

Kia Mārō

Enable
NEW ZEALAND

Enable New Zealand is the MRES provider in your region. This newsletter is to keep ACC Case Managers and Assessors up to date with any changes or issues with the MRES process.

Why did we choose Kia Mārō for the name of the newsletter?

The Maori phrase *Kia mārō te ihu o te waka* means keeping the prow of the waka pointing in the right direction. We liked this as it serves as a friendly reminder to us, Enable New Zealand, to *stay on course* and to always ensure the services we provide are *pointing in the right direction*.

Update from Branch Visits

Enable New Zealand has visited the ACC branches throughout the North and South Island. Thank you to those of you that were able to make time to meet with us during these visits. The issues raised and discussed have greatly assisted us to develop the MRES service.

Key themes during the visits:

- Processes for accessing equipment.
- Introduction of ACC Customer Liaison role.
- MRES contract “grey areas”, i.e. purchase of items under \$60.
- Delivery and collection of equipment.
- Use of refurbished equipment items from the Store.
- Improved communication to ACC Case Managers (newsletter/ website).



Issuing Refurbished Items from the Store

Issuing refurbished equipment from the Store is an important “value for money” initiative that Enable New Zealand is actively promoting.

- ACC reissues on average 533 items of refurbished equipment each month (YTD December 2008).
- ACC reissue rate is 28% against the Ministry of Health reissue rate at 59%.
- ACC average price to purchase new is \$652 vs. ACC average reissue price at \$41.80.

The potential annual benefit to ACC, if reissue rates were similar to the MoH, is \$4.5m per year. Items in the Store are also available for immediate dispatch.

Enable New Zealand has introduced a number of initiatives to maximise the use of refurbished equipment from the Store, these are:

- Introduction of “Stores You Choose” procedure to target specific equipment items.
- Use of Enable New Zealand website to promote the “weird and wonderful” items of equipment

Please note:

In February a portal notice was published on the ACC website stating that all list equipment orders will default to “or similar”. Enable New Zealand support and are committed to this initiative as it will generate significant value for money returns for ACC.

ACC Customer Liaison Role

In response to feedback from ACC and the need to improve communication an ACC Customer Liaison role was established in December 2008.

The main objectives of the role are to:

- Assist Case Managers with the “grey areas” in the contract.
- Deal with issues quickly.
- Promote a shared understanding of the contract.
- Promote availability of equipment in the Stores.

Diane Rangi is currently in this position, her contact details are: acc@enable.co.nz or 06 353 5819.

We are noticing a difference with this role in place and hope you will as well.

ACC Web Page

The ACC web page was launched in December 2008. The website address is: www.enable.co.nz.

There will be regular updates on the website including the latest news and equipment availability for reissue. We will keep you posted on progress.

Assessor Access to Stores

This project has been introduced to explore the relative pro's and con's of allowing Assessors to view and select equipment available in the Store. The project will be launched by June 2009.

Integrated Business System Update

It has been six months since “go live” of our new JDE integrated business system. Many of the early teething issues have now been resolved and timeframes are back to normal.

Recently we have introduced some further enhancements to the system:

- The automatic email response from acc@enable.co.nz upon receipt of the ACC96 has been enhanced to include the subject title in the return email.
- The acknowledgement of order was introduced in early December to Case Managers only, this is now being sent to Assessors (providing the email address in on the ACC96).



Purchasing Items less than \$60

There are many examples where it makes sense for Enable New Zealand to purchase items less than \$60. We have to be mindful of the financial and service impacts to ACC of purchasing low dollar items, however we will look at all applications on a case by case basis, so please send them in.

A couple of points to note:

- Try to keep to common, readily available items.
- Where ever possible purchase items from national retailers such as Bunnings, Mitre 10 Mega or Placemakers.

These applications may get referred to Diane Rangi, ACC Customer Liaison, who depending on the application may call you to discuss.

Email vs. Fax

We encourage all ACC96 forms to be emailed rather than faxed.

- A physical signature is not required. An email received from the Case Manager's email address will be taken as approval.
- The Assessor can email the ACC96 forms (in word format) to the Case Manager. The purchase order number can then be entered into the ACC96 and forwarded to Enable New Zealand.

Fax technology is no longer supported by Telecom.