



# Introduction to the Clinical Advisory Service & MRES

## ACC Managed Rehabilitation Equipment Services

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# Karakia timatanga

Kia hora te marino  
Kia whakapapa pounamu te moana  
Hei huarahi mā tatou i te rangi nei  
Aroha atu, aroha mai  
Tātou i a tatou katoa  
Hui e, Tāiki e!

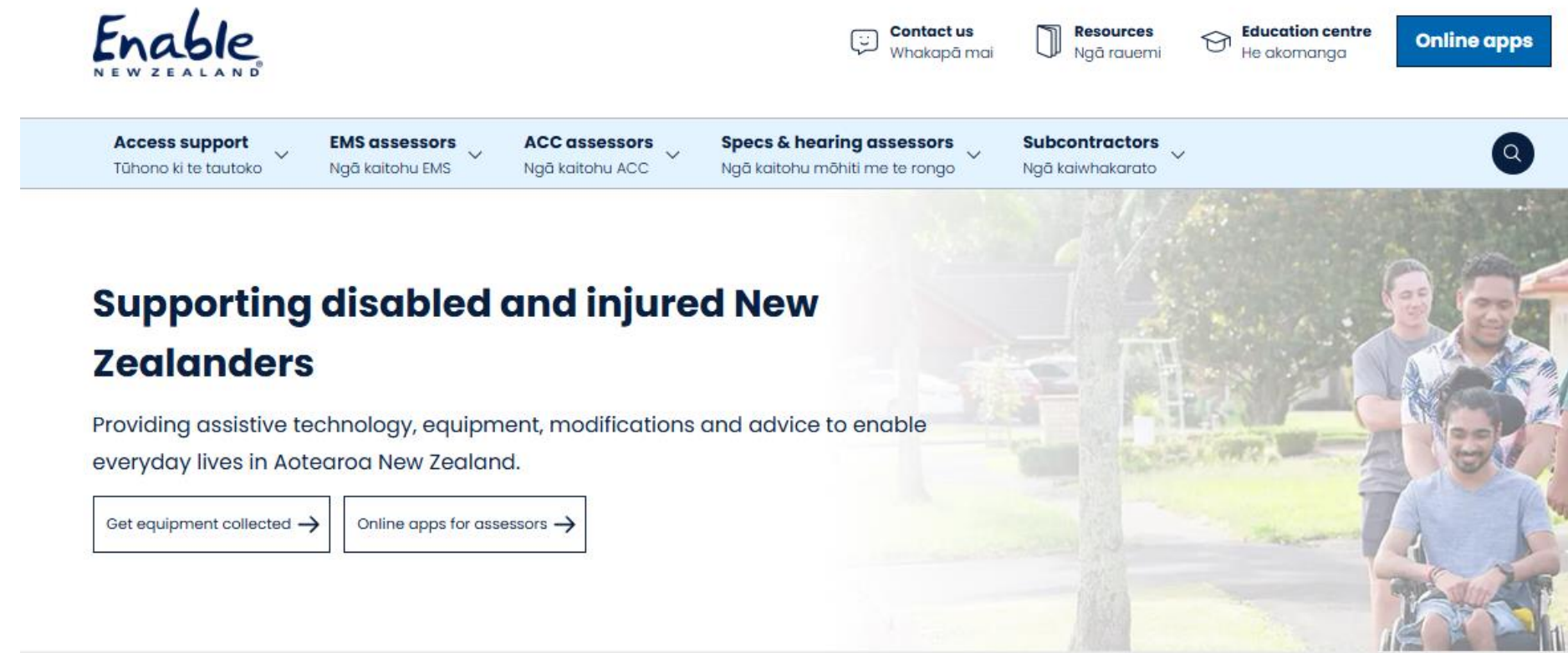
May peace be widespread  
May the sea be like greenstone  
A pathway for us all this day  
Let us show respect for each other  
For one another  
Bind us all together!



