



# Calling All Newbies Assessor Orientation to Accessable Workshop

11<sup>th</sup> May 2021

*Geranne D'Souza, Professional Advisory Team*

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*Meleane Falefo'ou, Customer Support Team*

*Devon Connelly, IT Team*

*Tracey Reason, MOH CRM & Professional Advisory Team*

# Agenda

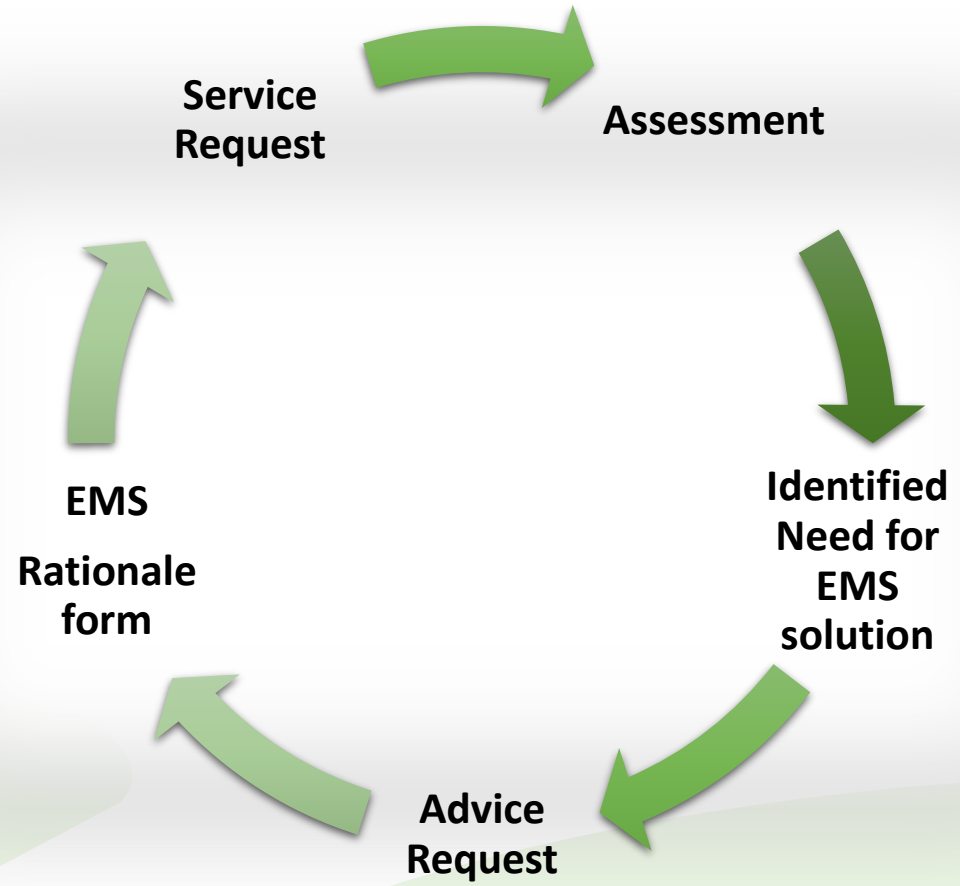
- Introduction to Accessable
- Learn about our role as an EMS Provider
- Roles & responsibilities related to EMS funding
  - Accreditation as an EMS Assessor
- Meet and Greet with the Accessable team
  - Q and A
  - Complete survey



# *About us*

We are *accessible*

# Process for seeking EMS funding



# EMS Criteria and Process MANUALs

## Equipment criteria

- Get around more safely in their home
  - Remain in, or return to their home
    - Communicate effectively
- Study full-time or do vocational training
  - Work full-time
  - Work as a volunteer
- Be the main carer of a dependent person



## Housing Criteria

- Have mobility into and within the home
- Return to, or remain in the home
- Be the primary carer of dependents



## Vehicle Criteria

- undertaking full time employment
- getting to/from tertiary education and training
- undertaking role as the main carer of a dependent child
- getting in/out and/or traveling safely in a vehicle



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# Criteria Related to Compulsory Schooling

- To meet a students' daily living needs in both their home and school environments.



