



SUBCONTRACTOR MANUAL

*For setup / adjustments, repairs, maintenance, annual servicing,
and modifications for all equipment
funded by the Ministry of Health*

Effective June 2018

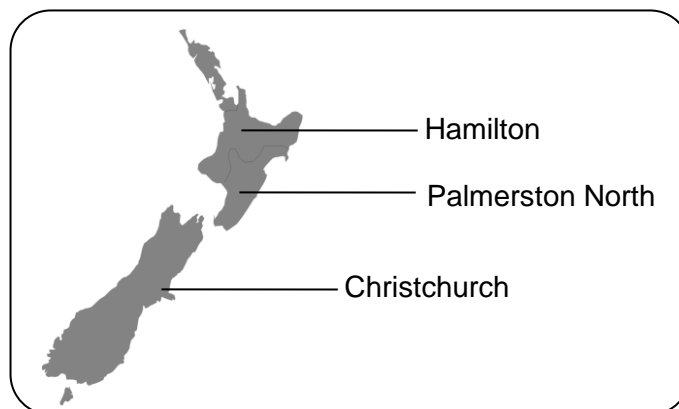
CONTENTS

INTRODUCTION	3
DEFINITIONS	3
ROLES AND RESPONSIBILITIES	6
GENERAL INFORMATION	9
CARRIAGE OF GOODS ACT – INSURANCE	9
COMPUTERS / COMMUNICATION DEVICES / SMOKE ALARMS.....	9
EQUIPMENT INSTALLATION PRIOR AND AFTER 2010	9
INFECTION CONTROL/CLEANING.....	10
OUTREACH – WHEELCHAIR AND SEATING OUTREACH CLINIC	10
PRIVACY ACT	10
VULNERABLE CHILDREN ACT.....	10
PROCESSES AND PROCEDURES	11
BATTERIES.....	11
ELECTRICAL TESTING (TEST & TAG).....	11
EQUIPMENT BEYOND REPAIR – LIKE FOR LIKE REPLACEMENT.....	11
<i>Equipment may and should be written off when:</i>	11
<i>Process</i>	12
EQUIPMENT IN REST HOMES	12
IDENTIFICATION OF MINISTRY OF HEALTH OWNED EQUIPMENT.....	12
JOB CARDS.....	13
<i>Under \$500 Job Cards</i>	13
<i>Over \$500 Job Cards</i>	13
LABOUR / PARTS / FREIGHT AND SUB-TRADER COSTS	14
LOAN EQUIPMENT	14
MANDATORY PURCHASE ORDER THRESHOLD – MAINTENANCE, MODIFICATIONS, AND REFURBISHMENTS OVER \$500	14
MILEAGE ALLOWANCE	15
RELOCATION.....	15
SEATING SYSTEMS.....	15
SPECIALISED EQUIPMENT	15
TRIAL EQUIPMENT	15
WARRANTY (GUARANTEE)	16
EQUIPMENT REPAIRS POLICY AND GUIDELINES	16
EQUIPMENT MODIFICATION POLICY AND GUIDELINES	16
EQUIPMENT SETUP/ADJUSTMENTS POLICY AND GUIDELINES	17
EQUIPMENT ANNUAL SERVICE POLICY AND GUIDELINES	17
EQUIPMENT REFURBISHMENT POLICY AND GUIDELINES	17
AUDIT OF ACTIONS	25
COMPLAINTS PROCEDURE	25
<i>Policy</i>	25
<i>Purpose</i>	25
<i>Procedure</i>	25
AUDIT SURVEYS.....	25
CODE OF HEALTH AND DISABILITY SERVICES CONSUMERS’ RIGHTS REGULATION 1996 ..	26
USEFUL LINKS	31
APPENDICES	32

INTRODUCTION

Enable New Zealand is contracted by the Ministry of Health (MoH) to provide a service covering repairs and maintenance for equipment issued by Enable New Zealand on behalf of the MoH for all of New Zealand (south of the Bombay Hills). The service is accessible Monday to Friday (excluding statutory holidays) during normal business hours, 52 weeks a year with negotiated call back requirements. This manual outlines the procedures and responsibilities for the setup/adjustment, repair, annual service, maintenance, and modification of the equipment.

Enable New Zealand's Head Office is in Palmerston North and there are warehouses in Palmerston North, Hamilton and Christchurch.



DEFINITIONS

Annual Service

Scheduled maintenance in accordance with the manufacturer's manual. Not all equipment requires an annual service. Annual Service is different from an Annual Electrical Test and Tag which should be included where appropriate.

Annual Test and Tag – Electrical

Testing and Tagging of electrically operated equipment to meet NZ Standard NZ3551.

Asset Database

This is an online database providing basic information about equipment (assets) issued to MoH service users.

BER

'Beyond Economical Repair'. Equipment that is deemed more economical to replace rather than repair.

Call-Back

Not to be confused with call-out. If it is not an urgent breakdown, in which a service user's health and safety is compromised, it is the Subcontractor's responsibility to wait until normal business hours to assist the service user.

Call-Out

Not to be confused with call-back. A call out is when the presence of the Subcontractor is required to visit the service user outside business hours.

Note: Subcontractors and Enable New Zealand are not funded to provide an emergency service so providing call-out service needs careful consideration.

Care Facility

A DHB contracted care facility is a rest home or hospital that provides rehabilitative, restorative, and/or ongoing skilled nursing care to patients or residents in need of assistance with activities of daily living.

Contract Sum

This refers to the schedule for invoicing and payment requirements as listed in the Supply Agreement and includes: Charge-out rate, mileage rate, actual costs of parts, and outwork margins etc. The 12.5% is applicable only as the agreement stipulates. This does not include consumables, tagging and testing etc.

Customisation

When a 'modification' is made to equipment to meet a highly specific service user's needs and it cannot be reversed, i.e. the equipment cannot be returned to original (standard issue) state.

DFI

Disability Funding Information: The official website providing information related to the range of MoH funded services.

EMS Assessor

EMS Assessors (also referred to as therapists and will be either Occupational Therapists, Physiotherapists, or in some areas Specialised Nurses) hold areas of accreditation which relate to their qualifications and experience. The areas of accreditation refer to the type of equipment that they are able to prescribe.

Equipment

Equipment is defined as items that are portable, free-standing or immediately removable.

Job Cards

The document containing details of the work undertaken for each service/repair. A completed Job Card for every job invoiced must be retained for possible audit purposes.

Loan Equipment

The MoH EMS Equipment Manual states (Clause 5.3) that **when available** refurbished loan equipment may be provided for equipment that is being repaired, which cannot be completed quickly.

Note: MoH do not allow provisions for loan equipment for service users awaiting replacement equipment.

Maintenance

Work which is not fixing a fault or something damaged/broken: Either scheduled annually, as per Manufacturer's Manual, or in conjunction with a repair required around "anniversary" time. Example: replacing castors, tubes, and tyres when a wheelchair comes in with a controller fault.

Modification

A piece of equipment, modified to suit the service user whilst having the ability to be returned to meet the standards (original standards).

MoH

Ministry of Health.

Mandatory Purchase Order Threshold

The dollar value at which a Purchase Order is required before proceeding work; currently sits at \$500 (excluding GST).

Purchase Order

Reference number for the job taken, issued by Enable New Zealand, for jobs over \$500, refurbishments, and work approved outside of these and normal scope.

Repair

Work undertaken to fix a service user's damaged/broken malfunctioning equipment. Repairs may be requested from service users, assessors, carers, or family.

Refurbishment

The process of restoring the equipment to "as new" or to a standard for reissue.

Note: This is for equipment not currently assigned to a service user, unless the equipment is allocated for reissue and refurbishment is undertaken in conjunction with set-up for a new service user.

Relocation

The costs for relocating MoH funded equipment; either within the home or to another address which is covered by MoH and is the service user's responsibility.

RTL

Round Trip Logistics is the online system Enable New Zealand requires the EMS Assessors to use for submitting Service Requests. This tool is not available to Subcontractors.

Seating System

An item of equipment or combination of items to seat a person with the outcome to minimise at least one of the following: physical discomfort; postural deterioration; or to maximise functional postures in order to meet the eligibility criteria.

Service User

Previously referred to as a client, this is a person who has met MoH eligibility for equipment.

Setup / Adjustments

The time and associated costs for setting up equipment to the requirements of either a script or Technician Request. Setup and adjustments do not include additional spare parts. ***If additional parts need to be obtained then the job is a modification, not a setup.***

Subcontractor

The same as "Supplier" in any Head Agreement or Supply Agreement.

Technician Request

The form EMS Assessors complete and provide to the Subcontractor to undertake work required.

Trial Equipment

Trial equipment is equipment provided by a supplier for the purpose of trialling suitability with the service user. MoH does not have any responsibility for costs relating to trial equipment and Enable New Zealand will not pay any costs incurred by the Subcontractor if the equipment is returned in modified or less than new condition to the supplier.

Warranty (Guarantee)

The warranty or guarantee provided to Enable New Zealand by a supplier. This may include new or factory modified equipment.

Write-off

The process by which the Subcontractor assesses the equipment to be repaired and determines if repairing the equipment is not the cost-effective solution.

ROLES AND RESPONSIBILITIES

Enable New Zealand will:

- Ensure that changes relating to MoH equipment process which impact on the Subcontractors are advised as soon as practical.
- Ensure that advised changes to work practices, outside specifically contracted issues, are communicated clearly.
- Provide administrative support and procedures, i.e. request for service user, asset information and procedures to the Subcontractor.
- Issue a Purchase Order and advise the number in a timely manner.
- Pay approved invoices around the scheduled payment time in the subsequent month, in respect to invoices submitted for work charged for the previous month. **Invoices must be received by the last working day of the month.**
- Maintain the Enable New Zealand Asset Database on a monthly basis (updated middle of every month), and provide login information to Subcontractors. **Note:** Not all asset numbers may be included in this database; if the number cannot be located then confirmation that the asset is still viable needs to be obtained from Enable New Zealand.
- Maintain the loan asset register for equipment Enable New Zealand has provided to Subcontractors.
- Ensure Subcontractors have the opportunity to participate in training provided for the Enable New Zealand staff.
- The reasonable costs of maintaining loan equipment will be covered by Enable New Zealand.