# Introduction & Service Update

## Updates:

- New-look website
- ACC List updates
- Assessor contact details in MRES
- Upcoming MRES app updates




# Objectives

- Meet the MRES Clinical Advisory Services team
- Learn how we can help you
- Explore available resources
- Review how to select and order equipment

# The team and how we can help



# Meet the MRES Clinical Services Advisors



**Sarah Boyt**  
Service Manager  
Physiotherapist  
Phone: (03) 740 0411

→



**Pauline Lazarus**  
Clinical Services Advisor  
Physiotherapist  
Phone: (07) 843-9181

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**Phillipa Corby**  
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Occupational Therapist  
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**Christa Roessler**  
Clinical Services Advisor  
Occupational Therapist  
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**Nafi Lefono**  
Clinical Services Advisor  
Physiotherapist  
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**Dheshini Naidoo**  
Clinical Services Advisor  
Occupational Therapist  
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→



**Dana Walsh**  
Clinical Services Advisor  
Occupational Therapist  
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→

Email: [acc.advisor@enable.co.nz](mailto:acc.advisor@enable.co.nz)  
Phone: DDI or 0800 362 253



# How we can help

## Advice for

- Equipment solutions
- Determining injury-related need
- Clinical reasoning process
- MRES funding parameters
- Appropriate assessment service

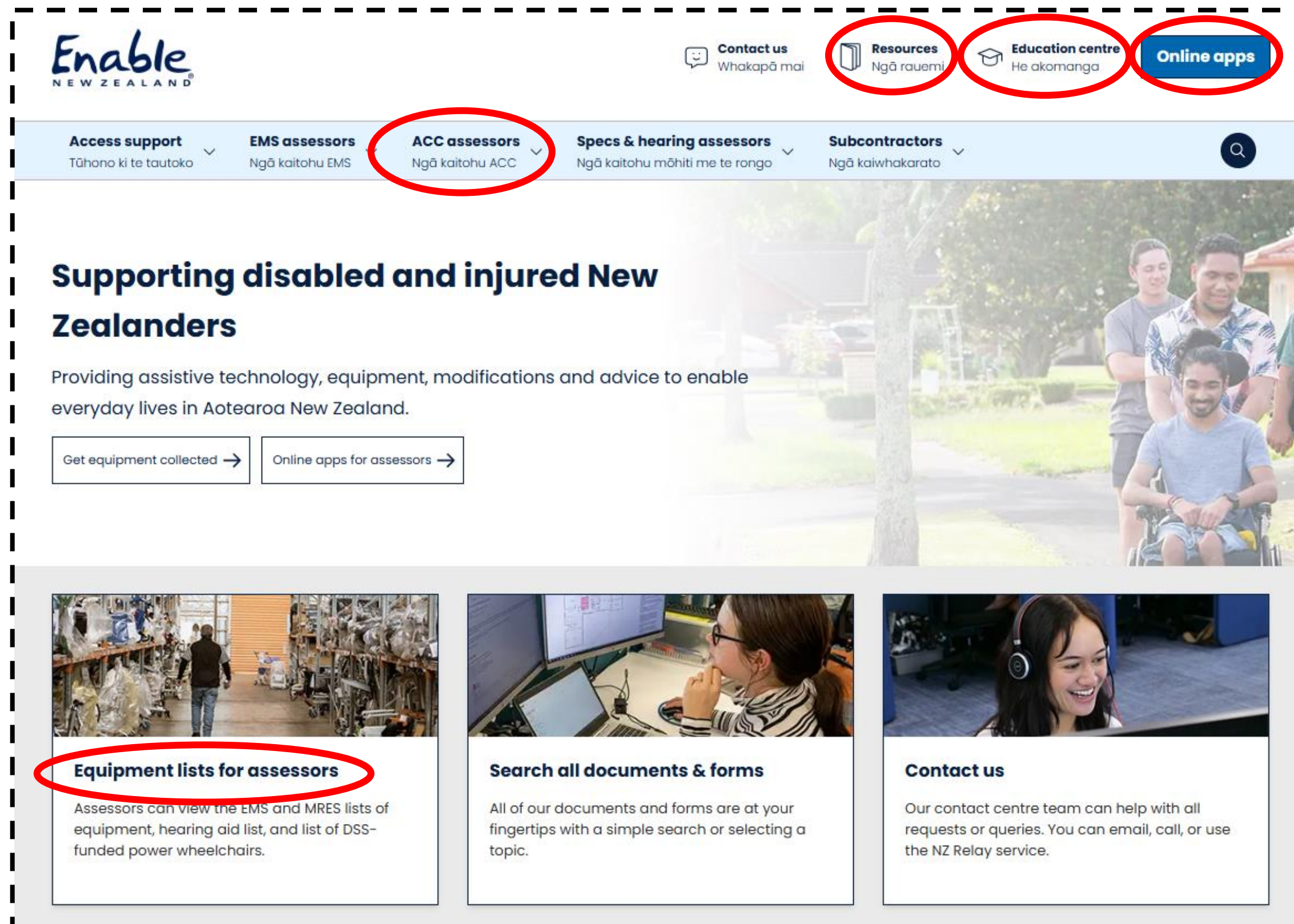


# Resources





# Enable Website



# Enable Website cont'd

## ACC assessors

On this page you'll find support for housing, equipment, or modification decisions, useful tools, and resources for assessors working with ACC.

