

## CONTENTS - PROCESS

### A) ACCESSABLE EQUIPMENT APPLICATION PROCESS

### B) ENABLE NEW ZEALAND EQUIPMENT APPLICATION PROCESS

1.	Equipment Application Process _____	B-1
1.2	Common List Process _____	B-1
1.3	Complex Equipment Process _____	B-2
1.4	Trialling Complex Equipment items _____	B-3
2.	Query Process _____	B-4
3.	Store Process _____	B-4
4.	Asset Labels _____	B-5
5.	Repair And Maintenance of Equipment _____	B-6
6.	Modification or Customisation of Equipment _____	B-7
7.	Application Forms _____	B-7
8.	Declined Applications _____	B-7
9.	Payment Of Invoices _____	B-8
10.	Complaints Process _____	B-8
11.	Audit Specialised Assessors _____	B-9
13.	Appendix Documents Now found in the Forms section on the DFI website:	
	• Common List Equipment Application Form	
	• Complex Equipment Application Form	
	• Equipment Information Form	
	• Equipment Rationale Form	
	• Care and Use Of Equipment Form	

## PROCESS TO ACCESS FUNDING:

### Enable New Zealand Region

*South of the Bombay Hills including Meremere to Stewart Island.*



Enable Processing is a service of Enable New Zealand which administers Ministry of Health funding for disabled people for the provision of equipment, housing, vehicle purchase and vehicle modifications.



*Enable Processing does not provide verbal approval for the purchase of equipment. Any request for the provision of equipment should follow the procedures outlined in this Manual.*

### 1. Equipment Application Process

The Specialised Assessor will assess the persons essential disability related need. Once a solution has been identified the Specialised Assessor will need to apply for the equipment from Enable New Zealand. The item of equipment may be on the Common List or a complex item of equipment, which may need trialling. The process for Common List, purchasing a complex item and trialling equipment is as follows:



*The Specialised Assessor must ensure the person has had an opportunity to read the Care and Use of Equipment form and sign the Equipment Information form. This does not need to be sent to Enable Processing at any stage.*

#### 1.2 Common List Process

1.2.1 The Specialised Assessor completes the one page *Common List Application* form.



*The current Common list is available on:  
[www.disabilityfunding.co.nz](http://www.disabilityfunding.co.nz)*

1.2.2 The *Common List Application* form is sent to Enable Processing.

1.2.3 Enable Processing will check the application for eligibility for funding based on the Ministry of Health criteria. The Application may be queried at this point (See Query Process Section 2).



*Enable Processing email  
[moh.processing@enable.co.nz](mailto:moh.processing@enable.co.nz)*

1.2.4 The Reissue Store will be checked to see if the item is available. If the item is available it will be sent to the indicated delivery address.



*See Reissue Store Process in Section 3.*

1.2.4.1 The Specialised Assessor may indicate if they require the exact item on the current Common List.

1.2.5 If the item is not available in the Reissue Store, the Common List item will be purchased directly from the Supplier and delivered to the indicated delivery address.

## 1.3 Complex Equipment Process

1.3.1 The Specialised Assessor will complete the following forms:

- *Complex Equipment Application*
- *Equipment Rationale*
- *Consideration of Risk*

1.3.1.1 Where the application is for high cost personal care equipment the *NASC Reporting Template* needs to be completed and submitted with the application.

1.3.2 The completed forms are sent to Enable Processing.

1.3.3 Enable Processing will check the applications eligibility for funding based on the Ministry of Health criteria. The Application may be queried at this point (See Query Process Section 2).

1.3.4 The Reissue Store will be checked to see if the item of equipment is available. If the item is available it will be issued to the Person and sent to the indicated delivery address.

1.3.4.1 The Specialised Assessor may indicate if they require the exact item make, model on the *Complex Equipment Application* form.

1.3.5 If the item is not available in the Reissue Store, Enable Processing will purchase the item directly from the Supplier.

1.3.5.1 The Specialised Assessor may need to identify a solution through trialling. Where the equipment option needs to be trialled see Trial Process Section 1.4.

