

About us

Your experience

We want you to have a good experience with our housing modification service. Please contact us if you need any information or support.

When we have assigned a designer to do the work, you can talk to them directly.

If you have any questions about your housing assessment or the referral to Enable New Zealand, reach out to your ACC contact.

Contact our team

0800 362 253

enable@enable.co.nz

Enable New Zealand has been supporting New Zealanders with disability equipment and services since 1974.

We work with a nationwide network of over 500 suppliers and subcontractors to deliver value for our community.

Our team support over 7,600 clinical professionals around New Zealand.

Each year, we deliver complex services to thousands of people, enabling those in our disability community to live good lives.



Scan to explore our website

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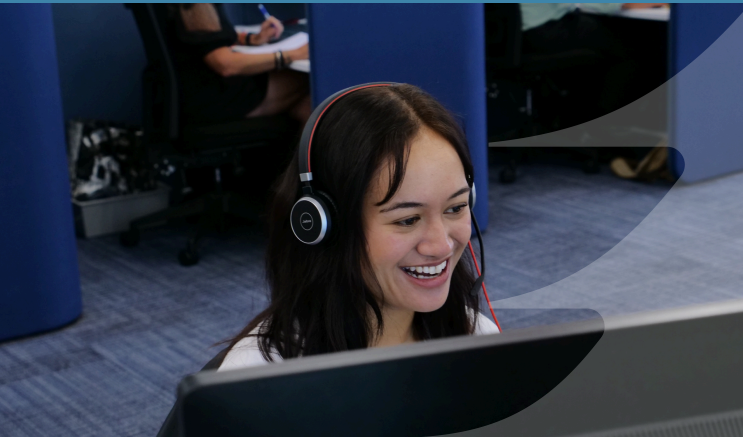
Enable
NEW ZEALAND[®]

ACC funded housing
modifications



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.

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Your modifications

Due to your injury, an ACC housing assessor has recommended changes (housing modifications) to your home. As disability experts, Enable New Zealand manages this process on behalf of ACC.

The first part of the process is when an Occupational Therapist (assessor) makes an assessment at your home.

From here a different process will be followed depending on whether changes are **complex, standard** or **minor**.

Complex / standard modifications usually require building consent and may require multiple experts, tradespeople and ongoing council consent input.

Minor modifications are small changes, like installing handrails or a ramp.

Your modification team

Our representatives will introduce themselves and explain what they are doing for you.

Our team includes customer services, housing advisors, designers, Clinical advisors, a project manager and builders. Some or all of them may be involved in your modification.

Minor modifications

Your ACC housing assessor books a builder to visit you at home. When we get the builder's quote and sketch, we work with ACC to get the quote approved. Once approved, we will oversee the work until it is finished.

The builder will work with you to agree on a start date and will tell you how long the work will take.

Complex / Standard modifications

A building consent is needed for more complex changes like installing a wet area shower or lifts changing a kitchen or laundry.

When ACC sends us your housing assessment, we work together with you and your assessor and ACC to deliver a design that meets your needs.

We then organise plans and tenders in agreement with ACC. Once ACC gives final approval, we arrange everything to complete your modification.

Please note

We cannot do any maintenance or insurance repair work that would usually be up to the homeowner to organise.

Your responsibilities

If you do not own the property

Please contact the homeowner to seek permission and let them know that you intend to work with ACC and Enable to make changes to their house and property.

If you have your own plans

Advise ACC you would like your building plans to be considered.

If you need other accommodation or practical help

Please advise ACC that you need support for accommodation while your modifications take place.

Contact your insurance company

You may be required to notify them of changes being made to your home.

Help us to work with you

- Work with us and our designer / builder so we can meet ACC's requirements and your needs.
- Enable our team access to your property and home.
- Keep any pets away from visitors or workers.
- Let your primary contact know if you'll need to miss any of our appointments.

If you don't understand any part of the service, please let us know. We are here to help you.