The Subcontractor will:

- A Subcontractor represents Enable New Zealand in the community and is considered an extension of Enable New Zealand. Therefore, all Enable New Zealand operating parameters and policies are expected to be observed.
- Repair, maintain, modify, and adjust MoH issued equipment, with the exception of low value items. If unsure of the economic viability of a repair, contact Enable New Zealand.
- Modify Band 2/3 MoH issue equipment upon receipt of a Technician Request form from an EMS Assessor for work under \$500 (excluding GST) (fitting/labour costs inclusive) or upon the receipt of a Purchase Order generated from an RTL Service Request logged by the assessor. Ensure the equipment has an asset number and is allocated to the correct service user before proceeding. **Note: Band 1 items cannot be modified at all.**
- Undertake repairs, modifications, setup/adjustments, and annual services up to a value of \$500 (excluding GST). **Note:** This includes modifications/fitting of new accessories, inclusive of labour, fitting of parts, and travel to the value of up to \$500 (excluding GST).
- Request authorisation for a purchase order number from Enable New Zealand for any repairs, modifications, setup/adjustments, refurbishments, and annual services, to the same piece of equipment, within a month, where the combined total exceeds the designated figure of \$500 (excluding GST).
- Notify Enable New Zealand of any increase in value to an issued Purchase Order in excess of \$100 and seek permission to continue. Take into consideration time and travel for minor, non-health threatening, repairs and combine attendance of visits in scheduled areas.
- Invoices for work for which a Purchase Order has been issued must quote the Purchase Order number.

- Endeavour to repair equipment within a 24 hour time-frame (subject to availability of parts). Where appropriate (after consultation with an EMS Assessor) provide loan equipment, if available. If loan equipment is not available advise the EMS Assessor who is responsible for sourcing a suitable outcome. If appropriate, discuss with the service user their responsibility to ensure they have contingency plans for when equipment cannot be repaired quickly or loan equipment is not available.
- Be responsible for payment for all parts' costs and out-sourced contractor costs unless parts are obtained from Enable New Zealand. All parts for the job which are sourced from a supplier or Enable New Zealand will be listed on the Job Card, with prices shown for those sourced from a supplier. Retain invoices and make available to Enable New Zealand if requested.
- Purchase spares such as batteries and tyres from the nominated suppliers where Enable New Zealand has contracted prices. Parts not sourced from these suppliers, and at higher costs, will not be paid and invoices will be returned to be adjusted to contract prices.
- Asset labels are assigned to most MoH issued equipment. If an asset label is not affixed to the equipment please contact Enable New Zealand to identify that the equipment belongs to MoH before commencing repair and request a reprint of the label. **Note:** If no asset number is indicated for corresponding equipment, invoices will not be paid due to equipment being deemed as non-MoH equipment.
- Request an Enable New Zealand asset label in the circumstances where the label is not legible, if the service user has relocated from the *Accessible* area, or if no label is found on the equipment. Ensure that the equipment is with the correct service user before the asset number reprint is requested. **Note:** Items under \$50 in value which have no asset label, therefore are not tracked, are not eligible for repair.
- Utilise the Asset Database to ensure the equipment is with the correct service user, particularly for equipment such as power wheelchairs, hoists, and beds. **Note:** If the service user is incorrect in the asset database this may be because the assessor has not followed process and had the asset reissued to the current service user. Enable New Zealand should be notified so that endeavours can be made to have the equipment paired with the correct service user. Contact Enable New Zealand Customer Services on 0800 362 253 if the asset number cannot be located or is with the incorrect service user.
- Complete the online Job Card spreadsheet for all work undertaken below \$500 (excluding GST) and email this to finance@enable.co.nz with an invoice for those jobs. Completed Job Card entries are requested to be sent **weekly** and are **limited to 20 per invoice**. **Note:** Payment for invoices received after the last working day of the month will not be paid around the scheduled payment time in the subsequent month, instead it will be held over for payment the month following. For example: Invoices received 1st May, for work undertaken in April, will not be paid until the scheduled payment in June.
- Contact Enable New Zealand prior to the purchase of new parts, such as motors and controllers, to check whether parts are currently available.
- In the first instance, advise the service user or assessor asking for collection of equipment to arrange collection with the Contact Centre at Enable New Zealand on 0800 362 253.
- Provide a collection service of the service user's equipment when there are no other fair and reasonable means for the service user. A commercial carrier service may be used where this is identified as the most cost-effective means for the collection.
- Obtain approval and a Purchase Order from Enable New Zealand prior to undertaking the delivery/installation of equipment. **Note:** An assessor does not have the authority to request this.
- Loan equipment may be available when a service user's equipment is in the process of being repaired. Loan equipment is not provided long term when the service user is waiting for equipment to replace the equipment which has been written off.
- Have suitable premises (e.g. disability friendly) for service users visiting.

- Make reasonable efforts to participate in any training offered by Enable New Zealand or Enable New Zealand suppliers to enhance knowledge and skill base.
- Advise Enable New Zealand if there are any quality improvements that could be made to the repair services/processes.
- If neglect and abuse of equipment is identified, contact Enable New Zealand and the EMS Assessor for further instruction prior to any repair being carried out.
- Advise Enable New Zealand if repairs have resulted from damage caused by an accident and details of how the damaged occurred.
- Request authorisation from Enable New Zealand when the subcontractor has been asked for the equipment to be repaired repeatedly within one month.
- Be culturally sensitive and have an understanding of disability issues that might impact on the provision of an equipment repair and maintenance service.
- Provide services in accordance with the guidelines contained in this manual and the Supply Agreement.
- Take every endeavour to ensure safety precautions are being taken when visiting a service user's premises (e.g. wearing appropriate clothing/safety wear to avoid contamination).
- Not to put themselves in a situation where they may be accused of inappropriate behaviour, e.g. being left alone in a room with a child, or inappropriate touching. If the service user needs assistance in transferring from a chair, ask for a family member or friend/neighbour to assist you or if this is not possible make arrangements to return when there is someone who can.
- Will not compromise one's health or safety under any circumstances. If equipment or premises are unsanitary, or pose a risk to health or safety, you have the right not to undertake the job or enter the premises. Such instances must be advised to Enable New Zealand.
- Arrange a suitable experienced stand-in Subcontractor during times when the services of the Supply Agreement cannot be maintained, i.e. holidays or illness etc. If necessary, engage Enable New Zealand to assist with this.
- Identify whether the cost to repair the Band 2/3 equipment exceeds 70% of the replacement cost and provide the assessor with a completed Equipment Replacement form (BER). The Asset Database or the Equipment Manual on the DFI may provide an approximate indication of costs; alternatively contact Enable New Zealand for approximate costs. If the asset number for a power wheelchair is lower than 700.000 the equipment should be assessed before repairs are undertaken, especially for obsolete equipment.
- For equipment breakdown and repairs outside of normal business hours, determine the difference between call-out and call-back. Follow Enable New Zealand's recommended procedure below to ensure time-appropriate assistance is provided to service users. In most instances the issue can be talked through with the caller/service user and the situation may be inconvenient for the service user but not life-threatening – this is especially so in residential facilities.
 - i. **Call-back:** If it is not an urgent situation, in which a service user's health and safety is not compromised, it is the Subcontractor's responsibility to wait until opening hours to physically attend to repairing the equipment for the service user. The Subcontractor should ascertain the problem and, where possible, assist the caller by talking them through the issue and advise that a technician will be scheduled to attend as soon as possible during normal business hours.
 - ii. **Call-out:** If the service user's health and safety is compromised due to problems with their equipment, the Subcontractor may physically assist the service user and their equipment outside of normal business hours. The Subcontractor will determine the urgency of the situation and assist accordingly, such as dialling 111 in emergency situations – this is the exception rather than the rule. **Note:** Subcontractors and Enable New Zealand are not emergency service providers so are not expected to act as such.
- Advise Enable New Zealand immediately if any issue arises relating to any aspect of services undertaken in relationship to your contract with Enable New Zealand which may have media or

public interest. Under no circumstances will the Subcontractor make or issue to the media, or any member of the public, any oral or written statement or comment concerning Enable New Zealand, MoH, or any other aspect of the contracted services provided on behalf of MoH. **Note:** Reference to Clause 18 in the Head Agreement. In the event an incident is likely to escalate it must be brought to the attention of Enable New Zealand urgently.

- i. Use its best endeavours to ensure that no action is taken by itself or its personnel which may result in, or give rise to, the existence of conditions prejudicial to, or in conflict with, the interests of Enable New Zealand, or their agents, if such action touches upon or relates to this agreement or the delivery of the Subcontractor's obligations.
- ii. If requested by Enable New Zealand, allow Enable New Zealand, or their agents, access to records and premises necessary for the purposes of an audit of quality, service delivery, performance requirements, organisational quality standards or information standards, and organisational reporting requirements under the terms of Enable New Zealand's contract with MoH. The Subcontractor will provide Enable New Zealand, or their agents (as the case may be), every reasonable facility for and assistance in obtaining access for the purpose of such audits.

GENERAL INFORMATION

Carriage of Goods Act – Insurance

Most freight companies will only offer limited financial cover for goods damaged in transit unless additional insurance is purchased. Enable New Zealand recognises that a number of items of MoH equipment have a value greater than the standard insurance allowance (generally \$2,000). Enable New Zealand does not expect Subcontractors to purchase additional insurance if the item to be transported has a replacement value greater than this.

In the event of a problem arising with goods in transit, the Subcontractor should contact the Enable New Zealand Service Manager – Equipment to discuss the issue.

Computers / Communication Devices / Smoke Alarms

Enable New Zealand recognises that repair and maintenance of computers requires expert technical knowledge and as such may fall outside the scope of the Subcontractor service. When required to undertake the repair or maintenance of computer equipment the Subcontractor should, where feasible, use a local repair agent or facilitate the repair of the equipment. When utilising companies for any outwork, the payment to that company is with the Subcontractor who will invoice Enable New Zealand accordingly.