### MRES Clinical Advisory Services Team

Meet our MRES Clinical Service Advisors and get support with equipment decisions and clinical reasoning.

[→](#)

### MRES product information

View the MRES equipment list, comparison charts, webinars, and more to help in your decision-making and assessment process.

[→](#)

### ACC housing

Information ACC staff and assessors need to request ACC housing modifications.

[→](#)

## Toolbox

[Login to your account](#)

Access the MRES or ProWorkflow apps.

[ACC equipment list](#)

View our ACC list equipment catalogue and access our online inventory.

[Returns and repairs](#)

Request equipment repairs, find a service agent, or arrange a collection.

[Create an account](#)

Register as an assessor to begin requesting ACC housing or MRES services.

## Other Tools & Resources

### App tutorials and guides

Find all our user guides, manuals, and video tutorials for using our online apps.

[→](#)

### Education centre

Educational resources for assessors: webinars, research, article critiques, and more professional development.

[→](#)

### Find documents and forms

Find and download our booklets, posters, manuals and forms.

[→](#)



# Guides and tutorials

## Tutorials for assessors

On this page you'll find guides for assessors on how to use Enable's MRES App.



### Managing equipment trials

Learn how to enter a trial start date, add new items to a trial in progress, record trial outcome, or request a trial extension.



### Request MRES housing equipment

Information for assessors requesting ACC MRES housing equipment.



### How to stop our emails going to junk

Emails going to spam? Here is how to stop it.



### Hire equipment orders

Learn what to consider before ordering MRES hire equipment, how to order hire equipment and view a report of your hire equipment orders in the MRES App.



### Non-list equipment orders

Learn about ordering equipment that is not on the ACC list.



### Assessment reports

Training notes for the MRES App about assessment reports.



### MRES emails and notes

How to send an email and add notes to an order within the ACC MRES App.



### View order dashboard tiles

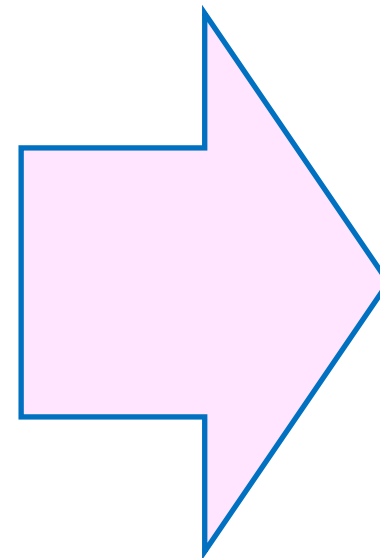
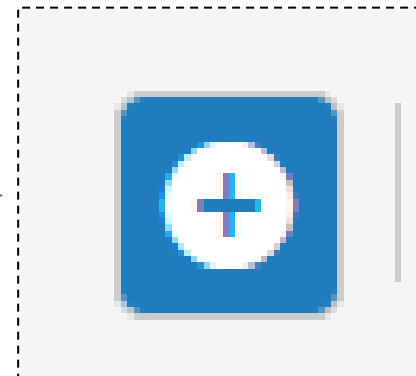
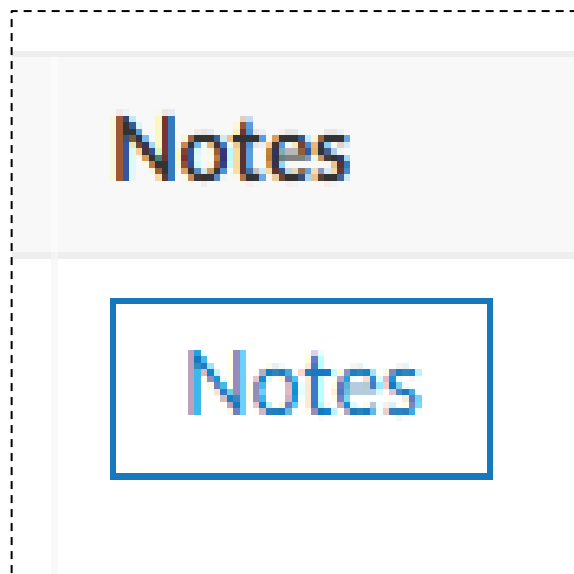
Get support to Understanding the view order dashboard tiles.