1.3.6 The Specialised Assessor will receive a copy of the purchase order sent to the Supplier.

1.3.7 The Supplier will send the invoice directly to Enable Processing.

1.3.8 The Supplier will send the item directly to the delivery address specified by the Specialised Assessor.



*Ministry of Health requires that the Specialised Assessor justify the expenditure on the recommended item of equipment within the Equipment Application/Rationale forms.*



*High cost personal care equipment might include ceiling tracking hoists, high end pressure care which has an impact on the overall care package the person requires.*



*Ministry of Health approval is required for all items of equipment over \$20,000 inc GST. The Specialised Assessor may be required to provide additional information to justify this level of expenditure.*



*A trial may not be possible where an item of equipment cannot be returned in a hygienic condition or a high degree of customisation is required.*



*Where there are any issues with the item delivered, such as the item not being the same specification as the item ordered, the Specialised Assessor must contact Enable Processing. Enable Processing will contact the Supplier for resolution.*

## 1.4 Trialling Complex Equipment items

The Person and Specialised Assessor need to consider a range of cost effective equipment options to meet the identified needs. At times a trial of equipment options may be necessary to see if a particular solution will work.

1.4.1 The Specialised Assessor will indicate on the *Complex Equipment Application* form that they wish to trial requested items of equipment. Several items may be requested for trial.

1.4.2 Enable Processing will send a *Trial Approval* form to the Specialised Assessor detailing the approved items for trial and an associated approval number.

1.4.3 The Specialised Assessor is responsible for organising the trial with the equipment Supplier.

1.4.4 The Specialised Assessor is responsible for any trial equipment and must be aware of the Suppliers terms and conditions for trial equipment. Trial equipment is on loan for five working days from receipt of the item/s. Where more than five working days is required to complete a trial the Specialised Assessor should contact the Supplier. Approval of an extension for the trial timeframe is at the discretion of the Supplier.

1.4.5 Where the trial has been unsuccessful the Specialised Assessor may need to:

1.4.5.1 Change the specification of the item on trial. This may occur without contacting Enable Processing for approval.

1.4.5.2 Trial a completely different equipment solution. The Specialised Assessor will need to complete the relevant section on the *Trial Approval* form and return this to Enable Processing. A new *Trial Approval* form will then be provided as per 1.4.2 above.

1.4.6 Where the trial is successful the Specialised Assessor will confirm the specifications of the equipment with the Supplier and obtain a quote.

1.4.7 The quote is attached to the *Trial Approval* form and sent to Enable Processing.

1.4.7 Enable Processing will order the equipment directly from the Supplier. The process will then follow as per 1.3.6 - 1.3.8.



*From the date the trial approval is given the process must be completed within a two month period. The Specialised Assessor must contact Enable Processing to extend this approval in unusual circumstances.*



*Any associated packaging and freight costs for the return of trial equipment are the responsibility of the Assessment Service. The trial item/s need to be returned in the original packaging and complete with all parts and manuals as soon as the trial has been completed.*



*The trial process may cease at any point at the discretion of the Specialised Assessor.*



*The Specialised Assessor has no delegated authority to purchase any items.*

## 2. Query Process

Enable Processing will query applications with the Specialised Assessor in the following circumstances:

- the Ministry of Health eligibility criteria is not clearly met
- the Specialised Assessors report is not clear
- the recommended equipment is of a higher cost and the Specialised Assessors has not considered other more cost effective options
- where a preferred product or common list item is available and there is no explanation why this has not been considered as a suitable option
- where there is no documented NASC support for high cost personal care equipment
- where the Priority Rating is not supported by information in the *Consideration of Risk* form.



*Specialised Assessors must answer any queries within 20 working days. Where this timeframe is exceeded the application will be withdrawn and the Specialised Assessor and Person will be informed.*

## 3. Store Process

Enable Stores manages returned equipment assets, repairs and maintenance and the purchase of Common List and Preferred Products.

### 3.1 Reissue

Where reissued equipment is available in Enable Stores this will be issued to the Person before new equipment is considered for purchase.

3.1.1 The equipment is reissued where available in the Store.

3.1.2 Where the equipment is of a same type and similar specifications, this item will be reissued to the person unless the Specialised Assessor specifically notes on the application form that only the specified make and model is suitable.

3.1.3 Where the item is not available and no similar item is appropriate or available the process will follow as per 1.3.5.

### 3.2 Return Equipment

When the Person has finished using the equipment issued to them it is to be returned to Enable Stores to be refurbished.



