



EMS
Housing Modifications Update
8th September 2021

Kāinga Ora Update

We invited Kāinga Ora to meet with us so we had a forum to discuss issues that come up as we deliver EMS services to clients in Kāinga Ora properties. We had our first meeting in July and agreed to meet monthly. These are proving positive forums and topics include those raised at our monthly meetings between Accessable and Assessor representatives from each DHB.

Kāinga Ora has recently had a restructure and there are now 4 Regional Property Managers (RPMs). These RPMs are Sandra Bond for North/West Auckland, Hellen Folau for South Auckland, Barry Moody for Central Auckland and Chris Palmer for Northland. Kāinga Ora's boundaries don't exactly match the DHBs' but are pretty close.

At our meeting yesterday, we discussed Kāinga Ora's Accessibility Strategy 2019-2022 and provided feedback about our experience of EMS modifications required for new build homes to meet disability needs. We'll continue to liaise with their team on these issues. MOH is teeing up a workshop on housing which will include Kāinga Ora representatives and ACC and will canvas requirements for the disabled community, including the floor loading issue we have raised with the MOH over recent months. We'll keep you up to date with developments on that.

We are pleased to be able to update you on the following developments for the management of housing modifications for Kāinga Ora properties.

- **Rails < \$2,000 (ex GST)**

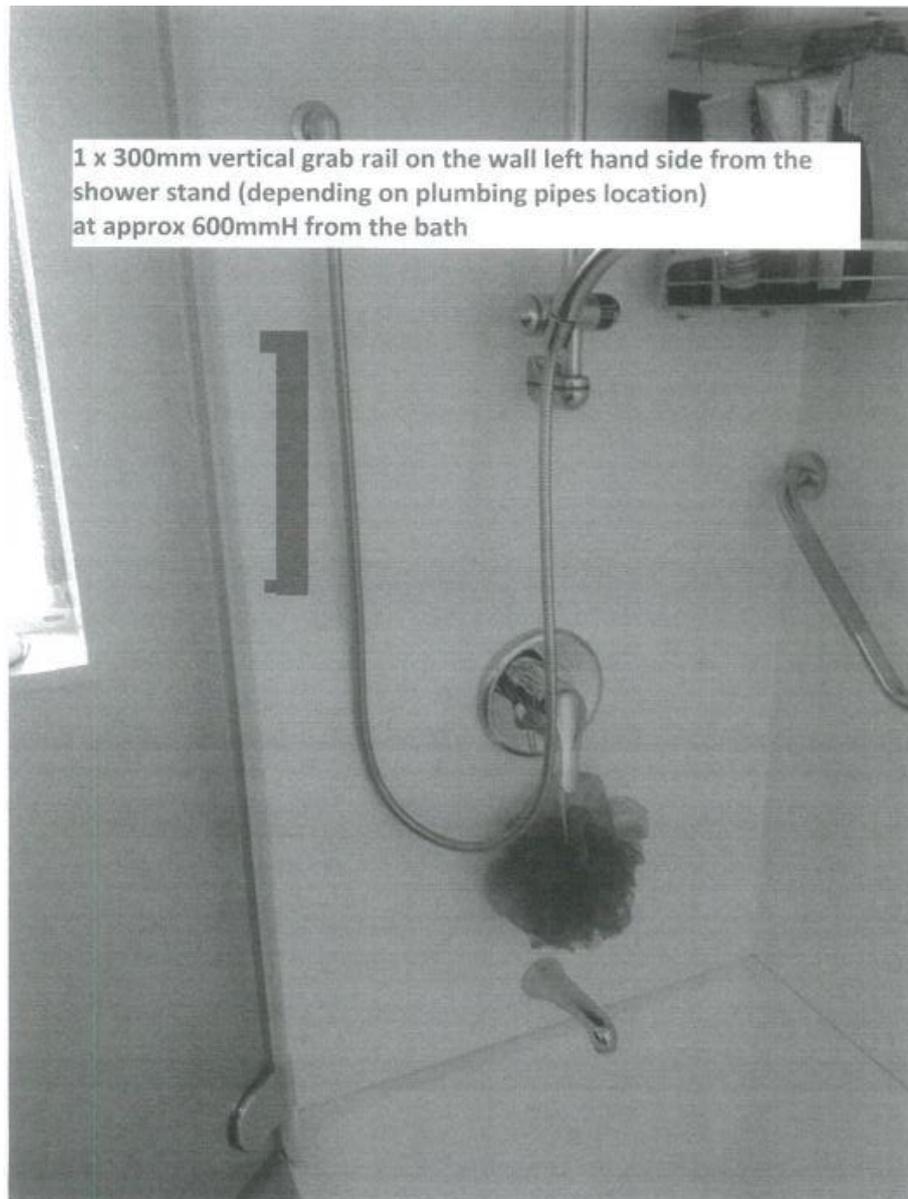
One issue raised by CMDHB in our July Accessable and Assessor operational meeting was their earlier discussions about Kāinga Ora actioning requests for simple rails costing < \$2,000 (ex GST).