# MRES Emails

## MRES emails and notes

How to send an email and add notes to an order within the ACC MRES App.

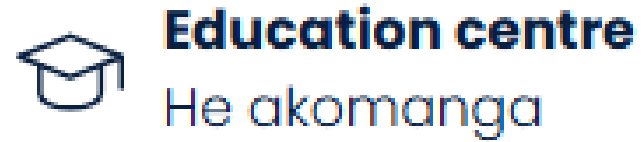


Note Type *	Email	x	▼
Note To	Advisor	x	▼
Note Subject *	Follow Up	x	▼

Note Type *	Email	x	▼
Note To	CSF Enable NZ	x	▼
Note Subject *	Order Update	x	▼



# Assessor Webinars



## On this page

1. [MRES Wheelchair & Seating orders: Report Writing](#)
2. [Bridging the Gaps in Clinical Reasoning](#)
3. [Presentation for NZAS March 2025](#)
4. [ACC Equipment List Update 2025](#)
5. [Introduction to the Clinical Advisory Service & MRES](#)
6. [Housing Modifications for People with Challenging Behaviours](#)
7. [ACC Social Rehabilitation Assessment - Equipment and working with Enable New Zealand](#)


## Assessor education webinars

On this page you'll find webinars and resources for assessors on equipment, housing modifications, pressure injuries, and more.

### MRES Wheelchair & Seating orders: Report Writing

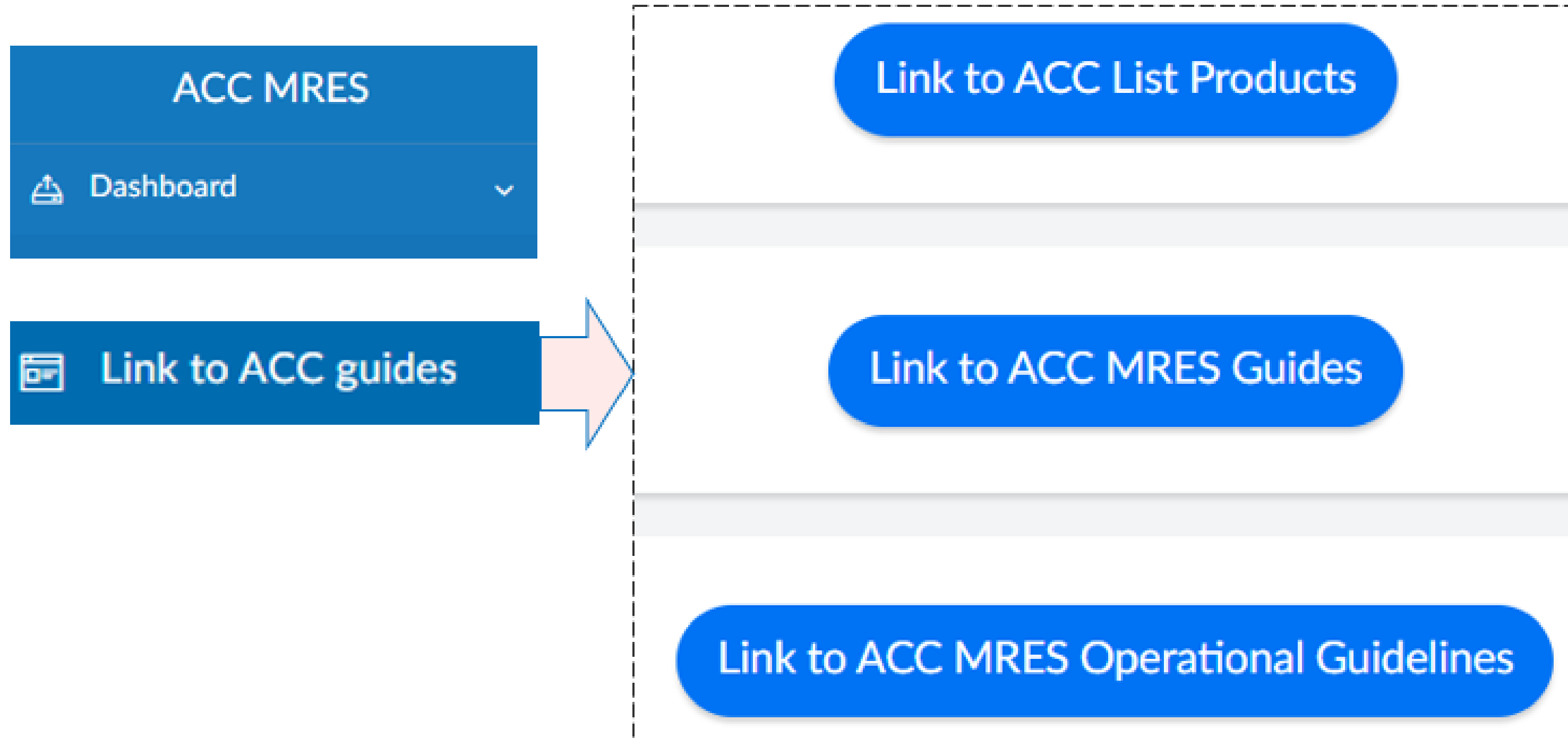
An overview of the documentation required for MRES Wheelchair & Seating orders: Report Writing and using the Enable ACC Wheelchair Specification Forms.