*The Reissue Store does not provide trial equipment. Equipment is either issued or returned to the Store. Where an item of equipment is provided from the Store and this is not suitable for the Person the usual return equipment process may be followed and a new item requested.*



*Where multiple items are requested, some items may be available and reissued from the store. Other items may be purchased or approved for trial as per the usual process.*



*Freephone 0800 17 0606 to arrange the return of equipment.*



*Specialised Assessors will be notified as further items of equipment become available through the bulk purchase/preferred product process through [www.disabilityfunding.co.nz](http://www.disabilityfunding.co.nz)*

#### 4. Asset Labels

Most items purchased by Ministry of Health are assigned a unique asset number to enable tracking, maintenance and reissue by Enable Stores.

4.1 Asset labels are put on equipment by:

- Suppliers of newly purchased equipment including common list and preferred supply equipment.
- Enable Stores ensuring equipment has an assigned asset label on reissue.
- Specialised Assessors where the Supplier has left the equipment with the person following a successful trial.

4.2 The following items do not require an assigned asset number:

- wheelchair and hoist batteries
- ear moulds
- installation of equipment items such as ceiling tracking hoists
- modification of existing equipment items (See Section 6)
- personal items such as cutlery, bread boards, wipers
- items under \$50 inc GST.

4.3 The Specialised Assessor must not remove an existing asset label and issue a new asset label when reissuing equipment to a new person.

4.4 Where the asset label may easily fall off an item of equipment such as soft material on mattresses or hoist slings, the Specialised Assessor should use a permanent marker to record the asset number on the equipment.

4.5 Where an asset label has been removed from an item of equipment the Specialised Assessor should contact Enable Stores to track the original number.

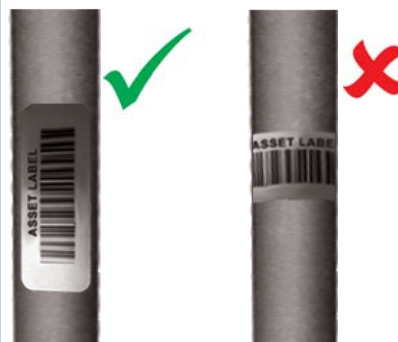
4.6 Asset labels should be placed in a position that can be read with a handheld scanner.



*Where a solution requires several items of equipment to build a complete system eg. seating systems, only one asset label should be issued to the complete system, the individual components do not require asset labelling.*



*When asset labels are wrapped around tubes on equipment they cannot be scanned. If possible the asset label should be placed length-wise near the Suppliers label.*



## 5. Repair and Maintenance of Equipment

Repairs and maintenance of Ministry of Health owned equipment must be arranged with Enable Stores. The cost of essential repairs and maintenance will be covered, except where warranty provisions apply. The Person is responsible for transporting equipment to Enable Stores or any authorised repair agent.



*Where a Person has a problem arranging transportation they should contact Enable Stores for assistance.*

To access repair and maintenance services:

5.1 The person makes contact with their local subcontractor or Enable Processing (0800 17 1995).

5.1.1 Where the initial contact was made through Enable Processing, a local subcontractor will be identified and the person advised of the appropriate contact details.

5.2 Enable Processing will identify the Person and the asset on the database; or the subcontractor will check that the equipment has an asset label.

5.3 Once the asset has been identified a decision will be made as to whether the request is a day-to-day maintenance issue or repairs and maintenance funded through Ministry of Health.

5.3.1 Where it is determined that the repair is a day-to-day maintenance issue it will be identified as the persons responsibility.



*The person will need to meet the cost of repair or replacement for damage to equipment and/or componentry caused by careless or inappropriate use.*

5.4 The local subcontractor will determine if it is cost effective and appropriate to undertake repairs to the equipment.

5.4.1 If the subcontractor can repair the item of equipment for less than \$500 inc GST the repair can proceed.

5.4.2 If the repair will cost in excess of \$500 inc GST, the subcontractor must make contact with Enable Stores for authorisation of the expected cost.

5.4.3 Enable Stores will evaluate the proposed repairs and where appropriate authorise the subcontractor to proceed with the repairs.

5.4.4 Where Enable Stores or the subcontractor determine that it is not cost effective to repair the item of equipment the replacement referral process will be initiated - *this process is in development and Specialised Assessors will be advised of the revised replacement process.*



*If the subcontractor determines that it is not cost effective to repair the equipment, a report will be forwarded to Enable Stores recommending the write off and replacement of the equipment.*

## 6. Modification or Customisation of Equipment

Specialised Assessors are able to proceed with a modification to equipment where:

- the item of equipment is currently issued to a Person
- no modification may proceed that may invalidate warranty provisions
- subcontractors are authorised to carry out modifications to a value of \$500 inc GST. Approval for modifications in excess of this amount must have approval from Enable Stores
- all modifications or customisation, including any part or accessory, must be undertaken by an Enable New Zealand Technician or Enable New Zealand approved subcontractor.