Any repairs or maintenance to Hearing Assistive Technology (HAT) equipment must be carried out by the original equipment supplier. The Subcontractor will facilitate this process in discussion with the supplier.

Some issues can be easily resolved by phone call. Where the equipment needs to be returned to the supplier, the Subcontractor will facilitate this process by removing the equipment and arranging the return to supplier. The Subcontractor will then also receive any repaired or replacement equipment and re-install (assuming no change to the installation environment). If the installation environment has changed, then the installation should be coordinated by a suitable HAT Assessor and the New Zealand Fire Service.

Equipment Installation Prior and After 2010

Bidets, stair-lifts, and the tracks for ceiling hoists have been outside the scope of repair since March 2010, therefore the installation date should be checked with Customer Services **prior** to undertaking any work. If installation is after March 2010 the service user is responsible for repairs/maintenance.

Note: Motors on ceiling hoists are covered but not the tracks. Housing modifications, vehicles, and vehicle modifications have different criteria and are generally not considered equipment.

Infection Control/Cleaning

It is the Subcontractor's responsibility for infection control both in terms of contact with equipment and the location for effecting repairs. Enable New Zealand expects Subcontractors to operate using acceptable infection control standards. Enable New Zealand has an established protocol and list of standard products for use, which is available to Subcontractors on request.

The Enable New Zealand Supply Agreement does not provide for extensive cleaning of equipment. This is considered the responsibility of the service user. Whilst it can be expected that items may not be spotless, there will be instances where the service user must be responsible for cleaning the item **before** the Subcontractor can undertake any repair, maintenance, or modification.

Subcontractors should have an awareness of MRSA and are advised to discuss this with assessors and request being advised if they will be placed in a position of exposure. It is recommended that any equipment that has been exposed to MRSA should be washed thoroughly and put out in the sun. Alternately the equipment should be washed down with at least a 1% chlorine base fluid such as Janola (which is 5% and would need to be diluted). This should be applied and left for two minutes before washing it off.

Outreach – Wheelchair and Seating Outreach Clinic

This is a separate contract which Enable New Zealand has with MoH which encapsulates a specialist consultation service to assist assessors with wheelchair and seating. The EMS Professional Advisors – Outreach Wheelchairs and Seating – provide clinical advice and assist the EMS assessors (i.e. the assessor responsible for placing Service/Technician Requests) with identifying wheelchair and seating solutions to meet their service user's needs. Some Subcontractors may be requested to attend these clinics to provide technical assistance. Invoicing for Outreach Clinics has a separate process and they do not get entered on the under \$500 spreadsheet.

Invoicing for all work resulting from Outreach Clinics is processed as a normal job. Therefore, if subcontractor work is requested after clinics it is processed as a normal job. Otherwise, if jobs are done at the clinic, the jobs are not paid for, hence no Job Card applies.

Privacy Act

Enable New Zealand Subcontractors must comply with the provisions of the Privacy Act as detailed in the Head Agreement. Accordingly, the Subcontractor is required to act in a professional manner with the service user, their advocates, family or whanau ensuring that all information relating to the service user is kept strictly confidential. MCDHB Policies relating to privacy apply to all Subcontractors and there is an expectation that all Subcontractors will make themselves familiar with these (and other relevant Acts).

Vulnerable Children Act

Subcontractors will ensure that both existing and future employees meet the requirements of the provision of Goods and Services (including any other Subcontractors in respect to whom the Subcontractor has obtained Enable New Zealand's approval to use under Clause 26.1 of the Head Agreement), by subjecting to a safety checking in a manner that is consistent with the requirements of the Vulnerable Children Act 2014 if you are or become a provider of children's services as defined in Section 15.1 of the Act.

The required children's worker safety check is the same in each group, however requirements come into practice earlier for core children's workers. Safety checking phases are enacted over three to four years to give organisations time to comply. See the following phases:

- From 1 July 2015 new core children's workers starting a job or contract must be safety checked before they start work.
- From 1 July 2016 new non-core children's workers starting a job or contract must have been safety checked before they start work.

- By 1 July 2018 existing children's core workers (i.e., those currently employed or contracted) must have been safety checked.
- By 1 July 2019 all existing non-core children's workers must have been safety checked.

PROCESSES AND PROCEDURES

Batteries

Subcontractors may purchase replacement batteries for service users without first seeking authorisation and where the total cost of the batteries and installation exceeds \$500, the invoice is not to be included on the job card spreadsheet. Where existing batteries have not lasted twelve months, and are not covered by warranty, the Subcontractor must follow the normal Purchase Order for over \$500 process and complete the over \$500 (excluding GST) manual Job Card.

Subcontractors must mark the installation date on the batteries before installing them. New batteries must be sourced via the Enable New Zealand contracted battery supplier.

Electrical Testing (Test & Tag)

Subcontractors engaged in Electrical Testing (Test & Tag) will apply the appropriate test regime as identified below:

Annual Testing & Tagging / NZ3551 Medical Equipment (standard)

Applies to:

Electric Beds;
Hoists;
Power wheelchairs;
Platform lifts; and
Pressure care mattresses.

A Test & Tag should be done at the time of any major repair which involves the electrical component of the equipment. It may be requested annually by residential facilities. Asset numbers must be verified when facilities request an annual check. When doing bulk Test & Tags, minor repairs should be undertaken.

Equipment Beyond Repair – Like for Like Replacement

When there is a need to write off equipment considered unsafe, or it is not economical to repair, the Subcontractor will complete the ENAE208 Subcontractor Replacement Equipment Form ([Appendix 8](#)) and submit to the EMS Assessor. The EMS Assessor is then responsible for organising the replacement equipment.

Equipment may be written off by Enable New Zealand staff, EMS Assessors, or Subcontractors (in consultation with Enable New Zealand staff).

Definitions are outlined in the Ministry of Health Guidelines at <http://www.health.govt.nz/>.

Equipment may and should be written off when:

- It is uneconomical to repair, e.g. repairs will cost more than 70% of the replacement cost. Contact Enable New Zealand for approximate costs for Band 2/3 equipment.
- Equipment is deemed unsafe for the purpose it was intended.
- Visual checks reveal excessive rust/corrosion, structural damage, and stress damage.
- Equipment has been contaminated, e.g. Hepatitis B.

Process

- Provide the EMS Assessor with the BER form.
- Advise Enable New Zealand to write-off the equipment and include the reason and asset number of the equipment.

Note: In the electronic Job Card, for total values under \$500 (excluding GST) the term 'BER' should be recorded in the Write-off column in the spreadsheet, and the details provided in the repair summary column. In the manual Job Card, for total values over \$500 (excluding GST) the write-off should be indicated in "Details of Repair/Modification" text box with the explanation of the write-off in the text box below.

- Make the equipment unusable and dispose (if no parts are able to be utilised for future use).
- If written-off equipment is returned to Enable New Zealand it must be clearly identified with the yellow "WRITTEN OFF" label provided by Enable New Zealand.

Equipment in Rest Homes

Rest home providers are usually responsible for communal aids and equipment for personal care and mobility of subsidised residents who require them, including (but not limited to) urinals, bedpans, washbowls, walking frames, transit wheelchairs, commodes, shower toilet chairs, raised toilet seats, hospital beds, pressure relief, lifting aids and handrails. Note that some over 65 contracted service users in care sit within the under 65 contract funding and may have MoH issued equipment and therefore may have associated service/repairs requirements.

The following equipment may be taken into a rest home (relating to over 65 contracted service users):

- Equipment that has been customised to meet their individual needs;
- Low cost equipment such as walking sticks or personal hygiene items;
- Personal mobility items such as a wheelchair or walking aids (i.e. walking stick, quad stick, rollator); and
- Dedicated communication devices.

Enable New Zealand will pay for repairs and maintenance during the lifetime of the equipment above, presuming it is still being used by the person it was prescribed to. If the piece of equipment needs to be replaced because it is no longer economical to repair, the service user will not be funded for a new item as the over 65 criteria has not been met; unless the under 65 criteria applies. In such instances the technician should send out a referral to the assessor or referral agency advising them of the situation. The Facility Manager should also be advised.

When service users over the age of 65 move into rest homes or private hospitals and are not on the "under 65" funding contract, the Facility Manager should be notified that equipment below is exempt and must be returned to Enable New Zealand.

All beds, mattresses (including air mattresses), hoists, standard commodes, and toileting equipment should be returned to Enable New Zealand. Any request to repair this equipment for service users over 65 in aged care facilities should be eligibility checked and, where relevant, declined. Enable New Zealand should be notified to arrange the return of the equipment.

Note: Refer to pages 2, 4, 15, 16, 17, and 21 (specifically Clause 5.6.3) of the EMS Manual for more information.

Identification of Ministry of Health Owned Equipment

All equipment owned by the MoH and managed by Enable New Zealand should be asset labelled. Basic information about individual assets may be found on the Asset Database ([Appendix 11](#)) or refer to the Asset Database Instructions ([Appendix 12](#)) which includes the link to the Asset Database and information regarding it. In reality, not all equipment will have an asset label attached. Subcontractors should identify that the equipment is MoH issued before undertaking repairs when an asset label is not

on the equipment. MoH equipment under the purchase value of \$50.00 is not labelled nor replaced or repaired by the Subcontractor.

Subcontractors can confirm ownership of equipment without an asset label by:

- Checking the Asset Database with an asset number for other equipment issued to that service user. Entering one asset number will bring up all assets in the system issued to that service user.
- Contacting Enable New Zealand to check the internal database.
- Contact the EMS Assessor, before contacting the service user.
- Discussing the ownership of the equipment with the service user.
- Contacting the rest home or hospital.

There may be instances where it is still not possible to identify ownership of the equipment and the service user does not know the ownership. In this instance, after discussion with the service user and approval by the EMS Assessor and Enable New Zealand, an asset label may be issued to the equipment.

Job Cards

Subcontractors are required to complete a Job Card for all work undertaken which is invoiced back to Enable New Zealand. ([Appendix 5](#)).