Join the ACC MRES Clinical Services Advisors for an informative session on the updated ACC Manual and Power Wheelchair Specification forms. We will discuss practical tips and examples for completing the ACC7432 Wheelchair & Seating Assessment Report, and learn how integrating these tools into your workflow supports best clinical practice and enhances the quality of your assessments.

We'd love to hear what you think of the *Overview of Documentation required for an MRES Wheelchair & Seating order*. [Leave your review here](#) 



# MRES APP





# Selecting Equipment



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



## ACC List Equipment

Simple list

Standard list

Complex list



# ACC List Equipment

## Consider ACC list equipment first

- Simple
- Standard
- Complex



# ACC Equipment List Search Tool

## Download

- Selection
- Full list

### ACC equipment list

On this page you'll find an online version of the ACC equipment list designed for assessors to view and use easily.

#### ACC equipment list

☒ [Clear all filters](#)

Keyword search:

Category:

All

Equipment Type:

Ramp

User weight (kgs):


All

List:

All

#### Available downloads

 Download selection

 Download full list

#### Found 4 matching items



##### Ramps

Aluminium ramp with non-skid surface

**Supplier:** Cubro

**Brand:** Euro Ramps

**Max user weight:** 287kgs

[Wheelchairs & seating](#)

[Simple list](#)

ENZ code	Supplier code	Description
ENZA91 	547 	Size: 25mm H x 125mm L x 850mm W
ENZA98 	548 	Size: 50mm H x 250mm L x 850mm W
ENZA111 	549 	Size: 75mm H x 375mm L x 850mm W




##### Ramps

Standard Threshold Ramp  
Rubber

**Supplier:** Able Access

[Wheelchairs & seating](#)

[Simple list](#)

ENZ code	Supplier code	Description
ENZA821 	WEDG100 	900x900x100mm

# ACC Equipment List Search Tool

## Search by

- Keyword
- Category
- Equipment type
- User weight
- Simple, Standard or Complex list

ACC equipment list

[Clear all filters](#)

Keyword search:

Category:

Equipment Type:

User weight (kgs):


List:

Available downloads

[Download selection](#)

[Download full list](#)

Found 12 matching items




**Bath lifter**  
Bath lift Orca XL  
375mm seat width without side flaps  
715mm seat width with side flaps  
580x285mm base area

**Supplier:** Invacare  
**Brand:** Aquatech  
**Max user weight:** 170kgs

[Shower & bath](#) [Standard list](#)

ENZ code	Supplier code	Description
ENZA179	1573744	




**Bath lifter**  
Bath lift Devilbiss Bellavita Nova  
700mm seat width  
380x525mm base area

**Supplier:** Cubro  
**Brand:** Bexley  
**Max user weight:** 170kgs

[Shower & bath](#) [Standard list](#)

ENZ code	Supplier code	Description
ENZA14527	343	



**Hoist**  
Birdie Evo  
Electric Legs  
Hoist with Pivot or Spreader Bar  
640mm overall width closed (external)  
1020mm Internal width legs open  
1400mm turning radius  
Lifting range 415mm -1660mm

**Supplier:** Invacare  
**Brand:** Birdie  
**Max user weight:** 180kgs

[Patient lifters](#) [Manual handling](#) [Standard list](#)



# Equipment Comparison Charts

## Walking Aids with a safe working load of 180kg or greater Comparison Chart

 Guide

This list of walking aids provides a starting point for assessors who are looking at a range of options with a higher safe working load. It includes walking sticks, crutches, knee walkers and walking frames or rollators.

