



NEWSLETTER AUGUST 2006

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ACCESS: ASSESSOR AND CLIENT CENTRED ESSENTIAL SEATING AND WHEELCHAIR SERVICES

accessible is proud to announce the introduction of ACCESS, a new Seating and Wheelchair Facilitation Service for the Auckland region. ACCESS is to be available for one year commencing 1 July 2006. ACCESS is intended to support Specialised Assessors in Auckland working with people who have a need for seating and wheelchair equipment.

The Ministry of Health (the Ministry) recently accepted **accessible's** proposal in recognition of the need for support and streamlining of the seating and wheelchair trial process.

ACCESS is establishing clinics to assist Specialised Assessors employed by DHBs (including Mobility Solutions), Group Special Education and/or Special Schools through the trial process for non-complex seating and wheelchairs. The process for the provision of complex seating for a person remains with Mobility Solutions.

ACCESS aims to provide;

- advice and support for Specialised Assessors at the clinic
- increased provision of refurbished equipment items
- liaison with suppliers in order to provide a range of trial equipment in a timely manner
- technical support at the clinic
- enhanced access to review of a person's needs, particularly children where growth is a key factor in the monitoring of an effective and safe equipment solution

ACCESS clinics will be based in the community and schools, as the assessment process will remain with the person and the Specialised Assessor. The role of ACCESS is one of collaboration, facilitation and support to achieve the stated aims. Initially one clinic per week will be held in rotation around the Auckland region; North, West, Central and South, however others may potentially be included. Each appointment will be for 1 hour and the first clinics will be held in;

- Central; Mobility Solutions on 29th August
- North; ATNR Physiotherapy Gym North Shore Hospital on 7th September
- South; Botany Super Clinic, Home Health Care 260 Botany Road on 14th September
- West – to be confirmed.

accessible Contact Information

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Please review the information on our website or for further information contact Angela on aguthrie@accessable.co.nz

MOH COMPLEX APPLICATION EQUIPMENT REQUESTS

In order to provide a timely provision of refurbished wheelchairs and shower/commode chairs, we have reviewed the way that these applications flowed through our processing system. We discovered that where the application was for a wheelchair only or a shower/commode chair only, there were minimal delays and the process was completed within the appropriate time frames. However, where the application was for a number of different equipment items, the process was slowed.

Due to the complex nature of these equipment requests with all these items on, it has become difficult to keep the records on one application number.

In line with this review and our desire to improve our communication with Assessors and speed up the process in supplying this equipment, a single equipment application from an Assessor for multiple items such as the example below will now be split into 2 or 3 applications.

Eg: An application is for a "Range of Equipment" possibly including a wheelchair, a shower/commode chair, a bed and air mattress and hoist and slings.

After we receive the application it is duplicated so that the wheelchair +/- seating is on the 1st application, the shower/commode chair on a 2nd application and the other items are on a 3rd application. Assessors will receive 3 confirmation letters.

This splitting of the applications will ensure that each group/type of equipment is processed in a timely manner and that there are minimal delays for the person.

AUCKLAND POWER OUTAGE - MONDAY 12TH JUNE 2006

As many of you will remember there was a major power outage in Auckland last month causing havoc with the population.

As a result ACC or MOH applications or other documents that you may have faxed to **accessable** on that particular day may not have arrived.

If you did send us any documentation on Monday 12 June 2006 and have not heard from us regarding it please contact our Customer Services Team and provide us with as much information as you can regarding the documents you faxed us.

The Customer Services Team can be contacted on 09 620-1700.

HOUSING MODIFICATION COSTS

A person will be referred to WINZ for an Income and Asset Test in the following situations:

Where the total cost of an individual housing application exceeds \$7,900.00 inc GST

Where the cumulative cost of the current housing application and past applications exceeds \$7,900.00

A person may choose not to be Income and Asset tested and must then accept responsibility for all costs over \$7,900.

When preparing an application with your client in this situation, please ensure they understand their costs will include building consent fees where required.