Under \$500 Job Cards

Invoicing

Invoicing requirements are detailed in the Head Agreement and Supply Agreement.

Invoicing Summary

Invoices (with no more than 20 Job Cards per invoice) are to be sent **weekly**, along with the corresponding Job Card spreadsheet, detailing the work that has been undertaken for that period.

- Invoices **must** be received by Enable New Zealand before the last working day of the month in order to meet the scheduled payment in the following month.
- Invoices do not need to be sent *only* when you have 20 Job Cards. It is more beneficial to send invoices weekly with less than 20 Job Cards, than to withhold them and send them on the last working day of the month. **Note:** If invoices received on the last working day of the month are returned due to errors, and are then subsequently neither corrected nor returned on the same day (i.e. returned on the first of the following month instead), payment will not be received until the next month. (For example, if an invoice received on 31 July is returned to the Subcontractor with errors, and the Subcontractor does not return the correct information until 1 August, payment will be made in September).
- If the Subcontractor has completed more than 20 jobs in the week, the Subcontractor may provide Enable New Zealand with more than one invoice. However, only send one invoice and one spreadsheet (with the corresponding Job Cards) per email.

Physical Job Cards are no longer required to be submitted for routine jobs under \$500 which are entered onto the electronic spreadsheet. However, a copy of the Job Card must be retained by the Subcontractor should it be required for any audit purpose. **Note:** For *non-standard under \$500 jobs*, where a Purchase Order has been raised, a Job Card needs to be submitted with the invoice.

Over \$500 Job Cards

Each Job Card completed for a job must include:

- The service user's name and current address;
- The Purchase Order number for the job;

- The asset number on the equipment; and
- The cost of any parts or of any third parties engaged by the Subcontractor to complete the job.

Note: The Subcontractor must advise Enable New Zealand if they consider that the equipment may have been used in a negligent manner, or damaged by accident.

Invoicing

Invoicing requirements are detailed in The Head Agreement and Supply Agreement.

Invoicing Summary

Work which has a Purchase Order generated to cover it must be invoiced on a separate invoice with reference to the PO number and have the Job Card attached.

Invoices must be received by Enable New Zealand before the last working day of the month in order to meet the scheduled payment in the following month.

Labour / Parts / Freight and Sub-Trader Costs

Subcontractors are responsible for identifying and obtaining all parts required for any repairs and maintenance unless otherwise notified by Enable New Zealand of a *preferred supplier arrangement* for parts.

Refer to the individual Supply Agreement with Enable New Zealand regarding the chargeable hourly labour rates.

Subcontractor costs such as parts, freight, and any outwork may be charged to Enable New Zealand at cost (excluding GST) plus 12.5% to a maximum of \$150.00 (excluding GST) per job. Copies of invoices for parts or third party costs must be retained and available upon request.

Note: The additional 12.5% cannot be applied to testing & tagging, other “testing” charges, or consumables.

Loan Equipment

If, as a result of repairs or modification, the service user requires loan equipment, this may be supplied from:

- The Subcontractor;
- The District Health Board Short Term Loan Equipment Stores; or
- Enable New Zealand.

If equipment is to be loaned to a service user the Subcontractor must consider:

- The need to discuss what is suitable to be loaned with an EMS Assessor.
- Service user safety with loaned equipment.
- If the service user was unsafe with their equipment, which resulted in the need for repair, do not loan the same/similar equipment before discussing with an EMS Assessor.
- Service users are required to have contingency plans in place should they find themselves in a position when their equipment is temporarily unavailable. The EMS Equipment Manual specifically states that loan equipment is not provided when the service user is waiting for replacement equipment. When loan equipment is not available, the service user’s assessor should be notified so that they are able to provide a short term solution for the service user.

Mandatory Purchase Order Threshold – Service, Maintenance, and Modifications over \$500

Subcontractors are required to obtain authorisation from Enable New Zealand prior to conducting any repairs or maintenance which exceeds the Mandatory Purchase Order Threshold of \$500 (excluding

GST). This is done by completing the ENAS009 Purchase Order Request form ([Appendix 8](#)). A Purchase Order number will be given as part of authorisation.

This authorisation process provides Enable New Zealand with the opportunity to discuss the repair before any action is taken and suggest possible alternatives or provide parts from stock if appropriate.

Mileage Allowance

Subcontractors are expected to plan their travel to ensure that repairs are carried out in geographical clusters, with a number of jobs undertaken on each trip where possible/appropriate. No mileage allowance will be payable for the first 10km of each trip.

Where the overall trip is greater than 10km, all mileage in excess of 10km may be claimed at \$0.62/km. On the job card, record only travel over 10km.

Relocation

Enable New Zealand may consider authorising dismantling and reassembling some equipment for the service user, and if agreed, will provide a PO for each instance to cover a specific period of time (labour). Travel costs or transportation of the equipment to another location are not covered. Time is estimated on what it would take our staff to undertake the task.

Note: Transportation for the service user may be undertaken by the Subcontractor as a private arrangement with the service user and not be part of the service provided on behalf of Enable New Zealand.

Seating Systems

Enable New Zealand may utilise a Subcontractor where modifications to a wheelchair frame are required e.g. the seating system and wheelchair have been purchased from different suppliers and the back needs changing.

Where both the seating system and wheelchair have been purchased new from the same supplier it is the responsibility of the supplier to attach the seating system to the wheelchair.

Where a seating system is to be fitted to a reissued wheelchair and the EMS Assessor provides a Technician Request to the Subcontractor, Enable New Zealand will pay. Invoicing must clearly show the work as a modification.

Specialised Equipment

Enable New Zealand has a number of agreements with specialised equipment suppliers. The following equipment types must be referred to the specialised supplier:

Equipment Type	Supplier
Communication Equipment	- Talk Link Trust
Low Rise Platform Lifts - to the appropriate supplier	- Quinn Engineering Ltd - Vestner NZ Limited
Hearing Assistive Technology (smoke alarms/visual alert systems) - to the appropriate supplier	- Brooks - Reid Technology - Silent Communications - Harkness & Young

Trial Equipment

The MoH allows EMS Assessors to trial equipment to find the best suited to the service user's needs. This equipment may be reissued from Enable New Zealand stock or ordered specifically for trial from a supplier. When the supplier has provided the equipment, it has not been paid and is not owned by MoH. Therefore, MoH does not have any responsibility for costs relating to that equipment and Enable New

Zealand will not pay any costs incurred by the Subcontractor if the equipment is returned in modified or less than new condition to the supplier. **Arrangements for the return of Trial Equipment sourced from a supplier and associated costs sit with the EMS Assessor (DHB).**

Warranty (Guarantee)

Subcontractors are to make themselves aware of when equipment was issued and whether the work being undertaken is covered by warranty. The date of equipment issued to the service user, for new equipment, will be indicated in the asset database.

If work is undertaken by the Subcontractor which should be under warranty and results in the warranty being void, the Subcontractor may be liable for the cost and any other costs which would have been covered by the Supplier. If a spot audit identifies warranty work charged to Enable New Zealand, a credit will be requested.

Note: Warranty work is organised by the Subcontractor directly with the Supplier of the equipment. Enable New Zealand only needs to be involved if there is an issue.

EQUIPMENT REPAIRS POLICY AND GUIDELINES

- All equipment is to be repaired professionally and in a timely manner.
- Where appropriate, repair work will be outsourced to suitably qualified persons.
- Equipment is to be inspected for other repairs at the time of the initial work.
- Repeat work on the same piece of equipment within one month requires authorisation from Enable New Zealand.
- Equipment is to be repaired using high quality parts which are available from the supplier at Enable New Zealand's price (batteries and tyres also have tendered prices). This is the maximum price Enable New Zealand will pay for parts, plus 12.5% to a maximum of \$150.00 per job.
- Warranty provisions are to be considered where applicable.
- No repairs are to be undertaken that would invalidate any warranty.
- Enable New Zealand staff and Subcontractors reserve the right to refuse to repair equipment where it is considered it will place them at risk of infection or harm.
- Equipment should be tested after repair and before being returned to the service user. Mains Power electrical equipment will require a new 24 month Portable Appliance Test (PAT) certificate.
- A Technician Request is obtained when the work is requested by an EMS Assessor for jobs under \$500 (excluding GST).

EQUIPMENT MODIFICATION POLICY AND GUIDELINES

- No modifications are to be made to Band 1 equipment.
- A service user cannot request / authorise a modification / customisation to equipment.
- Modifications to Band 2/3 equipment may only be undertaken where an EMS Assessor has followed MoH procedure. The EMS Assessor will request [accessories](#) via the RTL process for jobs over \$500 (excluding GST), and upon approval they will provide the subcontractor with a completed ENAS007 Subcontractor Technician Request Form ([Appendix 10](#)) to fit or install the accessories. Should the Subcontractor have concerns over the safety of the modification then it should be raised with the EMS Assessor. Definitions are outlined in the MoH Guidelines at <http://www.health.govt.nz/>.
- Modifications may include supply of trays, fittings for oxygen holders, baskets etc.
- All equipment is to be modified professionally and in a timely manner.

- Where appropriate, suitably qualified persons are to be engaged in the modification. This will involve an assessment by an assessor to be conducted when a service request has been submitted.
- Equipment is to be modified using high quality parts and accessories.
- No modifications are to be undertaken that may invalidate warranty provisions. Subcontractors may need to discuss this area with the equipment supplier or Enable New Zealand.
- Completed modifications must be tested out with the service user before being returned to the service user.
- EMS Assessors must be notified on completion of modifications.
- For modifications over \$500 (excluding GST), the authorisation provisions in this manual apply.

Customisation: Any changes that include welding, drilling, or permanent fixing are considered customisation. As with modifications, all customisations must be at the request of an EMS Assessor on a Technician Request. If the value of the work exceeds \$500 (excluding GST) the process of the assessor placing the Service Request in RTL applies.