Published: 28 February 2025

Equipment

Assessors

ACC

### Available formats





PDF 470.83 KB



[Download](#)

## Low walking frames / rollators

Product name	Photo	Safe working load (kg)	Supplier
Rollator - Heavy Duty Bariatric 7.5" Wheel		226	Allied Medical <a href="https://www.mobilitycentre.co.nz/shop/walkers-walking-frames/all-terrain-walkers/walkers-bariatric-heavy-duty-rollator/">https://www.mobilitycentre.co.nz/shop/walkers-walking-frames/all-terrain-walkers/walkers-bariatric-heavy-duty-rollator/</a>
Cobi Rehab XXL Rollator		325	Cubro <a href="https://www.cubro.co.nz/products/non-logged-in/walking-and-mobility-aids/walking-frames-with-seats/cobi-rehab-xxl-rollator-king-and-basket">https://www.cubro.co.nz/products/non-logged-in/walking-and-mobility-aids/walking-frames-with-seats/cobi-rehab-xxl-rollator-king-and-basket</a>

# Equipment Comparison Charts

## Hoists with a safe working load of 200kg or greater Comparison Chart

Information sheet


This list of hoists, or lifters, provides a starting point for assessors who are looking at equipment with a higher safe working load. It includes powered mobile, standing and ceiling hoists.

Published: 28 February 2025

ACC Assessors Equipment

### Available formats

PDF 449.99 KB Download

Forte 320	4-point spreader bar		320	Active Healthcare
Prism A320	4-point spreader bar		320	WSL Medical
				<a href="https://www.activehealthcare.co.nz/products/bariatric-solutions/bariatric-patient-transfer/forte-320-mobile-patient-hoist/">https://www.activehealthcare.co.nz/products/bariatric-solutions/bariatric-patient-transfer/forte-320-mobile-patient-hoist/</a>
				Sling information - <a href="https://www.activehealthcare.co.nz/product-category/patient-transfer/slugs/">https://www.activehealthcare.co.nz/product-category/patient-transfer/slugs/</a>
				<a href="https://wsmedical.co.nz/products/heavy-duty-mobile-electric-hoist-160-250kg">https://wsmedical.co.nz/products/heavy-duty-mobile-electric-hoist-160-250kg</a>
				Sling information - <a href="https://wsmedical.co.nz/collections/mobile-hoists">https://wsmedical.co.nz/collections/mobile-hoists</a>



# Reissue Equipment

MRES orders may be matched to reissue

- Simple & Standard list equipment reissue – automatic
- Complex & Non-list equipment – discuss with a Clinical Services Advisor



# Ordering Equipment





# Considerations when Ordering Equipment



## **Clinical requirements**

- Professional scope of practice
  - Discipline-specific
  - Appropriate training and experience
- Take a broad focus of client's needs

## **ACC Assessment Contract requirements**

- Service scope
- Type of referral

# Considerations when Ordering Equipment

## ACC MRES requirements

- MRES Operational Guidelines

## ACC principles

- Stay within scope
- Injury-related need
- Cost effectiveness
- Recycle and reuse equipment
- Share your thinking
- Equipment use





# Consider Trial and Purchase...before Hire

## Purchase

Simple or  
Standard List item

## Trial/Purchase

Complex List or  
Non-list item



## Hire

Equipment is:

- Required for less than 2 months
- Of high dollar value >\$3000
- Unable to be reissued
- Not available on ACC List, or in reissue
- Needed immediately

