



He Kaupare. He Manaaki. He Whakaora.  
Prevention. Care. Recovery.

# Wheelchair and Seating Assessment Services

## Operational Guidelines

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This is a living document and will be updated as required.



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## Useful contacts and telephone numbers

Please see below contact details for teams across ACC that can assist you with any queries you have while providing services to ACC clients.

ACC's Provider Contact Centre	Ph: 0800 222 070	Email: <a href="mailto:providerhelp@acc.co.nz">providerhelp@acc.co.nz</a>
ACC's Client Helpline	Ph: 0800 101 996	
Provider Registration	Online Registration:	Website: <a href="#">ACC24 Register as an ACC health provider</a>
	Ph: 04 560 5211	Email: <a href="mailto:registrations@acc.co.nz">registrations@acc.co.nz</a>
ACC eBusiness	Ph: 0800 222 994	Email: <a href="mailto:ebusinessinfo@acc.co.nz">ebusinessinfo@acc.co.nz</a>
Health Procurement	If you have a question about your contract or need to update your details, please contact the ACC Health Procurement team: Email: <a href="mailto:health.procurement@acc.co.nz">health.procurement@acc.co.nz</a> Ph: 0800 400 503	
Engagement and Performance Managers (EPMs)	Engagement and Performance Managers can help you to provide the services outlined in your contract. Contact the Provider Helpline or visit <a href="#">this link</a> for details of who the EPMs in your region are.	
ACC Recovery Services Portfolio Team	If you have any questions for the ACC Portfolio Team: Email: <a href="mailto:socialrehab@acc.co.nz">socialrehab@acc.co.nz</a>	

ACC's website can provide you with a lot of information, especially our "Health and Service Providers" section. Please visit [www.acc.co.nz/for-providers](http://www.acc.co.nz/for-providers).



## Who are these guidelines for?

The following information is designed to help you understand and operationalise the [Wheelchair and Seating Assessment Services contract](#).

These guidelines are intended to be used by:

- ACC Recovery Team Members
- ACC's contracted suppliers of Wheelchair and Seating Assessment services
- Providers undertaking Assessments

**NOTE** - ACC's contracted suppliers of Wheelchair and Seating Assessment Services must follow these documented processes when requesting wheelchair and seating equipment for ACC clients.

Only Assessors for Wheelchair and Seating Assessments can provide wheelchair and seating equipment for ACC clients (with the exception of transit wheelchairs identified on the MRES Simple List).

## What are Wheelchair and Seating Assessment Services?

The aim of the service is to assess the client's injury related mobility needs and to provide recommendations to ACC. It is expected that the assessor will make suitable recommendations that will contribute towards improved mobility outcomes for the client and that current mobility equipment the client may already have, that is in usable condition and meets injury related needs, is taken into consideration before making recommendations. It may be entirely appropriate that no equipment is required and, if so, recommendations should reflect this.

The assessor will take into consideration all relevant factors that may impact the most suitable wheelchair and seating recommendations. This includes:

- any other supports the client may already be receiving
- the vehicle a client has or may be getting
- the client's home including whether the client is considering moving home or is having home modifications.

The most appropriate wheelchair and seating solution that will benefit the client in the longer term should be recommended to avoid re-assessments.

Some clients do not require a full wheelchair and seating assessment but may require a postural assessment only. A postural assessment will determine the most appropriate support for sleeping and lying positioning that meets their injury related needs.



## Purpose

The purpose of this service is to provide support that contributes towards improved mobility and postural outcomes for the client. Services are to be provided in a client appropriate, timely manner and may include:

- assessment of the client's mobility and/or postural needs
- trialling of equipment
- providing recommendations to ACC based on that assessed need

## Client Eligibility and referral

Services commence on referral to the supplier from ACC using the *ACC081 Social Rehabilitation Assessment Referral* form to make the referral to an assessor for an assessment.

Referral information should include:

- The type of assessment
- Client details
- Relevant clinical history
- Copies of any previous, relevant, assessment reports
- Reason for referral/purpose of assessment (i.e. outcome being sought)

If insufficient information is provided, the assessor must contact ACC at the earliest opportunity, identifying what additional information is required.

## Complexity

When the following conditions are met, ACC will apply the Complex Assessment Top Up Payment (used in conjunction with SWS03) to pay for the assessment at a higher rate:

- The Complexity Framework Tool has been completed and returned to ACC showing a score of at least 6 out of 17
- The assessor has provided a robust rationale on the form as to why they have scored as complex
- Supporting information has been provided with the tool.

If there is insufficient information or rationale, the Recovery Team Member will discuss this with the assessor.

Once the tool is completed, and the Recovery Team Member is satisfied with the information provided, the purchase order can be updated and the SWS04 code is added to the purchase order identifying that this is a complex social rehabilitation needs assessment.



For the purposes of this service, complexity refers to the level of detail and work required in assessing the client's needs and providing appropriate, quality recommendations to ACC. Complexity is not directly linked to the client's condition i.e. a clinically complex case does not automatically imply complexity of assessment.

## Equipment

Assessors must follow the processes outlined in the [MRES Operational Guidelines](#) (available at [www.acc.co.nz](http://www.acc.co.nz)) to arrange the trial and supply of equipment.

In preparing their recommendations, Assessors need to consider the wider client context. For example:

- Injury related requirements rather than personal preference
- Co-morbidities
- Natural supports available
- Cost effective solutions such as modification of current equipment
- What is the most suitable equipment to help the client towards their goal?

## Equipment ordering

Equipment is supplied to ACC clients by Enable New Zealand, ACC's national contracted supplier of Managed Rehabilitation Equipment Services (MRES).