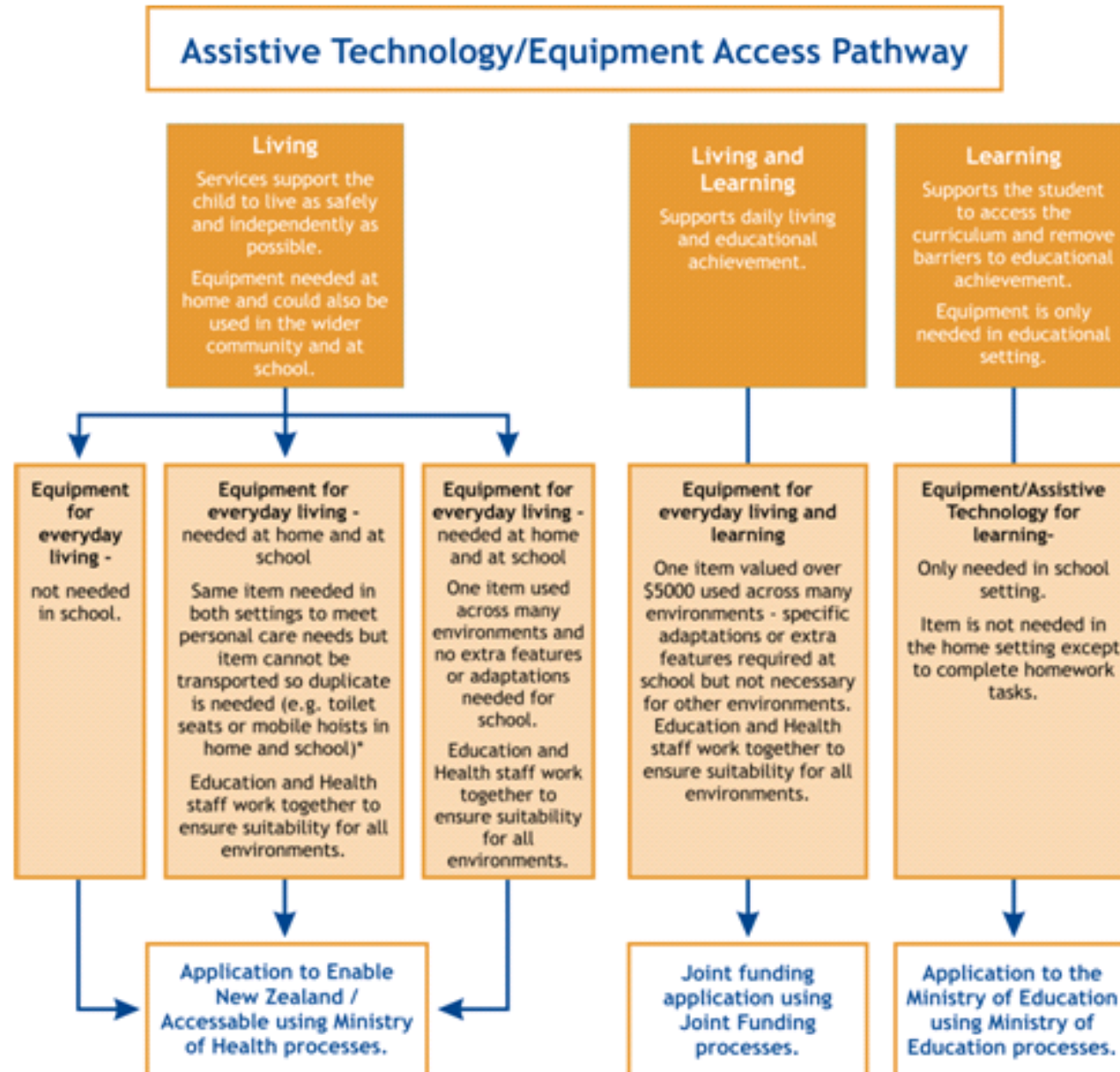
## Typical Requests from School Therapists

- Portable Hoists
- Toileting equipment/commode/change table
  - Walking aids
  - Standing frames
  - Wheelchairs
- Communication equipment
- Transport equipment



Note: Expectation is that MOE and MOH therapists will work together in relation to assessment and provision of assistive technology/equipment for eligible children and students with disabilities

Figure 3 Assistive Technology/Equipment Access Pathway<sup>22</sup>



Therapy and Assistive Technology/Equipment Operational Protocols. Ministry of Education and Ministry of Health

\* In some exceptional cases equipment needed in school may be funded by Education.



# Funding Thresholds

## Equipment

- Nothing under \$50 unless the person meets special criteria
- Anything over \$35k (Ex GST) has to be approved by the Ministry

## Housing

- Nothing under \$200
- Anything over \$8,076 requires an Income and Cash Asset Test
- Maximum of \$15,335k available towards access modifications
- Anything over \$35k (Ex GST) must be approved by the Ministry

## Vehicles

- Maximum of \$12,165k available towards vehicle purchase – ‘once only’ and subject to Income and Cash Asset Test
- Maximum of \$12,165k available towards vehicle modification – not subject to Income and Asset Test



