



## ACC/Enable NZ webinar held Thursday 30 January 2025

Below you will find Questions raised during the webinar and their corresponding answered, grouped by theme.

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### Working with the Enable NZ Equipment Portal

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**We are required to enter the name of the ACC staff member on the Enable portal. What do we do when ACC staff or third party, who are managing the contract, have not been added to the list?**

ACC sends Enable weekly updates of staff changes. But if any problems please email [MRES@acc.co.nz](mailto:MRES@acc.co.nz) or e-mail [enable@enable.co.nz](mailto:enable@enable.co.nz) and we will look into that for you.

**Long term serious injury clients which are managed under the Assisted Recovery teams are experiencing delays. How can we find out whether the application is being reviewed by ACC or being reviewed by Enable?**

On the MRES dashboard look for the column labelled “item status”. If the order line is awaiting Customer Services Facilitator (CSF) or Clinical Advisor review, the status will be “For CSF review” or “For Advisor review”. A description of any other status can be found in this guide on the Enable website <https://www.enable.co.nz/tools-resources/training-tutorials/acc-mres-guides/assessors-tutorials/check-progress-of-order>  
These guides and tutorials show you how to do this

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### Clients with non-injury related needs

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**How do we determine what equipment is required for injury related needs?**

We appreciate that it can be challenging separating injury-related needs and other needs such as age/health related needs. If you're not sure whether the need for equipment (or any other social rehabilitation) is directly related to the client's injuries, notify ACC of your concerns and we can consider whether a further medical assessment is required.



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## Trialling Equipment

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### What is the best way to communicate with ACC when MRES orders are made for trial equipment?

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Assessors load the trial request into Enable MRES App, then ACC receive an email notification to review the request.

Our teams should either respond to the request or update the portal (if there is a need for clinical or technical advice) within approximately 5 working days. If you have not had an update within 2 weeks, contact the ACC Recovery Team Member or Assisted Recovery as first point of contact.

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### Does all equipment under \$1,000 get purchased without a trial or are they on the list item?

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ACC does not trial low-cost items. Everything under \$500 is purchased because it is low cost. Everything over \$500 can be trialled but if it is on the list, it goes out directly to the client. You will be able to select Trial as an option for items which are non-list and over \$500.

Simple and Standard list items are dispatched from an Enable NZ Warehouse or purchased - regardless of the cost – they cannot be trialled. This cannot be overridden.

Of note regarding Cushions, most cushions are non-list. Komfit cushions are on the simple list, and they will be sent out.

Cushions recently added to the list: Vigour standard contour, Jay Ion cushion, Vigour Adjuster O2 cushion, Roho Quadro Select HP cushion.

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### If you want to trial several related items from one supplier and they are all on the one quote, e.g. bed, mattress cover and rails, can it be uploaded as a new trial on the portal or do need to list each item a separate trial?

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Just submit one quote. When it comes into Enable's customer service facilitator team, they will add as many lines as they need to for that quote.

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### How do you add a new item to a trial where a previous item has been unsuccessful?

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You need to add the new item and update the order before marking the previous trial as unsuccessful. Otherwise, the order will show completed and you won't be able to add any new items.

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## Delivery, Set-up and Return of Equipment

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**Notification of deliveries does not consistently happen which makes it difficult to arrange the set-up of equipment?**

Enable are aware of this issue and are making improvements.

In the meantime, if there are any delivery issues with equipment being provided from an Enable warehouse: please let us know via Enable's email inbox [enable@enable.co.nz](mailto:enable@enable.co.nz)

Subject line: DELIVERY ISSUE

For equipment being provided directly from an equipment supplier please contact the supplier directly.

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**Can the supplier/technician do the joint visit instead of the contracted repair service in situations where the contracted repair services may not have the necessary skill to set up some of the more complex equipment? This is especially if you're trying to change the client from a simple equipment to something a little bit more complex e.g. there has been a change in circumstance with the injury, they've got more pressure injuries etc?**

Yes, but only on case-by-case basis if it is either a complex client and/or a complex situation. If expert supplier support is needed, Enable's Clinical Advisory Service consideration is a requirement. Please contact a member of this team in the first instance.

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**Why are we advised that it is not economically viable to recycle some equipment?**

The items we do not collect are items that cannot be re-issued due to sanitary requirements, or it is not economically viable to return and pay freight and refurb costs on such low cost items.

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**Can we provide simple items which are no longer required by one client to another client?**

ACC and Enable will explore whether this is something we can implement. For now, please use the current process of returning items (if possible) and ordering new equipment for clients directly from Enable.

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## ACC Provider Requirements

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### Does Enable continue to require providers to be ACC housing accredited assessors?

ACC doesn't have an accreditation programme. We have a competency framework which we require our assessors to meet and that's now managed by our suppliers.

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### What is the process to get new Assessors registered?

Applications can be made via the Enable website.

[Create / update user account details | Enable New Zealand.](#)

A list of the types of providers who can register to order equipment can be found in the [MRES Operational Guidelines – Section 5](#)

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## Insurance for equipment

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### With large cost items, if the equipment belongs to ACC, what are the requirements on clients to insure this equipment?

As noted in the MRES Operational Guidelines, “ACC does not normally insure equipment, nor does it provide or contribute to the cost of a client’s household insurance costs. Because the equipment continues to be owned by ACC, insurance companies usually exclude these items from the client’s household contents insurance. ACC will pay for maintenance, repair or replacement of an aid or appliance where there is no evidence of neglect, abuse or misuse.”

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### What are clients told about managing insurance?

ACC doesn’t proactively advise clients about how to manage insurance, but they issue a decision letter to clients confirming the purchase of equipment to support their injury-related needs. This letter is accompanied by a short information sheet encouraging clients to look after the equipment and providing contact information if there are any problems. Clients are also informed of their rights and responsibilities when the decision is issued. There is also some information available on our website: [Getting aids and equipment to help with an injury.](#)

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## Report Requirements & Equipment Specifications

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### Where do you write the rationale for the request on the template?

Please show in the ACC7434 Social rehabilitation needs assessment template, or your own SDA template what pieces of equipment have been considered and discounted. ACC is happy to work with you to develop template which provides ACC and Enable with required information.

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### Is it necessary to upload a wheelchair specs form for a ULW wheelchair fixed frame that will eventually be a fully customised solution?

Enable are working on this issue and we will make it clear on the searchable list which wheelchairs require additional information, and which do not.

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