6.1 Specialised Assessors must complete a written request to their local Enable New Zealand technician or Enable New Zealand approved subcontractor for any alterations/modifications required.

## 7. Application Forms

### 7.1 Incomplete Application Forms

The Specialised Assessor will be contacted (via phone/fax/email) to request the missing information where an incomplete application form is received at Enable Processing. Where contact cannot be made, the application form will be returned to the Specialised Assessor unprocessed.

### 7.2 Incorrect Applications

An application will be returned to the Specialised Assessor where:

- An incorrect application form has been used.
- An administration fee has been added to the quote - the Specialised Assessor will need to arrange for an invoice without the administration fee.

## 8. Declined Applications

Where an application for the purchase of equipment does not meet Ministry of Health eligibility criteria, or where some aspects of the application are being declined, Enable Processing will:

- inform the Specialised Assessor, stating the reasons why it does not meet Ministry of Health criteria
- decline and withdraw the application for funding, providing written reasons for declining the application to the Person and the Specialised Assessor
- provide information on the right to request a review of decision.



**Modification:** A change to equipment that is not achievable through the range of adjustments on that piece of equipment. Changing existing componentry to a seating system is considered to be a modification.



Specialised Assessors must answer any queries within 20 working days. Where this timeframe is exceeded the application will be withdrawn and the Specialised Assessor and Person will be informed.

## 9. Payment of Invoices

Invoices are paid on the 20th of the month following receipt.

## 10. Complaints Process

### 10.1 Enable New Zealand

In compliance with the Health and Disability Services Consumers' Rights Regulations 1996, any complaint regarding Enable Processing staff or process are to be directed to the Manager of Enable Processing, who will investigate the complaint and undertake appropriate action.

10.2 The complainant is entitled to access the services of independent advocates provided under the Health & Disability Commissioner Act 1994, and the services of the Health and Disability Commissioner in preparing and/or submitting a complaint.

10.3 The complainant has the right to receive any information held by Enable Processing that is or may be relevant to the complaint.

In accordance with Enable New Zealand's Complaints Procedures, the complaint and any actions that may be taken will be documented.

The Enable Processing management team will carry out a decision regarding the complaint and the complainant will be advised in writing of the outcome or progress within 10 working days.

10.4 If the outcome of this decision is not to the satisfaction of the complainant, an appeal may be submitted. The appeal should be sent to Enable Processing. The appeal and all information relating to the complaint will be forwarded to the General Manager of Enable New Zealand for resolution.



*More information on these services can be obtained from the Health and Disability Commissioner at PO Box 1791, Auckland,  
phone (09) 373 1060  
fax (09) 373 1061  
email [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)*

## 11. Audit Specialised Assessors

The Specialised Assessor is considered an expert in their field of accreditation. Therefore, the audit process will only be initiated when the Specialised Assessor appears to be recommending improperly, not following correct procedures or if there are other grounds to consider an audit.

- 11.1 Enable Processing will contact the Specialised Assessor to discuss the case before proceeding with the audit.
- 11.2 If the issue can be resolved between Enable Processing and the Specialised Assessor, no further action will be taken.
- 11.3 Where a full audit needs to be conducted, Enable Processing will write to the Specialised Assessor's Employer or Professional Standards Monitor (PSM) requesting an audit. All relevant documentation must be enclosed, and a copy will be sent to the Specialised Assessor.
- 11.4 The Employer/PSM is to examine the process followed, the assessment and recommendation made by the Specialised Assessor, and determine if the relevant standards have been met.
- 11.5 The Employer/PSM is to notify Enable Processing of the result of the audit within 10 working days.
- 11.6 If it is agreed between the Employer/PSM and Enable Processing that the correct procedure was followed, and that the recommendation was appropriate, the Specialised Assessor will be advised of this in writing by Enable Processing. No further action will be taken.
- 11.7 If it is considered that the Specialised Assessor did not comply with the correct procedure or made an inappropriate recommendation, the Ministry of Health Funding Authority will be notified of the Specialised Assessors actions.
- 11.8 The Ministry of Health may seek the advice of a relevant professional group, who will make the final decision regarding the withdrawal of accreditation, the period of withdrawal and future re-accreditation.