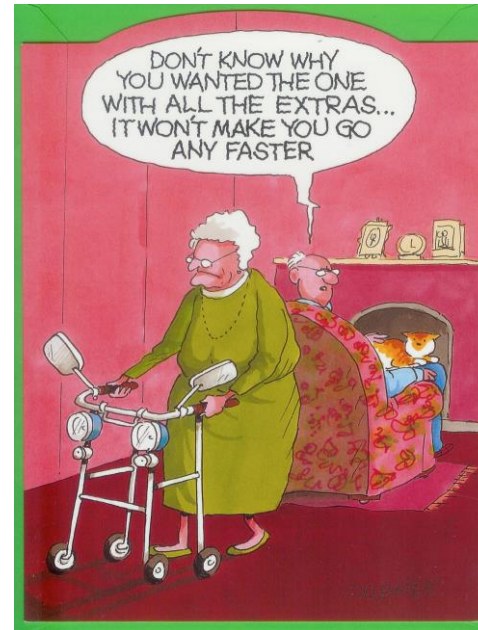


# Key considerations

Eligibility (section 2.2 in the EMS manual)

Essential Need (\*)

Cost Effectiveness (\*)



(\*) Must consider all possible alternatives – not necessarily EMS funded



# Other Funding Options

- Private purchase
- Other Ministry of Health services/directorates
  - ACC
  - Workbridge
- Work and Income
- Lottery Grants
- Veterans' Affairs
- Charitable organisations – Halberg Disability Sport Foundation, Lions Club, Rotary Club, The Wilson Home Trust
- Not for profit organisations – Autism NZ,, Multiple Sclerosis Society of NZ, Blind Low Vision NZ

A comprehensive database of alternative funding sources is held by the Independent Living Service



# The Person's Role

- **Participate** in assessment and consider a range of equipment and/or modification options
- **Read and sign** the Equipment/Modification Information forms
- Undertake **care and use** of equipment and modifications as per the forms / instructions provided



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# Assessor role



- Be **registered** as an Accredited or Credentialed EMS Assessor
- **Assess** your client in their environment - home, work, study
  - **Ask** for advice (if needed)
  - **Educate** your client
  - Make appropriate **Service Requests**
  - **Manage** the process of trialling equipment
  - **Set up** equipment and **train** the person/caregivers
- **Follow-up** to ensure the equipment/modification is meeting the person's needs and being used safely



# Accreditation

‘Accreditation’ identifies that you have the qualifications, knowledge and experience to make appropriate recommendations for equipment and modifications in line with Ministry of Health’s funding guidelines.

Accredited Assessors can be audited

## 3 Levels of Accreditation:

**Service Accreditation** - A selection of basic equipment as determined by the service (from MOH Band 1 List)

**Approved Assessor:** Personal Care and Household Management (PSCHSM) – OT, NDT

Walking and Standing (WLKSTD) – PT, NDT

Basic Housing Modifications (HOUB) – OT, NDT

Vision Spectacles (VSN) – Optometrist, Ophthalmologist

Vision Assistive Technologies (VAT) – RNZFB Assessors

Hearing Assistive Technologies (HAT) – DANZ Assessors; Life Unlimited Assessors



# Accreditation continued...

## Credentialed Assessor:

- Communication Assistive Technologies (CATL1, CATL2) – OT, SLT
- Wheeled Mobility and Postural Management (WMPML1, WMPML2, WMPMCCF, WMPMLYG) – OT, Physio
- Vehicle Purchase and Modification (VEH) – OT
- Complex Housing Modifications (HOUC) – OT