EQUIPMENT SETUP/ADJUSTMENTS POLICY AND GUIDELINES

- The time and associated costs for setting up equipment are to the requirements of either a script or Technician Request.
- Setup and adjustments do not include additional spare parts. **Note:** If additional parts need to be obtained then the job is not a setup but a modification.
- Invoicing for setup/adjustments on the same equipment is to be done separately from modifications.
- Setup is within 6 weeks of issue to the service user. Appointments are to be arranged with the service user and should require the presence of the EMS Assessor.
- Adjustments are throughout the life of the equipment.
- Job Card requirements are to be met for jobs below and above \$500 (excluding GST).
- Excludes additional accessories.

EQUIPMENT ANNUAL SERVICE POLICY AND GUIDELINES

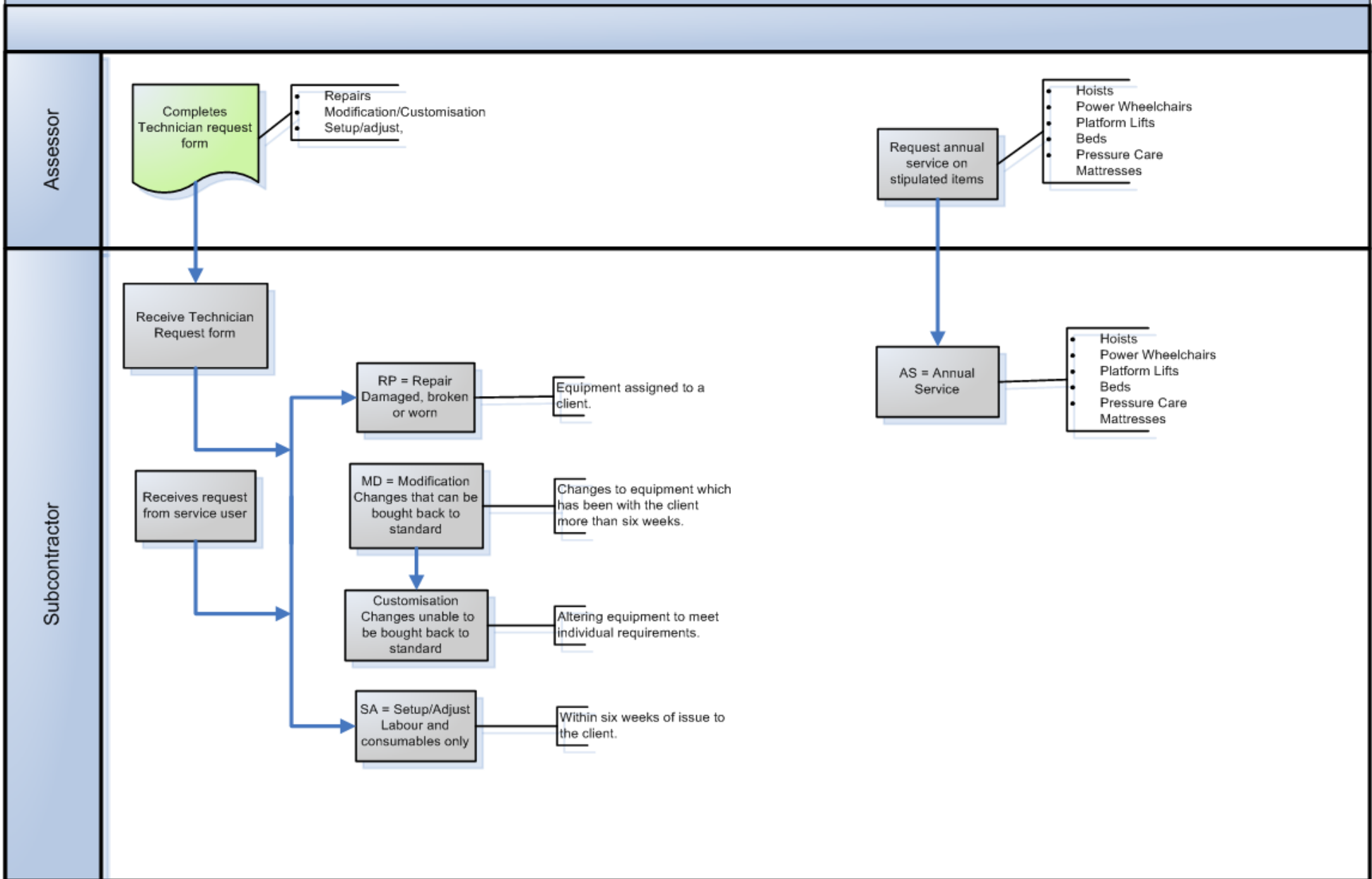
- The Annual Service will come from the Subcontractors' scheduled maintenance programme or may be requested by the care facility or client, and provided for the following:
 - i. Hoists
 - ii. Pressure care mattresses
 - iii. Power Wheelchairs
 - iv. Platform lifts
 - v. Beds
- Annual Service may also be provided if the manufacturer's equipment product-manual states it is required.
- Take into consideration annual servicing when equipment is being repaired. If able, check when the last annual service was undertaken as it would be beneficial to complete this as part of the requested repair job if it is nearly due for its next annual service.
- If the annual service is over \$500 (excluding GST) ensure it is only for labour and consumables. The annual service will be considered a repair if parts are required.

EQUIPMENT REFURBISHMENT POLICY AND GUIDELINES

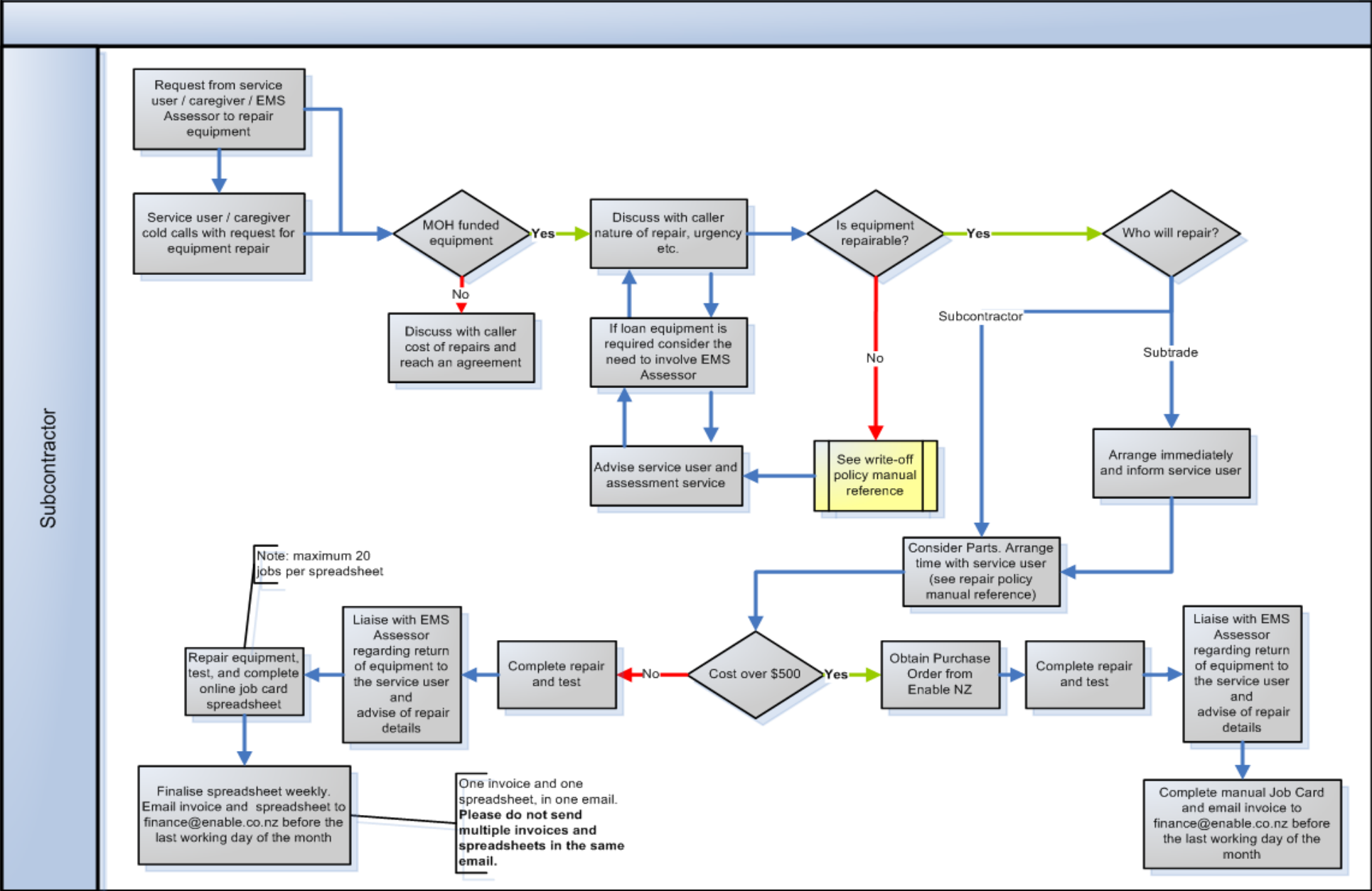
- Refurbishment of equipment is not part of the contracted Supply Agreement.
- On occasion Subcontractors may be asked to refurbish a chair which is being reissued in their area.

- **All** refurbishment requests will be done via a Purchase Order raised only by Enable New Zealand staff in Palmerston North.
- Refurbishment for immediate reissue and setup may be charged at the contracted hourly labour rate.
- On occasion, the contracted hourly rate will not be applicable when refurbishments are offered and not for reissue. In these instances, the rate will be confirmed at the time the work is offered, and will be stated on the Purchase Order.