We are very happy to let you know that for any new requests as from Monday 13th September, you are able to apply directly to Kāinga Ora for these rails. Accessable doesn't need to be informed and you no longer need to come via the EMS Portal and funding process. We have offered to provide Kāinga Ora with information as needed on the suppliers and type of rails used.

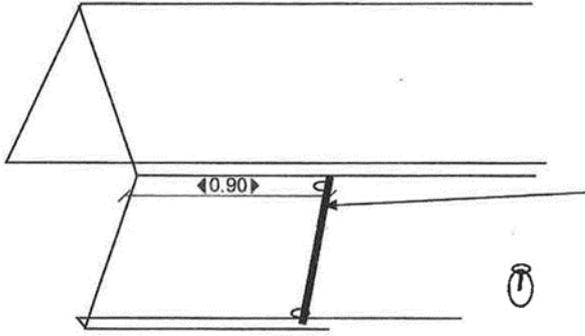
The process you need to use is:

- ✓ send your request to the email disabilitymodifications@kaingaora.govt.nz
- ✓ include the usual information regarding the client's name, address and correct contact details
- ✓ ensure you also include a detailed sketch or photo of the environment with the rail and it's measurements drawn in
- ✓ an example of a sketch and a photo is included below. You need to be really specific on what you need with regard to measurements, rails, positioning. Remember, our usual EMS builders will not be the ones doing this work so the builders may not be familiar with specific requirements

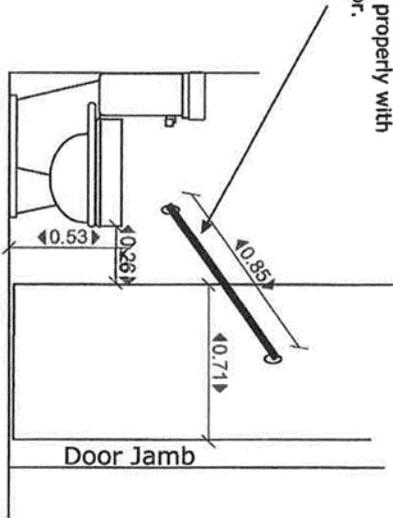
- ✓ typically EMS funded rails are Powder Coated or Canterbury Concept for Internal Rails and Galvanised for External Rails so you could include this with your request if you want a similar type of rail
- ✓ this process applies to requests for the installation of basic rails only. All other requests continue via the usual EMS process



Canterbury Concepts horizontal grab rail
fitted to right hand wall upon entry
approx 890 mm long.



Canterbury Concepts diagonal grab rail
fitted to left hand wall when seated. Rail
to be up to 1000 mm long. ##Please make
sure that door is able to open properly with
grab rail being behind the door.





- **Contacts for Kāinga Ora**

Assessors had also asked us about contact points for the Kāinga Ora team. Please contact the Asset Manager in the first instance on any queries. You can also contact the RPMs directly if you have any transfer list queries about properties in their areas. They will escalate as needed. Please use the email disabilitymodifications@kaingaora.govt.nz and include the name of the RPM you are trying to contact and they will escalate from there.

- **Information request from Kāinga Ora**

Kāinga Ora would find it useful for their long term planning, keeping in mind privacy protocols, to receive information on the likelihood of the client's disability progressing to the point a change in environment may be required in future. Kāinga Ora have also fed back that it is useful for them to receive support letters from OTs with the detailed needs of their clients to assist in finding an appropriate property to best meet their needs when the client is on transfer list. These should be sent to the same email as above.

- **Time frames for response from Kāinga Ora**

The Kāinga Ora team agreed to work to a time frame of getting back to Assessors regarding their requests about clients' modifications within 5 days-even if they haven't yet been able to contact the client or there are other delays. Your feedback on how this goes will be helpful.

- **Petronic locks**

Kāinga Ora are reviewing their policy and process internally with regard to petronic locks

While this is underway, they have agreed to continue actioning all requests for petronic locks. Keep us up to date with progress and responsiveness via the Professional Advisor you are working on the advice with.

Requirement for Assessor Action to get Requests to the Service Request Submit stage in aSAP

Your cooperation is required if you are not yet processing your requests to the Service Request Submit stage in aSAP. We are quite a way down the track from aSAP's launch and have provided the education on the process, so we are now needing to be a bit firmer on requesting your cooperation on actioning the process.

Here is a reminder of how to take your requests through to submission stage to ensure we can get cracking and action the process our end. This will really help us respond as quickly as possible to your request.

EMS Housing Service Request Stages

You can view your applications and their stages when you log into aSAP Portal as follows: Click on Applications, then from the drop down select 'Service Requests (MOH Assessor)'. A list of all your applications will appear and you can see the status for each as highlighted below.