# *Meet and Greet*

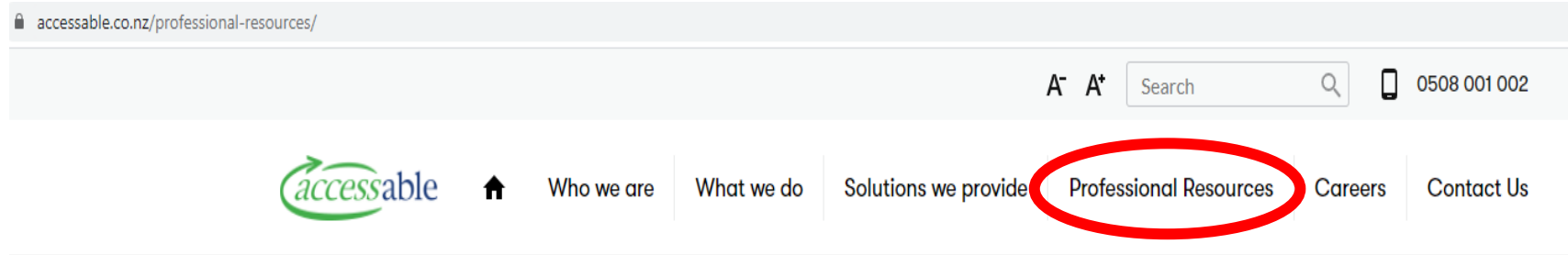


## Handy tips and tricks

	Customer Support team	Repairs Team	IT team
Description	First point of contact for applications, general inquiries, equipment list, ETA, delivery update, collections request, update of contact etc.	Service Operations team who maintains the equipment provided by ACC/MOH.  Our Customer Support team work closely with our on-road technician team and our subcontractor network to support a nationwide technical response.	Team of Developers, Business Analysts, and Database/Website Administrators.
Responsibilities	Triage Service Requests to check:  - eligibility criteria are met,  - correct supporting documents are attached to ensure end to end processing is achieved seamlessly  - check inventory for refurb equipment	Contact (via phone and/or email) when the client is requesting repairs  Annual Service to meet NZS3551 compliance requirements.  Services include repair 24/7 365 days.	Safe keeping of data  Creation and implementation of policies and processes  Providing tech support, network maintenance  Software deployments and security testing.
Contact details	Phone: 0508 001 002  Email: <a href="mailto:moh@accessible.co.nz">moh@accessible.co.nz</a>	Phone contact: 0508 001 002  ext. 2  Email: <a href="mailto:repairs@accessible.co.nz">repairs@accessible.co.nz</a> for all repairs & services	aSAP Helpdesk – <a href="mailto:asap@accessible.co.nz">asap@accessible.co.nz</a>
Handy tips and tricks	If the item is not under Band 1 catalogue you will need to submit a Band 2/3 request.  Ensure a quote is provided for either trial or purchase item that is not in our catalogue.  All Wheelchair and Shower commode applications <b>MUST</b> be accompanied by a Specification Form. These are found on our website  <a href="https://www.accessible.co.nz/resources-moh/">https://www.accessible.co.nz/resources-moh/</a>  Cost for relocating equipment is the client's responsibility.  Contractual time frame is 20 working days from submission for Band 2/3 and 3-5 working days for Band 1  Equipment set up, training and ongoing support is the Assessors' responsibility.	Collection Request is available in our website.  After hour repairs are only safety related jobs  If you need an urgent response, call us first and/or ensure emails have URGENT in the header to provide you with a quick response.	Forgotten my username; I need to update my details on aSAP; my invitation code has expired; my account is locked A. Please email <a href="mailto:asap@accessible.co.nz">asap@accessible.co.nz</a>  Need help with an application or with using aSAP A. Please email our MOH Customer Service team <a href="mailto:moh@accessible.co.nz">moh@accessible.co.nz</a> or free call us 0508 001 002  Where can I find resources on how to use the aSAP Portal? A. <a href="https://www.accessible.co.nz/individual-pages-folder/asap-videos-and-supporting-documents/">https://www.accessible.co.nz/individual-pages-folder/asap-videos-and-supporting-documents/</a>  Having a technical issue with aSAP A. Please email <a href="mailto:asap@accessible.co.nz">asap@accessible.co.nz</a> and we can pass this on to our team to investigate.

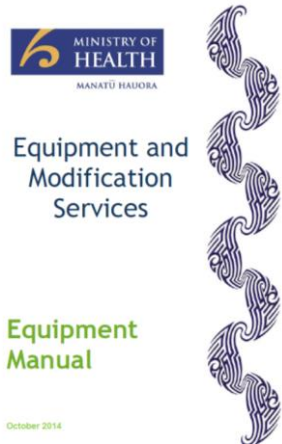


# Resources



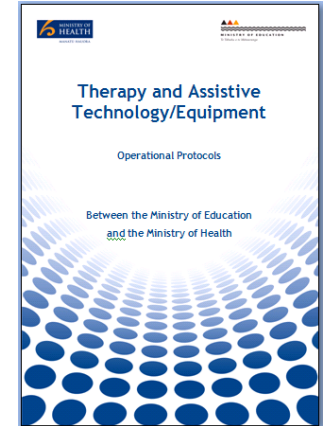
Have you visited the **Accessable** website [www.accessable.co.nz](http://www.accessable.co.nz)?

- Manuals - equipment, housing, vehicle
  - How to guides, step by step instructional videos etc.
- Forms - equipment, housing, vehicle, Terms and Conditions, NASC template
  - Link to aSAP portal -Online catalogue ordering
- Information updates from the Ministry of Health and Accessable
  - 'Consultation with an EMS Advisor' document  
<https://www.health.govt.nz/system/files/documents/pages/consultation-with-ems-advisor-v2-aug14.pdf>



EMS equipment manual

<https://www.health.govt.nz/our-work/disability-services/contracting-and-working-disability-support-services/equipment-and-modification-services>



MOE/MOH Operational Protocol  
[https://www.health.govt.nz/system/files/documents/pages/therapy-assistive-technology-equipment-protocols-july-2014\\_0.doc](https://www.health.govt.nz/system/files/documents/pages/therapy-assistive-technology-equipment-protocols-july-2014_0.doc)





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