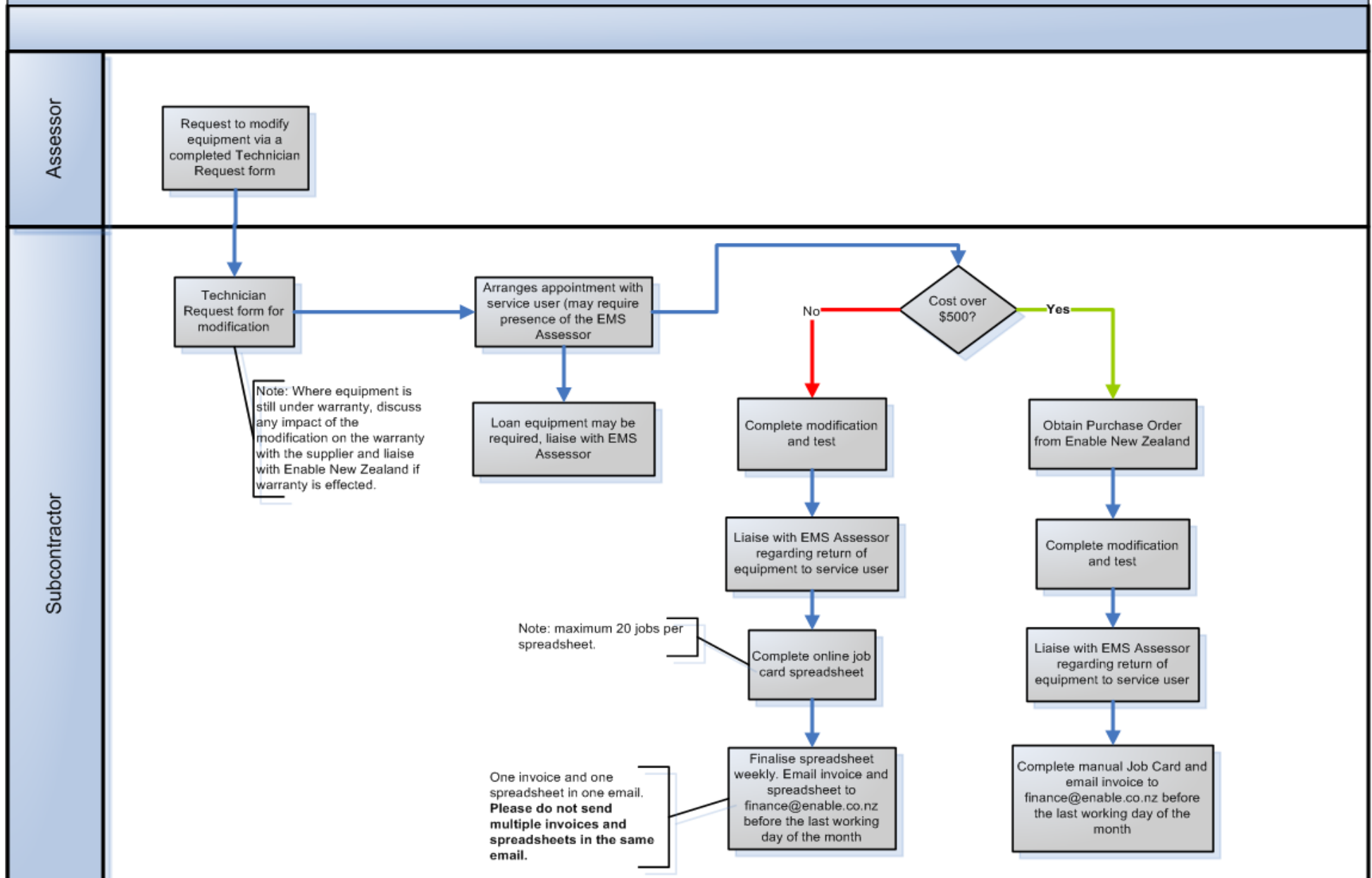
General Guidelines for EMS Assessor Subcontractor Services Under \$500 (excluding GST)