# Documentation Requirements for Equipment Orders

## Complex Equipment

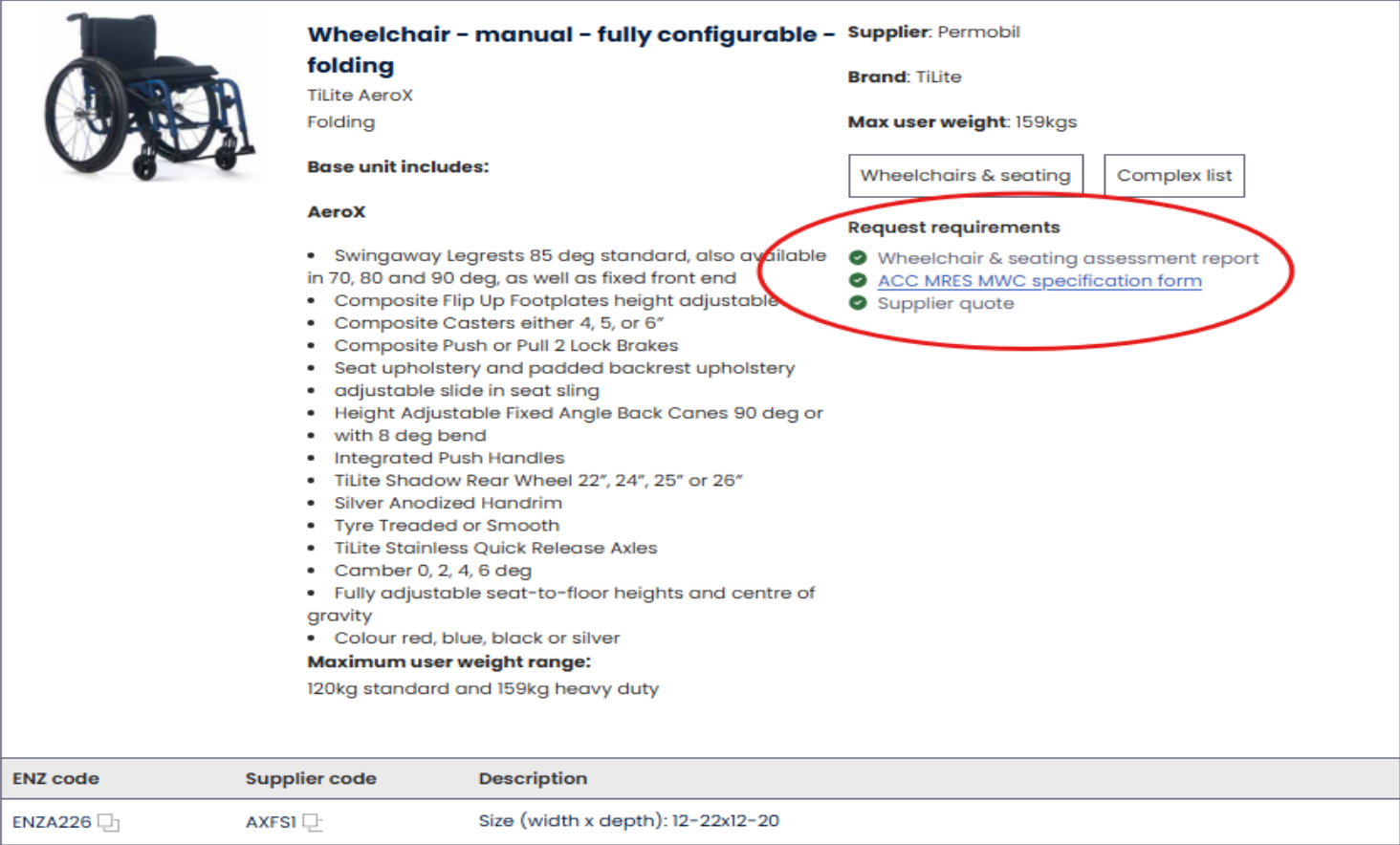
- All require:
- Assessment report
- Some** require:
- Trial quote – check list entry

## Non-list Equipment

- All require:
- Assessment report
  - Trial quote

## Complex & Non-list **Wheelchairs**

- All require:
- Assessment report
  - Trial quote
  - Wheelchair specification form



**Wheelchair - manual - fully configurable - Supplier:** Permobil

**folding**

TiLite AeroX  
Folding

**Brand:** TiLite

**Max user weight:** 159kgs

**Base unit includes:**

**AeroX**

- Swingaway Legrests 85 deg standard, also available in 70, 80 and 90 deg, as well as fixed front end
- Composite Flip Up Footplates height adjustable
- Composite Casters either 4, 5, or 6"
- Composite Push or Pull 2 Lock Brakes
- Seat upholstery and padded backrest upholstery
- adjustable slide in seat sling
- Height Adjustable Fixed Angle Back Canes 90 deg or with 8 deg bend
- Integrated Push Handles
- TiLite Shadow Rear Wheel 22", 24", 25" or 26"
- Silver Anodized Handrim
- Tyre Treaded or Smooth
- TiLite Stainless Quick Release Axles
- Camber 0, 2, 4, 6 deg
- Fully adjustable seat-to-floor heights and centre of gravity
- Colour red, blue, black or silver

**Maximum user weight range:**  
120kg standard and 159kg heavy duty

**Request requirements**

- ✓ Wheelchair & seating assessment report
- ✓ [ACC MRES MWC specification form](#)
- ✓ Supplier quote

ENZ code	Supplier code	Description
ENZA226	AXFS1	Size (width x depth): 12-22x12-20

Provide **clinical justification for all equipment features** quoted, especially for those additional to what is included in the base cost.

