

Kia ora koutou,

I hope you are all keeping well. I wanted to provide the assessor community with an update on the challenges Enable New Zealand is currently facing and what we can do together to support each other during these challenging times.

We're continuing to receive a high volume of service requests from assessors requiring equipment for their clients. Over the last three weeks, we have received over 1000 requests for equipment. We are continuing to process these in date order except for urgent requests (those preserving life and limb) which are being prioritised. Applications are not being put on hold in hope that when we move down alert levels workloads for everyone, including our warehouse staff and suppliers, are easily managed.

However, our staff are currently experiencing high levels of winter illness (not COVID-19 related) and some staff are having to balance childcare and home pressures while processing applications, this is resulting in a reduction in the number of requests being processed.

What assessors can do to assist:

- **Ensure requests are fully completed and have quotes attached.** We understand most suppliers are still working during this lockdown period. We don't want to reject your request but will have to do so if the application is not complete.
- **Submit complete package on one service request** –e.g. ensuring Bed, Mattress and accessories are on the same request, streamlines processing and shipment.
- **Provide Enable New Zealand with updates on trials.** We send over 200 trial reminders each week, if we can reduce the number of reminders, we send we can focus on more important work, such as processing your requests.
- **Please ensure urgent requests are urgent.** If you are able to set up equipment during Levels 4 or 3, and your clients are happy for delivery providers to enter their homes, we will do whatever we can to get this equipment out if its available in stock or from suppliers have it.

Thank you for your support. If you have any queries regarding this communication or an individual application, please don't hesitate to give us a call on 0800 362 253 (0800ENABLE) or email us at Enable@Enable.co.nz.

Ngā mihi,
Natasja Chapman
Operations Director
Enable New Zealand