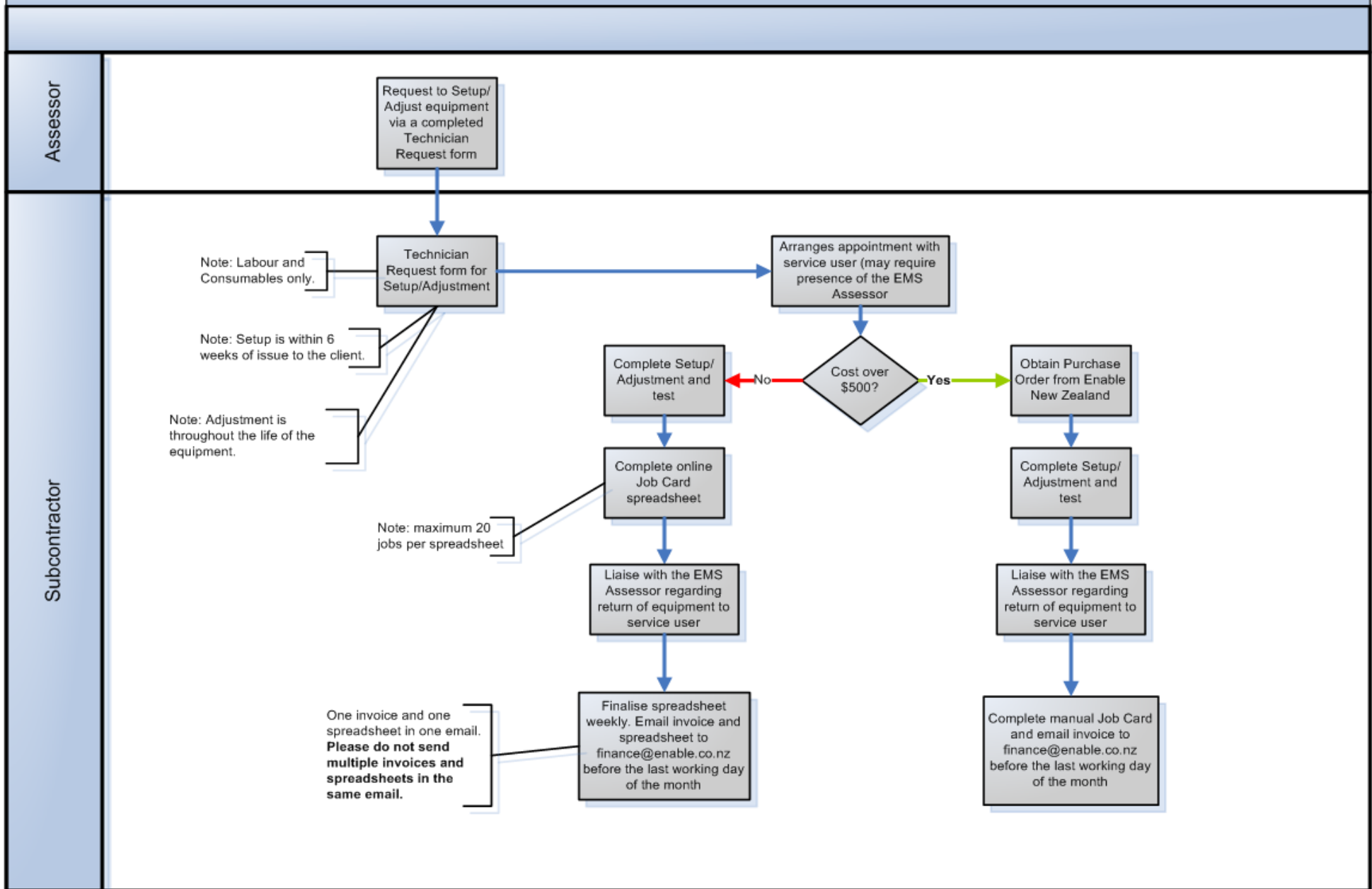
Equipment Repair Process



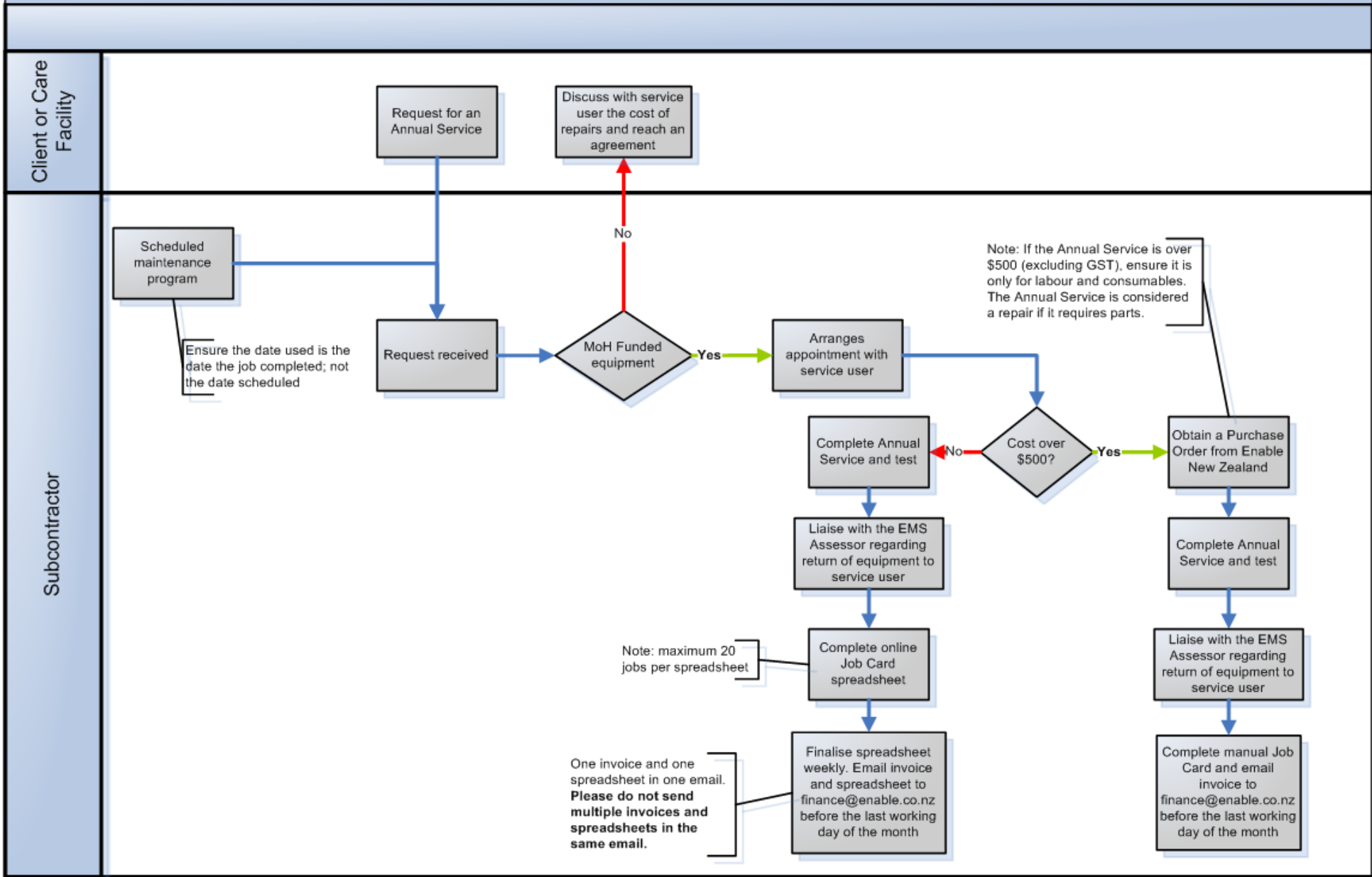
Equipment Modification Process



Setup/Adjustment Process



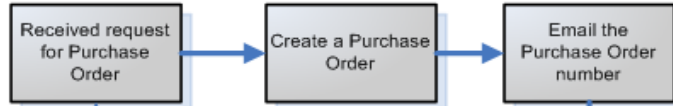
Annual Service Process



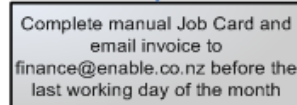
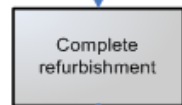
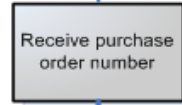
Refurbish Process

Equipment not currently assigned to a client

Enable
New Zealand



Note: All equipment refurbishments must come via Enable for approval, prior to starting the work.



Subcontractor

AUDIT OF ACTIONS

Complaints Procedure

Policy

Enable New Zealand encourages feedback (both positive and negative) on its services, and is committed to ensuring that people using its service are able to voice their opinions without prejudice and have their opinions treated with respect. Complaints are to be dealt with in a systematic and objective manner.

Purpose

It is expected that Enable New Zealand staff and Subcontractors will manage the resolution of issues as they arise on a day-to-day basis. Where complaints fall within the definition of a complaint as per the procedures below, the policy ensures that:

- There is a procedure in place which facilitates the process for people using our services wishing to complain, either in person or in writing.
- People using Enable New Zealand's services and the community are aware of the complaint procedure and their right to use it without prejudice.
- The procedure specifies the action to be taken by Enable New Zealand upon receipt of a complaint through to resolution.
- There is a system in place for the collection of reporting on complaints data.
- Data collected from complaints is used to improve the delivery of services within available resources.

Procedure

On receipt of any complaint, Enable New Zealand will advise the Subcontractor in writing of the complaint and request a written response from the Subcontractor answering relevant issues highlighted in the complaint.

On receipt of any complaint relating to a Subcontractor, the Subcontractor will advise Enable New Zealand in writing of the complaint, the results of the investigation, and detail of any actions that have or will be taken. All complaints must be addressed to the Service Manager – Equipment, Enable New Zealand.

Definition of a complaint:

A communication (verbal or written) advising dissatisfaction or unsatisfactory behaviour/practice of sufficient merit to warrant investigation.

Definition of a resolution:

The response which is provided to the complainant outlining the outcome of the investigation, and action that has or will be taken

Audit Surveys

Enable New Zealand reserves the right to audit any Subcontractor documentation at any time.

Enable New Zealand will from time to time conduct random service User satisfaction surveys for the purpose of service improvement.

CODE OF HEALTH AND DISABILITY SERVICES CONSUMERS' RIGHTS REGULATION 1996

1. Consumers have Rights and Providers have Duties:

- i. Every consumer has the rights in this Code.
- ii. Every provider is subject to the duties in this Code.
- iii. Every provider must take action to –
 - a. Inform consumers of their rights; and
 - b. Enable consumers to exercise their rights.

2. Rights of Consumers and Duties of Providers:

The rights of consumers and the duties of providers under this Code are as follows:

RIGHT 1 – Right to be Treated with Respect

1. Every consumer has the right to be treated with respect.
2. Every consumer has the right to have his or her privacy respected.
3. Every consumer has the right to be provided with services that take into account the needs, values and beliefs of different cultural, religious, social, and ethnic groups, including the needs, values and beliefs of Maori.

RIGHT 2 – Right to Freedom from Discrimination, Coercion, Harassment and Exploitation

Every consumer has the right to be free from discrimination, coercion, harassment, sexual, financial or other exploitation.

RIGHT 3 – Right to Dignity and Independence

Every consumer has the right to have services provided in a manner that respects the dignity and independence of the individual.

RIGHT 4 – Right to Services of an Appropriate Standard

1. Every consumer has the right to have services provided with reasonable care and skill.
2. Every consumer has the right to have services provided that complies with legal, professional, ethical and other relevant standards.
3. Every consumer has the right to have services provided in a manner consistent with his or her needs.
4. Every consumer has the right to have services provided in a manner that minimises the potential harm to, and optimises the quality of life of, that consumer.
5. Every consumer has the right to co-operation among providers to ensure quality and continuity of services.

RIGHT 5 – Right to Effective Communication

1. Every consumer has the right to effective communication in a form, language, and manner that enables the consumer to understand the information provided. Where necessary and reasonably practicable, this includes the right to a competent interpreter.

2. Every consumer has the right to an environment that enables both consumer and provider to communicate openly, honestly, and effectively.

RIGHT 6 – To be Fully Informed

1. Every consumer has the right to the information that a reasonable consumer, in that consumer's circumstances, would expect to receive, including –
 - a. An explanation of his or her condition; and
 - b. An explanation of the options available, including an assessment of the expected risks, side effects, benefits and costs of each option; and
 - c. Advice of the estimated time within which the services will be provided; and
 - d. Notification of any proposed participation in teaching or research, including whether the research requires and has received ethical approval; and
 - e. Any other information required by legal, professional, ethical, and other relevant standards; and
 - f. The results of tests; and
 - g. The results of procedures.
2. Before making a choice or giving consent, every consumer has the right to the information that a reasonable consumer, in that consumer's circumstances, needs to make an informed choice or give informed consent.
3. Every consumer has the right to honest and accurate answers to questions relating to services, including questions about –
 - a. The identity and qualifications of the provider; and
 - b. The recommendation of the provider; and
 - c. How to obtain an opinion from another provider; and
 - d. The results of research.
4. Every consumer has the right to receive, on request, a written summary of information provided.

RIGHT 7 – Right to Make an Informed Choice and Give Informed Consent

1. Services may be provided to a consumer only if that consumer makes an informed choice and gives informed consent, except where any enactment, or the common law, or any other provision of this Code provides otherwise.
2. Every consumer must be presumed competent to make an informed choice and give informed consent, unless there are reasonable grounds for believing that the consumer is not competent.
3. Where a consumer has diminished competence, that consumer retains the right to make informed choices and give informed consent, to the extent appropriate to his or her level of competence.
4. Where a consumer is not competent to make an informed choice and give informed consent, and no person entitled to consent on behalf of the consumer is available, the provider may provide services where –
 - a. It is in the best interests of the consumer; and
 - b. Reasonable steps have been taken to ascertain the views of the consumer; and

- c. Either –
 - i. If the consumer's views have been ascertained, and having regard to those views, the provider believes, on reasonable grounds, that the provision of the services is consistent with the informed choice the consumer would make if he or she were competent; or
 - ii. If the consumer's views have not been ascertained, the provider takes into account the views of other suitable persons who are interested in the welfare of the consumer and available to advise the provider.
- 5. Every consumer may use an Advance Directive in accordance with the common law.
- 6. Where informed consent to a health care procedure is required, it must be in writing if –
 - a. The consumer is to participate in any research; or
 - b. The procedure is experimental; or
 - c. The consumer will be under general anaesthetic; or
 - d. There is a significant risk of adverse effects on the consumer.
- 7. Every consumer has the right to refuse services and to withdraw consent to services.
- 8. Every consumer has the right to express a preference as to who will provide services and have that preference met where practicable.
- 9. Every consumer has the right to make a decision about the return or disposal of any body parts or bodily substances removed or obtained in the course of a health care procedure.
- 10. Any body parts or bodily substances removed or obtained in the course of a health care procedure may be stored, preserved, or utilised only with the informed consent of the consumer.

RIGHT 8 – Right to Support

Every consumer has the right to have one or more support persons of his or her choice present, except where safety may be compromised or another consumer's rights may be unreasonably infringed.

RIGHT 9 – Right of Teaching or Research

The rights of this Code extend to those occasions when a consumer is participating in, or it is proposed that a consumer participate in, teaching or research.

RIGHT 10 – Right to Complain

- 1. Every consumer has the right to complain about a provider in any form appropriate to the consumer.
- 2. Every consumer may make a complaint to –
 - a. The individual or individuals who provided the services complained of; and
 - b. Any person authorised to receive complaints about that provider; and
 - c. Any other appropriate person, including –
 - i. An independent advocate provided under the Health and Disability Commissioner Act 1994; and
 - ii. The Health and Disability Commissioner.
- 3. Every provider must facilitate the fair, simple, speedy and efficient resolution of complaints.
- 4. Every provider must inform a consumer about progress on the consumer's complaint at intervals of not more than 1 month.

