



Grab rail service toolkit for housing assessors (OTs) and ACC case owners

Use this toolkit to learn more about our grab rail service. Use form **ACC7404** when making a request to Enable New Zealand’s grab rail service.

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About the grab rail service

We install standard length, off-the-shelf, stainless steel grab rails within a 48 hour or 5 working day timeframe, Monday to Friday.

The purpose of the service is to maximise the client's safety at home. Generally, grab rails are requested to support timely discharge from hospital.

The rails are installed by local licensed building practitioners (LBP) contracted to Enable New Zealand.

Grab rails are commonly installed:

- at the front door and back doors (external rails)
- in the bathroom (bath, shower) and toilet (internal rails).

Type of grab rails installed

Stainless steel, knurled grip pattern 32mm diameter rails in these lengths and types:

- 300mm
- 400mm
- 450mm
- 600mm
- 750mm
- 800mm
- 900mm
- 1000mm
- 1200mm
- L-shaped (90 degree 600mm x 600mm)
- Drop-down padded armrest (750mm).

How rails are installed

The **client provides the guidance** for the installer, so that the grab rail is installed at the appropriate height and position. All rails require “solid fixing” to be installed safely. The installer will determine this fixing. Generally, the installer will put in larger rails to obtain that solid fixing.

Default installation rules

If the client is not available, our installers use these default rules.

- Standing rails – 900mm floor height
- Seated rails – 700mm floor height
- Toilets – L shaped rails 750mm from the front of the cistern.

The rules are based on relevant standards and codes. Ref: Figures 5 through 8 of G1/AS1 of the New Zealand Building Code.

How to refer an ACC client to our grab rail service

Use form **ACC7404 Request a housing modification - grab rails**.

Please provide as much information as you can, such as:

- Why the person needs the grab rails, how they'll use them and what they need to be able to do.
- Location, position, height of the rail from floor level.
- Client's preferred left-or-right-hand side when using steps or stairs, or getting up from the toilet.
- Whether the client is still in hospital and who we need to contact to get access to the home.
- Any possible risks or hazards for our installer.

If we can't meet the installation timeframe

It may not be possible to install the grab rails within the 48 hour or 5 day timeframes. For example, at weekends, public holidays, and in rural locations. We will contact you so the client only returns home once it is safe to do so.

If grab rails installed do not meet client's needs

An assessor's input will be required. The assessor will need to provide specifications for rail type, dimension, handgrip, location, position and height from floor level.

If client needs customised grab rails

The assessor should put in a request for minor modifications using form **ACC263**. Phone Service Resources Limited on 0800 226 700. They'll arrange for a builder go to the client's property and measure the rails needed.

How to provide feedback about our service

We'd like to know if our service has provided the outcome you expected for your client. You can give us your feedback by email, phone or online survey.

[Enable survey for ACC case owners and housing assessors](#)

Email our [SMB - ACC Housing inbox](#)

Phone 0800 ENABLE (362 253). Choose option 2 for ACC housing service.

Note: We provide client feedback cards to all clients who receive the service.