# Recall Date

## Recall date

Select an estimated recall date for the time you expect the person's covered injury to recover

Estimated Recall Date

dd-MMM-yyyy

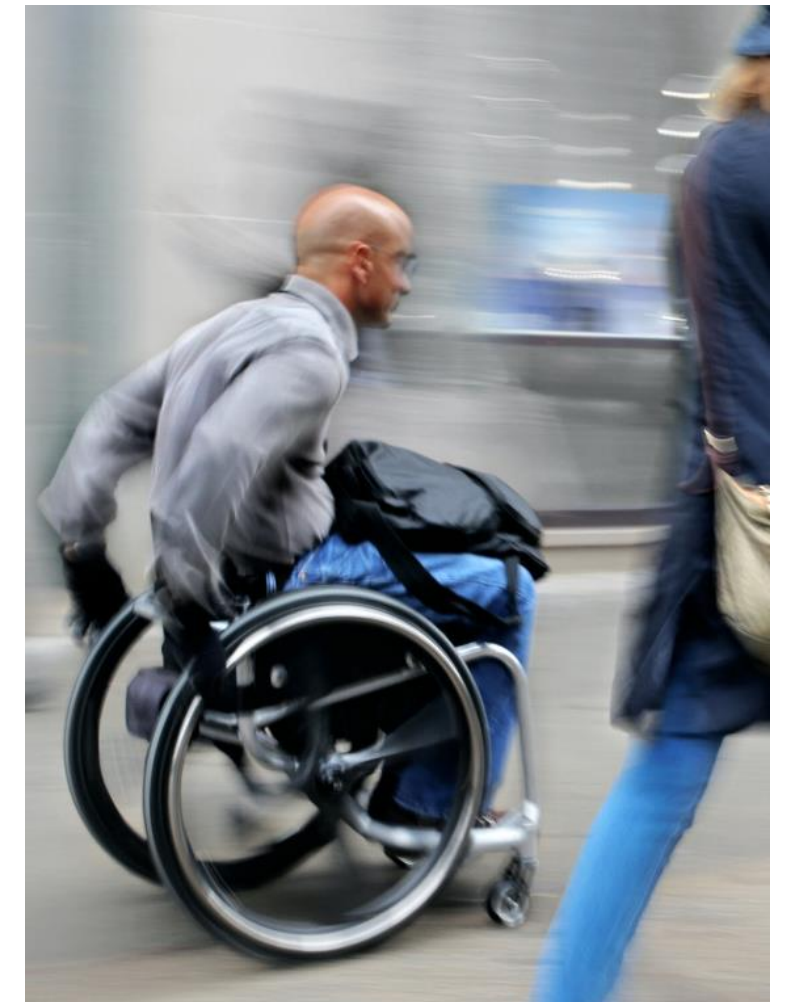


When your person has a lifelong need, set a date 20 years from your order date. To do this, type in this format (e.g.) 21 May 2044. If the client isn't ready to return the equipment by the recall date, this can easily be extended.



# Key Messages

- Contact the Clinical Services Advisors for advice about equipment solutions
- Check out our resources
- Consider ACC list items first when selecting equipment, then non-list and hire as the last resort
- Consider your scope of practice and responsibilities as an assessor
- Include the correct documentation to complete your equipment order
- Add a recall date to your order



# Feedback

Help us to support you with education opportunities you want and need

**These presentations are to support your learning and development.**



We want to hear what areas you would like to explore.

We welcome any comments or feedback about today's session.



<https://www.surveymonkey.com/r/8ZSYSD5>

# Thank you

**Phone:**           **0800 362 253**

**Website:**       **enable.co.nz**

**Email:**           **[acc.advisor@enable.co.nz](mailto:acc.advisor@enable.co.nz)**

**Or contact a Clinical Services Advisor directly**





# Closing Karakia

**Kia whakairia te tapu**

**Kia wātea ai te ara**

**Kia turuki whakataha ai**

**Kia turuki whakataha ai**

**Haumi e, Hui e, Tāiki e!**

**Restrictions are moved aside**

**So the pathways are clear**

**To return to everyday activities**