5. Every provider must comply with all the other relevant rights in this Code when dealing with complaints.
6. Every provider, unless an employee of a provider, must have a complaints procedure that ensures that –
 - a. The complaint is acknowledged in writing within 5 working days of receipt, unless it has been resolved to the satisfaction of the consumer within that period; and
 - b. The consumer is informed of any relevant internal and external complaints procedures, including the availability of –
 - i. Independent advocates provided under the Health and Disability Commissioner Act 1994; and
 - ii. The Health and Disability Commissioner.
 - c. The consumer’s complaint and the actions of the provider regarding that complaint are documented; and
 - d. The consumer receives all information held by the provider that is or may be relevant to the complaint.
7. Within 10 working days of giving written acknowledgement of a complaint, the provider must –
 - a. Decide whether the provider –
 - i. Accepts that the complaint is justified; or
 - ii. Does not accept that the complaint is justified; or
 - b. If it decides that more time is needed to investigate the complaint –
 - i. Determine how much additional time is needed; and
 - ii. If that additional time is more than 20 working days, inform the consumer of that determination and of the reasons for it.
8. As soon as practicable after a provider decides whether or not it accepts that a complaint is justified, the provider must inform the consumer of –
 - a. The reasons for the decision; and
 - b. Any actions the provider proposed to take; and
 - c. Any appeal procedure the provider has in place.

3. Provider Compliance

A provider is not in breach of this Code if the provider has taken reasonable actions in the circumstances to give effect to the rights, and comply with the duties, in this Code. The onus is on the provider to prove it took reasonable actions. For the purposes of this clause, “the circumstances” means all the relevant circumstances, including the consumer’s clinical circumstances and the provider’s resource constraints.

4. Definitions

In this Code:

- “Advance Directive”** means a written or oral directive –
- (a) *By which a consumer makes a choice about a possible future health care procedure; and*
 - (b) *That is intended to be effective only when he or she is not competent.*
- “Choice”** means a decision –
- (a) *To receive services*
 - (b) *To refuse services*
 - (c) *To withdraw consent to services*

“Consumer:	means a health consumer or a disability services consumer, and, for the purposes of rights 5, 6, 7(1), 7(7) to 7(10), and 10, includes a person entitled to give consent on behalf of that consumer.
“Discrimination”	means discrimination that is unlawful by virtue of Part II of the Human Rights Act 1993.
“Duties”	includes duties and obligations corresponding to the rights in this Code.
“Exploitation”	includes any abuse of a position of trust, breach of a fiduciary duty, or exercise of undue influence.
“Optimise the quality of life”	this means to take a holistic view of the needs of the consumer in order to achieve the best possible outcome in the circumstances.
“Privacy”	means all matters of privacy in respect of the consumer, other than matters of privacy that may be the subject of a complaint under Part VII or Part VIII of the Privacy Act 1993 or matters to which Part X of that act relates.
“Provider”	means a health care provider or disability services provider.
“Research”	means health research or disability research.
“Rights”	includes rights corresponding to the duties of this Code.
“Services”	means health services, or disability services, or both, and includes health care procedures.
“Teaching”	includes training of providers.

5. Other Enactments

Nothing in this Code shall require a provider to act in breach of any duty or obligation imposed by any enactment or prevents a provider doing an act authorised by any enactment.

6. Other Rights

An existing right is not overridden or restricted simply because the right is not included in this Code or included only in part.

USEFUL LINKS

- Disability Funding Website at <http://www.disabilityfunding.co.nz/>.
 - i. This website hosts the useful and relevant information for Subcontractors, such as the Subcontractor Manual, Job Cards, the asset database etc.
 - ii. Please note that this website will be undertaking a name change in the future.
- The Ministry of Health definitions for accessories, modifications and like for like can be found on the Ministry website via this link: [Equipment and Modification Services definitions](#)

APPENDICES

To ensure you have the most up to date version of official forms and lists at all times, please access a copy of the document you require from the DFI website by the links for each document as noted below.

If the link is inaccessible, use the document code / link name to search on the DFI website for the most recent version.

<http://www.disabilityfunding.co.nz/>

Appendix	Document Name	Link to most up to date version of document
1	Preferred Supplier Parts	<i>Periodically distributed via email and available upon request.</i>
2	ENAS001 – Equipment Instructions North Island	ENAS001-Equipment-Instructions-North-Island
3	ENAS002 – Equipment Instructions South Island	ENAS002-Equipment-Instructions-South-Island
4	ENAS003 – MoH Band 1 and 2/3 List	ENAS003-MoH-List-Equipment
5	ENAS004 – Manual Job Card	ENAS004-Job-Card.doc
6	ENAS006 – Equipment Subcontractors Contact List	ENAS006-Equipment-Subcontractors-Contact-List
7	ENAS009 – Purchase Order Request	ENAS009-Purchase-Order-Request.doc
8	ENAE208 – Replacement Equipment Form	ENAE208-Replacement-Equipment-Form
9	ENAS007 – Subcontractor Technician Request Form	ENAS007 Subcontractor Technician Request
10	Online Job Card User Notes	Under \$500 Job Card User Notes
11	Asset Database – North Island / South Island	North Island Asset List & South Island Asset List
12	Asset Database Instructions and FAQs	Asset Database Instructions and FAQs
13	General Guidelines	General Guidelines for Processes



OVER \$500 JOB CARD EXPLAINED

Equipment Description Details
Should provide the product name with the model and make details e.g. Thompson wheelchair, Arjo Hoist, Roho Seat Cushion.

Service User Details
Both the Service User's First Name and Last Name MUST be completed. Do not use initials; if initials are used the Job Card will be returned for completion. Note the Service User Name also needs to be included in all Subcontractors' invoices.

Date of Birth
This is essential, particularly if the Service User is unknown to Enable New Zealand.

Asset Number
The Subcontractor is required to record the Asset Number of the equipment/wheelchair. Where a new Asset Number is issued to an item of equipment, the Subcontractor must provide a detailed description, including make and model to enable the equipment to be entered accurately into the asset database. The asset must be reflected on the Subcontractors monthly invoice.

Pick/Up Delivery Address and Contact Name
These are not essential for Enable New Zealand and for Subcontractors reference only.

EQUIPMENT DESCRIPTION

CLIENT DETAILS

SUBCONTRACTOR DETAILS

REPAIR/MODIFICATION DETAILS

INVOICE DETAILS

Part	Number	Net (per unit)	+12.5%	Total
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
Freight/Courier		\$	\$	\$
Subtrade		\$	\$	\$
Labour	Hours	@ \$	(per	(per
Mileage Allowance (over 10km)		\$	\$	\$
				Total excluding GST

Problem Identified
Brief description of the problem, e.g. puncture, control box problem, hoist not charging, high low bed not working.

Details of Repair
This is an outline of the work required to make the equipment functional again.

Subcontractor Details
The Subcontractor is required to identify the Subcontractor Technician name who undertook the necessary repairs/maintenance, the date the equipment was received, and the date it was returned to the Service User. The Date the repair/maintenance was undertaken must be reflected on the Subcontractors monthly invoice.

Mileage Allowance
Where a Subcontractor travels more than 10kms to undertake the repair of equipment, the mileage in excess of 10kms can be claimed at \$0.62p/km (from 1 June 2018). Where the Subcontractor undertakes several jobs on one trip and exceeds 10km, the mileage should be divided by the number of jobs undertaken and if the mileage exceeds 10km per job then the excess over 10kms can be charged per job.

Invoice Details
Order number – for repair approval over \$500.
Parts used – purchase price plus 12.5%.
Labour costs – contract nominated price (Service Users must be encouraged to bring the equipment to the Subcontractors if possible, e.g. wheelchairs. However, if this is not possible a courier can be used).
The invoice total must be reflected on the Subcontractors monthly invoice.



OVER \$500 JOB CARD EXPLAINED (continued)

Enable NEW ZEALAND **ENAS004** **JOB CARD**
 Finance@enable.co.nz 0800 17 1995

PLEASE COMPLETE THIS SECTION only if you have added a new asset number to a wheelchair

ASSET DETAILS

Specifications (please tick all applicable)

<input type="checkbox"/> Self propelling	<input type="checkbox"/> Transit	<input type="checkbox"/> Recliner		
<input type="checkbox"/> Powered	<input type="checkbox"/> Left control	<input type="checkbox"/> Right control	<input type="checkbox"/> Centre control	
<input type="checkbox"/> Amputee	<input type="checkbox"/> Left	<input type="checkbox"/> Right		
Seat width	<input type="checkbox"/> 35cm	<input type="checkbox"/> 40cm	<input type="checkbox"/> 45cm	<input type="checkbox"/> 50cm
Child's seat width - specify	_____ cm			
Seat depth	<input type="checkbox"/> Standard (40cm or 45cm)	<input type="checkbox"/> other _____ cm		
Arm rests	<input type="checkbox"/> Desk	<input type="checkbox"/> Full length		
Foot rests	<input type="checkbox"/> Standard	<input type="checkbox"/> Elevating	<input type="checkbox"/> Left/Right	
Other details	_____			

Asset Detail
 Where a new Asset Number has been added to a wheelchair it is essential that this section is completed. The Subcontractor should tick the boxes that accurately describe the wheelchair.

MAINTENANCE CHECK

Tick to indicate if OK or Repair Required

Part	OK	Repair Required	Part	OK	Repair Required
Armrests	<input type="checkbox"/>	<input type="checkbox"/>	Motor	<input type="checkbox"/>	<input type="checkbox"/>
Upholstery	<input type="checkbox"/>	<input type="checkbox"/>	Batteries	<input type="checkbox"/>	<input type="checkbox"/>
Tyres	<input type="checkbox"/>	<input type="checkbox"/>	Charger	<input type="checkbox"/>	<input type="checkbox"/>
Wheels	<input type="checkbox"/>	<input type="checkbox"/>	Electronics	<input type="checkbox"/>	<input type="checkbox"/>
Castors	<input type="checkbox"/>	<input type="checkbox"/>	Other (identify below)	<input type="checkbox"/>	<input type="checkbox"/>
Brakes	<input type="checkbox"/>	<input type="checkbox"/>			
Frame	<input type="checkbox"/>	<input type="checkbox"/>			

Additional Comments

Maintenance Check
 This section provides a quick reference to identify that essential componentry of the wheelchair has been checked.
 The Subcontractor must tick the box marked "OK" to indicate that the component has passed the check or the box marked "Repair Required" to identify a maintenance need.