



Submitting ACC MRES applications during COVID-19 Alert Level 3 - Auckland Region and Alert Level 2 – Outside of the Auckland Region

Following the Government's announcement that the Auckland region has moved into a Level 3 response and the remainder of New Zealand into Level 2, we are taking the opportunity to inform you of how services we provide will operate during this response as an essential provider.

Alert Level 3 - throughout the Auckland region two metre physical distancing, contactless interactions, and record tracing, is required and we have processes in place to ensure safe services can be delivered.

Alert Level 2 - the remainder of New Zealand allows all equipment provision to continue to proceed if this can be done so safely with physical distancing of 1 metre, good hygiene practise and good record-keeping to support contact tracing.

COVID-19 Status

You must let us know if any request is associated with any known risk related to a COVID-19 status.

We have two risk types in our alert field within the online submission platform aSAP which you need to action if appropriate:

- COVID-19 Positive
- COVID-19 Self-isolating

Any application that has a COVID risk identified in this way will be intercepted by Customer Service and the Professional Advisory Team will be involved in the review of the request and we will take the necessary actions to support supply.



Simple List Equipment Requests

Simple List equipment will be processed and supplied as expected, however, previously we experienced a higher than normal demand for Exercise and Vocational equipment. These items may be impacted, and substitute alternatives may be offered, or slight delivery delays may be experienced.

Standard List, Complex and Non-List Equipment Applications

All Standard, Complex and Non-List equipment applications can be submitted as per the usual process.

Our team will be reviewing these applications and will prioritise any essential application requests as per the Ministry of Health's essential criteria below for those clients who reside within the Auckland region.

- Keep people at home living safely
- Keep people out of hospital where we can
- Where possible get people home from hospital quickly
- Respond to crisis / urgent / acute physical and mental health needs
- Assist in avoiding harm to people's mental wellbeing

If we are not able to supply an exact equipment item that has been requested, alternative solutions will be discussed with you as either a long or short-term recommendation.

Please continue to advise whether a client requires a contact or non-contact delivery.

If you request delivery of equipment to yourselves or another organisation, non-contact delivery with appropriate PPE and distancing practices will take place.



Triaging Essential and Non-Essential Equipment

Assessors retain the responsibility for assessing the essential need for an equipment solution.

To support the identification of the essential requirements upon submission, please advise if the application is:

- **essential** for supply as per the MoH criteria outlined on page 2,
- **safe** for supply, (contactless delivery, set up independently or with minimal support from the assessor or contractor, and can be easily tracked for tracing)
- **non-essential** contactless delivery of equipment or requires setup with an assessor or contractor and can be delivered when safe to do so

Delivery of equipment

- Assessors are responsible for ensuring clients can use the equipment safely.
- Equipment that is being delivered directly to the client within Auckland, will be done so in a contactless way. That is, the courier will leave the equipment at the door without contact with the client.
- Where it is not possible to leave a piece of equipment safely, and contact is required, this will only be progressed if the client resides within the Auckland region and the need is determined to be essential or urgent.
- Where an essential piece of equipment requires support and set up by an Assessor or sub-contractor also within the Auckland region, these requests will be managed on a case by case basis to determine the safest way forward and will only be approved for delivery when it is deemed safe to do so. Suppliers, delivery sub-contractors and Assessors will then organise a plan for delivery and set up.



- If the equipment is being delivered to you to pass on to your client, we ask that you align with your organisation's practice around contact with clients and follow your agreed infection prevention protocols. Our contractors and suppliers are following rigorous infection control and PPE protocols.
- Any physical interactions between sub-contractors or Assessors and clients should be recorded on the provided template (please see Contact Tracing section below), or your own organisation's interactions record sheet, for contact tracing purposes.
- If you have specific requirements around delivery for your clients who may be particularly vulnerable, please advise us through the delivery instruction field in aSAP. We want to support you and your clients and others to feel reassured that we are aware of their concerns and responding appropriately.

Repairs

All repairs are permitted under Level 3 and 2 if they can be carried out safely.

The Accessable team and nationwide sub-contractors are all following rigorous pre-visit, on-site and post-visit infection control processes, PPE gear and physical distancing practices.

If the repair cannot be carried out safely, we will need to assess these instances on a case by case basis.

Regular annual checks of equipment will not take place within the Auckland region.

Collections

Collection of equipment will be actioned if equipment can be picked up from the doorstep, or with minimal interaction with the household.

Where contactless pickups are not possible, particularly within the Auckland region, we will work on a case by case basis to determine the safest way to proceed.

Measures such as physical distancing, appropriate use of PPE, sound hygiene practices and keeping a record of all interactions for contact tracing purposes will be followed.



Contact tracing requirements

It is necessary to record all instances where people have been in close contact with others so contact tracing can be carried out. Please follow your organisation's Contact Tracing recording requirements.

For your convenience, we have created a template which you can use if this is useful. You can find the template [here](#).

Connecting with Us

Our committed team are working and are available to assist you with your requirements and we encourage you to contact us in all the usual ways.

Thank you for your patience as we reimplement these important adjustments to meet the needs of our current situation and to keep our community safe.

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