

An overview of the documentation required for MRES Wheelchair & Seating orders: Report Writing and using the Enable ACC Wheelchair Specification Forms

Webinar presented by:

Dheshini Naidoo & Phillipa Corby

Clinical Service Advisors, Enable New Zealand

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Webinar Questions and Answers:

Q. Is the Wheelchair Specification form needed for Simple List wheelchairs:

No. The ACC List catalogue indicates which equipment requires a specification form – <https://www.enable.co.nz/service-centre/acc-assessors/product-information/acc-equipment-online>

Q. I find I'm running into long delays with some suppliers even for list wheelchairs. I thought suppliers would be expected to hold reasonable stock for list items.

- This is currently being addressed by our Procurement Team and conversations with suppliers have begun.
- We do appreciate assessor feedback, so feel free to email us at: acc.advisor@enable.co.nz if this issue continues.

Q. Is there any chance feedback can be provided to ACC to consider simplifying the assessment template? It is very detailed and can be repetitive?

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www.acc.co.nz/assets/provider/wsas-plan-and-recommendations-report-acc7432.doc

The report templates were developed by ACC so we suggest the best pathway for providing feedback about them, is through your service directly to ACC.

Q. If an ACC List wheelchair is requested but (non-list) accessories are also needed, are quotes required to submit the order request?

- For any accessories that are not available on the ACC List, a quote can be uploaded with the order.
- All trial orders for Complex List and non-list equipment require a quote.

Q. Are there preferred technician services?

A list of sub-contractor technicians can be found on the Enable NZ website – <https://www.enable.co.nz/service-centre/ems-assessors/request-ems-services/request-mod-equipment-services/technician-requests>

Q. Are SMART goals and are measures/tools e.g. WhOM, required when completing the Wheelchair and Seating reports, as ACC are asking for this in other contracts/reports?

- If the report reads better and shares the information that is required, then yes, do use SMART goals and measures/tools to support your equipment request.
- What is essential for Enable, is that the specifications and features deemed as 'necessary and appropriate' from your assessment, are addressed and justified in relation to the injury-related need.

Q. You suggest having dimensions in the postural management section of the report when we are also submitting the spec form? Or do you mean we would note where dimensions are problematic? E.g. if client's width or seat depth has changed and wheelchair width is no longer required?

- The assessment report provides information about the person's measurements and the problems with the current equipment; and the specification form has the measurements for the equipment being proposed.
- Yes, the postural management section can be used to note where dimensions are problematic, as per the example in the question.

Q. Can we send the suppliers the Enable spec form instead of their own spec form, so saving double up?

Yes, in fact some of the suppliers have asked for a generic specification form to be filled out prior to them developing a trial quote. If the same specification form is used across suppliers for this purpose, it will be easier for you to compare the features, costs and upgrades between the suppliers' products. The suppliers will also have more clarity on what they are quoting for.

Q. Do you have sample reports for both the MWC and PWC?

A sample of what to include in the ACC7432 will be uploaded onto the Enable New Zealand website, together with a recording of the webinar, and references.

Q. Can we upload a CAD instead of a wheelchair spec form?

No. It may be a useful addition, but cannot be used in place of the specification form in our order process.

Q. The reissue process feels sub optimal. Items seem to be sitting in quarantine for years or are showing on the MRES reissue inventory but then aren't found in the warehouse. Do you expect assessors to look for reissue items? This takes time and is often unsuccessful, so I feel less inclined despite my strong motivation to use reissue equipment.

While we work on improving the system, please contact a Clinical Services Advisor if you wish to discuss reissue equipment. We will guide you through the process.

Q. Can the assessor be notified when a reissue wheelchair will be provided or potential ETA.

This is a process improvement that we know is essential and is being addressed.

Q. How do you know what is extra and upcharges in terms of accessories? Are the standard accessories included under the list equipment?

- If the specification form is used to request quotes, assessors can cross-reference this with the quote and note if anything has been added or is missing. We encourage assessors to ask suppliers for a breakdown of the quote if this is unclear.
- It may be helpful to be aware of manufacturer or supplier script forms, as these often show what features and accessories are an upcharge.

Q. Does Enable send the spec forms to suppliers along with PO (purchase order) or TA (trial order)? Or is it up to the assessor to forward the spec forms, once we receive the approvals/orders?

- The specification forms are not sent to the suppliers with the Purchase Order or Trial Approval.
- Specification forms should be used when requesting quotes from suppliers so the suppliers should already have the form and understand what will be required for the trial/purchase.