accessing equipment funding options for disabled and older people in Auckland and Northland. The course will run 3 times in order to give Assessors a choice of dates.

The 1/2 day courses run from 12.00 to 4.30pm; 5th and 11th May 2006 and 9.00am to 1.30pm; 12th May 2006 at DRC in Royal Oak and cost \$40.00 per person including a light lunch. This course will be of interest for those who would like to know more about assisting people to access equipment, those who wish to maintain or increase competency as per HPCAA requirements, and those who supervise or train Specialised Equipment Assessors.

For more information or to see the full advertisement please visit www.accessable.co.nz or www.disabilityresource.org.nz or phone DRC on 625 8069.

accessible Contact Information
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Facsimile 09 620 1702, Email info@accessable.co.nz
P O Box 27 804 Mount Roskill, AUCKLAND

Website Survey and Changes

www.accessable.co.nz

Survey

Thank you to all those people who took part in our survey regarding the use of the **accessable** website. We managed to survey around 154 people at the Show Your Ability Expo and the results were very interesting. The survey showed that the most popular pages on our site were 1) Equipment and 2) Manuals and Forms. It also told us that many of you only visit the website no more than once a month.

The team at **accessable** would like to encourage you to regularly visit the website because we use the website to communicate important information from the Ministry of Health and other sources to you as Assessors.

Changes

We have recently combined our Home Page and Navigation Page into a brand new Home Page. You will now find a link to Adobe Reader on the Home Page. Many of the documents on our site are in PDF format so you will need to download Adobe Reader if you don't already have it.

Manuals & Forms Page – There is now a direct link to Judy Denaro at Enable New Zealand. Judy is the person you need to contact if you want to become a Ministry of Health Accredited Assessor or if you are already an Assessor and your contact information has changed

Info Online – This page has a new name. The previous name was "Access Online". We hope that the new name will better reflect the contents of this page. This is the page where you will find our current and previous Newsletters. You will also find any important announcements or policy changes from the Ministry of Health in the Announcements section. Both the Announcements and Newsletters sections now have a detailed Index to assist you in finding a specific article.

If you have any questions regarding the **accessable** website please contact Carolyn Peat either by phoning 09 620-1700 Ext 819 or email info@accessable.co.nz

Application Analysis

Our Customer Services manager, Craig Tweedie has continued to review the Ministry of Health equipment application forms we receive. The following areas are still of concern as they slow down our ability to process your equipment requests promptly and accurately:

- No Assessor signature
- No phone number for the client
- No Client Disability type selected
- No client Gender selected
- No Ethnicity selected or detailed
- Incomplete equipment details

We have seen great improvement over the last month; however we would really appreciate your continued help in this area. Please make sure the application is completed in full before sending it to us.

At times our Customer Services team can find it quite hard to read some of your writing. Please write more clearly and in some cases an increase in the size of your writing would assist us greatly to ensure we process applications with the correct information.

We are currently working to provide the application forms in a simple to use computer format for those Assessors who wish to use a computer for completing the applications.

Equipment Collects

Collecting equipment from within the community is at times a very complex task and can be a source of frustration to all concerned. We are currently working on new initiatives with our freight providers to cope with issues including: rural locations, client is now deceased, availability of care givers etc.

The ultimate aim is for ALL collect instructions to be actioned as soon as possible; If not the provider will advise **accessible** as to the reason and what action is to take place to ensure that the collect is completed.

On a weekly basis we are reviewing the full schedule of 'collects' and we are monitoring the performance of freight providers to keep within these timeframes or to notify us of the issues.

New Codes for MoH Standard Equipment

accessible is committed to improving the processing lead time for Standard Applications and we need your help as Assessors to do that.

To simplify and improve the accuracy of Ministry Common List equipment being requested we will be introducing a simple 5 digit alpha numeric code for each item. This will make it easier for Assessors to list the items of equipment on the Standard Application form and remove any doubt as to the equipment that is being requested for your clients.

These codes along with an updated Common List will be released in approx 2 – 3 weeks and will be available for down loading from our website. (We will notify you by email when it is available if you have logged your email address with Carolyn Peat to receive updates)

If you do not have access to the internet, please email info@accessible.co.nz with "New Codes" in the subject line and we will email you a copy by return.

Please use these codes when completing your Standard Application from then on. These codes are very similar to the ACC SIC Codes that are used when requesting List Equipment.

ACC Trial Equipment Returned to Suppliers

Trial equipment can be vital to establish what equipment is right for clients. Suppliers endeavour to ensure that trial equipment is available in a timely manner. This is not always possible due to extended trial time frames or where the equipment is not collected quickly for its return to the Supplier. This stops other Assessors and clients in the community from trialling this equipment.

- Assessors must ensure that the trial timeframes are adhered to and that the item/s is not used as interim or replacement equipment.
- Suppliers must ensure that Assessors are notified (if required) that trial equipment has been delivered to a client as we know that this is an issue for Assessors and leads to delays in the trial timeframes
- We are working with our freight providers to identify "returned trial equipment" to ensure that it is returned to Suppliers as soon as possible. A "Point to Point" service for this type of equipment is operating where possible; collected from the client and sent directly to the Supplier.

Please ensure that the unsuccessful trials are notified to accessible as soon as possible so that we can arrange the Point to Point collection as soon as possible.

ACC & MoH Assessors: We love to see you But

accessible has an open house policy for Assessors visiting our warehouse at any time during the day. Recently, we have experienced situations where the warehouse team believe that there is a health and safety risk for themselves and visitors. Issues include Assessors climbing on shelves to find equipment items, items left in the aisle creating a hazard for those walking around etc. We realise that some of these issues are caused by a lack of assistance from our team as well.

We do not want to stop you coming and in fact the more the merrier as then you will have greater appreciation of the scope of the warehouse facilities and you are able to view the refurbished stock that is available.

Some simple rules we ask that you abide by:

- Please try to visit before 3pm
- You must sign in at reception on arrival
- If you want to make an appointment beforehand do so but this is not a requirement
- If the equipment that you are looking for is complex and one of the Professional Advisory team is available please ask for their assistance
- Within the warehouse team we have staff who are very knowledgeable as to the location of equipment and a team member will be assigned to you to assist
- Equipment is stored at high levels and a fork hoist or platform ladder must be used for everyone's safety
- All equipment must be returned to its original shelf

Refurbished equipment within the warehouse is a valuable resource for you and your clients needs. Take advantage of what is available on the shelves.

“Shower Commode Specification Form” Trial

Just a reminder for those Assessors who have been using the new Forms, to send your feedback by 30th April 2006.

Please send your feedback to Sandra Hutchison, Professional Advisor either by fax to 09 620 1702 or mail to PO Box 27 804 Mt Roskill, Auckland or email to:

shutchison@accessible.co.nz