Request Number	Service Request Type	Service Request Sub Type	Customer	Assessor	Status	Date Submitted
	Equipment	Purchase	[REDACTED]	Accessible MoH Housing Assessor	Solution Build	
	Housing Modification	Basic	[REDACTED]	Accessible MoH Housing Assessor	App for Submit	10/07/2019 12:0
	Housing Modification	Basic	[REDACTED]	Accessible MoH Housing Assessor	App Pending Withdrawal	16/05/2019 12:0
	Housing Modification	Complex	[REDACTED]	Accessible MoH Housing Assessor	App Processing	10/04/2019 12:0
	Housing Modification	Complex	[REDACTED]	[REDACTED]	App Processing	26/02/2019 12:0
	Housing Modification	Complex	[REDACTED]	Accessible MoH Housing Assessor	App Completed	07/12/2018 12:0
	Housing Modification	Complex	[REDACTED]	Accessible MoH Housing Assessor	Construction Completion Sign Off	21/11/2018 12:0
	Housing Modification	Complex	[REDACTED]	Accessible MoH Housing Assessor	App Completed	21/11/2018 12:0

Solution Build:

When you first start with the Service Request it will be in Solution Build stage.

Once you are ready for Accessable to review, you need to select Yes in the 'Solution Flagged for Review' in the details section as highlighted below and then click save.

Only then will the application be ready for us to review.

Note: We do not review any that are in Solution build stage, but we will send out friendly reminders in case they have been missed.

The screenshot shows the 'Details' tab of a service request. On the right side, under the 'Other' section, there are several options: 'Direct Issue Stock Replacement', 'Advice Request (Portal)', 'Funding Available' (with 'No' selected), and 'Solution Flagged for Review' (with 'Yes' selected and highlighted by a yellow circle). Below it is the 'NASC Approved' option (with 'No' selected).

Solution Review:

This means that the Service Request is with Accessable to be reviewed only.

Should there be missing details of any kind, or any queries, you will be emailed or phoned.

Only once everything is in order can the status change.

For Basic modifications, once everything is complete and the status is updated, the Service Request returns to you to then submit the application officially as per the 'App for Submit' status.

For Complex modifications, the application will first be reviewed by a coordinator and then a Professional Advisor. Once everything is complete and the status is updated, the Service Request returns to you to then submit the application officially as per the 'App for Submit' status.



App for Submit:

- When this status shows, it means that everything has been reviewed and the application is now ready to be submitted by you as the Assessor.
- To do this, you open the application in edit mode by going to the drop-down arrow and then clicking on edit.

Number	Service Request Type	Service Request Sub Type	Customer	Assessor	Status	Date Submitted
	Equipment	Purchase	[REDACTED]	Accessible MoH Housing Assessor	Solution Build	
	Housing Modification	Basic	[REDACTED]	Accessible MoH Housing Assessor	App for Submit	10/07/2019 12:00
	Housing Modification	Basic	[REDACTED]	Accessible MoH Housing Assessor	App Pending Withdrawal	
	Housing Modification	Complex	[REDACTED]	Accessible MoH Housing Assessor	App Processing	
	Housing Modification	Complex	[REDACTED]	[REDACTED]	App Processing	

- When you have the application open, you then click on 'Submit Service Request'. You will need to save it first if you made any changes.

asap Portal > Service Requests (MOH Assessor) > Edit Service Request (MOH Assessor)

Edit Service Request (MOH Assessor)

[ADD NEW SERVICE REQUEST](#) [REQUEST APPLICATION COPY](#)

[SUBMIT SERVICE REQUEST](#)

Save Service Request Before Submitting

General

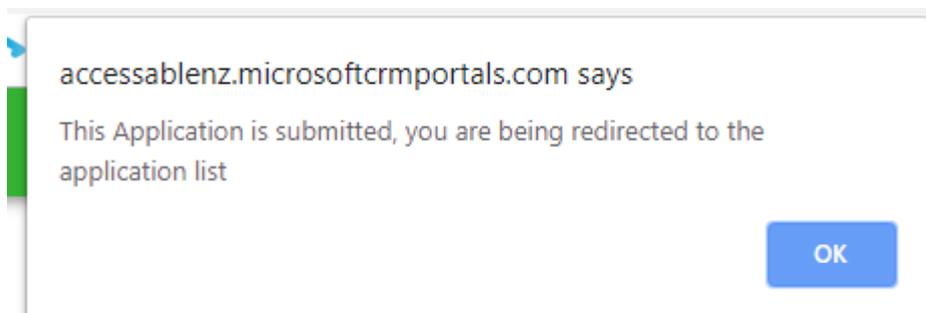
- The privacy declaration pop-up will appear, click Confirm to proceed.

Data privacy declaration

I confirm all the information on this form is true and correct at time of completion

[CONFIRM](#) [CANCEL](#)

- You will know it has been successful when you get the below pop-up and click OK'. It will take you back to your list of application and the status changes to 'App Review'. If the pop-up does not appear, simply go back to the list of applications and refresh the screen.





Bi-monthly newsletter to building contractors

Our Housing Team is starting a new bi-monthly newsletter to builders who deliver our EMS Housing Modifications to keep them up to date on the latest news and developments. This is a great initiative and reinforces the strong relationships we have with our contractors. A link to the first newsletter is included in the email you received today just FYI.

Supply chain and costs of materials

We are keeping the MOH updated on the increasing costs and reduced availability of materials being experienced in the sector. Please be assured we, and our contractors, are taking all steps to access materials needed for our modifications, but sometimes this is out of our control.