



21 September 2021

Update Alert level 3 – Auckland Region

Following the Government's announcement that the Auckland region will move into a Level 3 response on Wednesday 22nd and the remainder of New Zealand at Level 2, we are taking the opportunity to inform you of how services we provide will operate.

ACC MRES submissions COVID-19 Alert Level 3

We continue to prioritise and deliver services that are deemed **essential** and can be delivered safely using physical distancing, mask use, PPE and contact tracing.

So, what are the changes to equipment requests during Level 3 then?

We will now be able to deliver all equipment, including those requests that were put on hold during Alert Level 4.

We will, however, be reviewing each request on a case-by-case basis to make sure the availability of Assessors, Suppliers & Sub-Contractors, and their Level 3 protocols, allow us to proceed. In addition, clients will need to confirm they are happy for us to be on site

ACC MRES submissions COVID-19 Alert Level 2

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

COVID-19 Status

You must continue to let us know if any request is associated with any known risk related to COVID-19 status, through the risk alert field in aSAP and by contacting us directly.



Triaging essential and non-essential equipment

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

Principles underpinning the definition of essential service to the health and disability system include:

- Keeping people at home living safely.
- Keeping people out of hospital where we can.
- Where possible getting people home from hospital quickly.

To support the identification of the essential requirements upon submission, please advise in the subject heading of your application if either the application is:

- **essential** for supply, as per the criteria above
- **non-essential**, in which case contactless delivery of equipment will be undertaken as and when safe to do so.

Simple List Equipment Requests

All Simple List equipment processing remains in place. Some equipment substitutions will be supplied where equipment is difficult to obtain.

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 review these applications and prioritise essential applications for supply.

Where there is equipment supply difficulties through the supplier network, our team will continue to discuss alternative equipment solutions as either a long- or short-term recommendation.



Delivery of equipment

- Equipment is being delivered where possible in a contactless way. Where it is not possible to leave a piece of equipment safely, and contact is required, this will only be progressed if the client 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, 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.

Managing trial requests

Trial of equipment is to be submitted and processed under the essential and non-essential criteria in accordance with the trial process within the MRES Operational Guidelines.

Refurbished stock will always be sought and offered in the first instance before trial.

Suppliers of trial equipment will be notified of the essential or non-essential requirements on all trial requests.

Repairs

All repairs are permitted under Level 3 and Level 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, 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 during Level 3.



Collections

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

Where contactless pickups are not possible, 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.

Connecting with Us

Updates will be posted on the Accessable website, you can of course also continue to contact our Customer Support team acc@accessable.co.nz if you have any questions regarding a specific client or other queries.

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