These fees range between \$1,200.00 and \$1,300.00 and are set by the local Council

accessable's most frequent consent processes are for level access showers. People are welcome to contact accessable's Housing Advisor (Dougald Shirtcliffe) with any queries. As part of accessable's processing we

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will forward a letter to the person detailing the costs they are responsible for and request they sign agreeing to pay the amount above \$7,900.

accessible has also noticed an increase in invoice variances over recent times. This involves differences between the **accessible** approved order and the final signed off contractor's invoice. Please ensure that if the scope of the approved works changes, **accessible** must be advised of the change in costs and the justification for the extra works. Contractors will not be paid for work completed outside the scope of that requested by an Assessor and not approved by **accessible**.

MoH SIC CODES

Recently we emailed all MoH Assessors advising them of the updated MoH Standard Equipment List and to also advise we have created easy 5 digit SIC Codes to match each item.

Please use these SIC Codes on your Standard Equipment application as it will speed up the process and removes any chance of misinterpreting that you have requested.

While your description may be brief the SIC Code gives us clear and accurate understanding of what equipment you require. Please use the Service Item Codes and help us to help you.

NB: if the standard item is of a "special or similar nature" do not use an SIC Code and please remember to add a brief sentence as to why the list equipment will not meet the need.

RESPONSIBILITY AROUND TRIAL EQUIPMENT

When trial equipment is requested, it is expected that the Supplier will advise you, the Assessor of when that equipment has been despatched for delivery to the nominated address.

You should also receive notification if there is a delay, perhaps due to the complex nature of the equipment. This notification is required to assist with the timely completion of trials.

From the time that the Assessor is notified that the equipment has been despatched, the Assessor has 10 days to complete the trial to ensure that the equipment is correct for the client and meets the needs that have been identified.

Working within this trial timeframe will assist you, as the suppliers will then be able to carry out trials in a more timely manner.

In the past we have occasionally found that because Assessors were not advised that trial equipment had been despatched, the trial time was lengthy which in turn made for further delays with the trialling of that equipment by others.

URGENT REQUESTS FOR EQUIPMENT - MoH

We are experiencing an increased level of applications marked "URGENT". While **accessible** is not contracted by the MoH to provide equipment urgently, we do endeavour to assist with valid urgent requests where possible. Urgent requests need to be the exception and not the rule to ensure that the word Urgent is not deemed the same as "Soon as Possible".

Contact Craig Tweedie our Customer Services Manager if you would like to discuss this in further detail or review the **accessible** Newsletter December 2005.

WHEELCHAIR SPECIFICATION FORMS

accessible is in the process of reviewing the Basic and Complex Wheelchair Specification Forms. If you have any suggestions for change that you would like to see on the Wheelchair Specification Forms please contact Sandra Hutchison by emailing shutchison@accessible.co.nz

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WHEELCHAIR PREFERRED SUPPLIERS

The latest information regarding Preferred Suppliers for Wheelchairs is now available on the website. Please type this link to the document on the equipment page:
www.accessable.co.nz/equipment/preferredsuppliers.pdf

CAROLYN'S CORNER

Hello; this is a new regular feature in the **accessable** Newsletter where I will talk about various items of news including our website and also other new and exciting projects that the **accessable** Team are involved in.

We have been very busy over the last few months with the introduction of SIC Codes for MoH Standard Equipment and the new Shower Commode Specification Forms therefore ensuring we provide the correct equipment for your client.

Our website has had some major changes over the last few months too. Our Home Page now has a panel that will inform you of the latest information that has been added to the website. We also have our links marked with a label saying (New) if the information is new or has been updated.

We are continuing to email Assessors each time something new is added or changed on the website and have noticed as a result of emailing you the numbers of people viewing the website have increased and this is very pleasing to see.

We will also be emailing you with other information during the month to ensure you are kept updated with progress on initiatives we have implemented and also asking for your assistance or feedback in some cases.

I would like to thank all those Assessors who contacted me and gave such positive feedback regarding our emailing of this sort of information. It is always good to hear from you and if we can do anything to improve this process please don't hesitate to contact me on 09 620-1700 Ext 819 or email me on info@accessable.co.nz

NEW TEAM MEMBERS

A number of new team members have joined **accessable** over the last few months as we have increased our staffing levels.

Warehouse Team; Andrew Terepo and Sylvan Pinto

Finance Team; Tobias Michingarufu

Customer Services Team; Carole Cooke, Crystal Burgess and Lili Toumolupe

Professional Advisory Team; Kate Robbins, Professional Advisor for 10 weeks and Angela Guthrie who will manage the administration work for the ACCESS clinics.

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