## Low-cost solutions

Service Providers may purchase non-List items valued at under \$100 (per item, excluding GST), directly from non-contracted suppliers without prior approval from ACC. ACC will reimburse the Supplier for the purchased item after receiving a separate invoice that details the item type and cost, cite service item code EU100, and has a receipt for the item attached.

## List Equipment

It is important that Assessors use list equipment. If for any reason the equipment required cannot be accessed via list the Assessor needs to provide clear rationale as to why there is a request for non-list equipment.

If you need support to support your recommendations for list vs non-list equipment you can contact [Enable New Zealand's Clinical Advisory Services team](#).

## Fitting and set-up

Once the equipment has been delivered to the client, the assessor may be required to help the client (and their family/whanau) in setting up and/or fitting of the equipment.



## Training

If equipment has been approved and purchased for the client by ACC, the client and their family/whanau/carer will receive training in the safe use and maintenance of the equipment. Training should include any equipment maintenance that can be provided by the client, family/whanau/carer and who to contact if more technical maintenance is required.

## Assessment Reports

Reports to ACC for a Wheelchair and Seating Assessment (WSAS) or a postural assessment will be submitted on an [ACC7432 Wheelchair and Seating Assessment Plan and Recommendation Report](#). This will include the initial assessment, plan and recommendations.

Once actions have been agreed, the following areas should be reported on the *ACC7433 Wheelchair and seating progress and completion report*:

- The outcome of equipment trials
- Equipment set-up and fitting
- Completion of service and progress against goals set in original assessment

## Outcome focused

Reports need to be outcome focused detailing the solutions recommended and how this will meet the outcome requested in the referral. The report should provide clear rationale for the recommended options and detail why certain solutions have been discounted.

## Service Providers

It is the responsibility of the Supplier to ensure that all assessors providing these services meet the qualifications and experience requirements as set out in the Wheeled Mobility and Postural Management Competency Framework - see Appendix 1 of the Service Schedule.



## Service Timeframes

Service timeframes are specified in clause 7.1 of the Service Schedule. Where a timeframe cannot be met it is important that ACC, the client and any other stakeholders are informed at the earliest opportunity to enable the parties (where required) to:

- Understand, and where possible address, any issues that are impacting on the timeframe
- Agree new timeframes
- Enable on-going communication to ensure that any negative impacts upon the client are minimised.

## Incidents and reportable events

The following incidents and risks should be reported to ACC immediately, either by contacting ACC's [Engagement and Performance Manager](#) or calling ACC's Provider Helpline on 0800 222 070. It is the responsibility of the contract holder to manage this.

- Notifiable Events (as defined by the HSWA) in relation to the services delivered for ACC or on our behalf
- Client death (any cause)
- Personal or organisational threats by an ACC client or their representative (i.e. bomb threats, death threats)
- Likely media risk
- Privacy breach
- Health and Disability Commission (HCS) or coroner inquest

If you are unsure of what needs to be reported or how to report to us, please contact your Engagement and Performance Manager.

## Online incident reporting form

Please use our online form to report Notifiable Events, threats and any other significant risks to health and safety relating to the services you provide for ACC or our clients (refer to clauses 8.15 and 8.16 of the Master Terms and Conditions). The [reporting health and safety incidents form](#) is available on the For Providers page of our website and is intended to help ACC and our suppliers meet our overlapping responsibilities under the Health and Safety at Work Act.





## Appendices

### Appendix 1: Social Rehabilitation Assessments – Complexity Framework Tool

Date:  Claim Number:  Assessment type:

When assessing complexity:

- Only consider complexity factors if these have an impact on the assessment
- Not all factors present will influence the complexity of assessment
- Score each domain that the complexity factor has an impact for the assessment

**KEY:**  
NO (Score 0) – a factor that does not add to the complexity of the assessment, documentation, trial or liaison time.  
YES (Score 1) – a factor that impacts on the complexity of the assessment, documentation, trial and liaison time.

The Complexity Framework Tool can be completed/ updated following assessment

Factors		Rationale - Please provide rationale for each domain that is scored as a complexity factor	Score 0 or 1
Health condition	Injury related	<i>Example: Brain injury, burns, multi trauma, chronic pain, spinal cord injury</i>	
	Injury related complications	<i>Example: Pressure areas, contractures, asymmetry</i>	
	Psychological	<i>Example: Mental health e.g. depression, anxiety</i>	
	Comorbidities	<i>Example: Multiple/ other health conditions/ drug and alcohol dependency</i>	
	Unstable conditions	<i>Example: Medical, psychological, social – urgent intervention required</i>	
Personal	Communication	<i>Example: Interpreter required, assistive communication, aphasia</i>	
	Cultural	<i>Example: Beliefs, family structure that requires extensive consultation with whanau/family</i>	
	Age	<i>Example: Child, elderly, aging factors that are relevant to the covered injury (e.g. shoulder osteoarthritis and paraplegia)</i>	
	Nutrition	<i>Example: Bariatric, malnourished</i>	



Factors		Rationale - Please provide rationale for each domain that is scored as a complexity factor	Score 0 or 1
	Risk	<i>Example: Care indicator, history of violence</i>	
Environmental	Social	<i>Example: Isolation, lack of natural supports, neglect, abuse, guardianship</i>	
	Equipment	<i>Example: Numerous pieces of existing equipment to be considered, &gt;3 trial/quote/follow up required</i>	
	Customised equipment	<i>Example: Complex, customised solutions</i>	
	Physical	<i>Example: Rural (lack of internet/power), access (excludes assessor travel time)</i>	
Participation	Client Engagement	<i>Example: Reluctant to engage, multiple attempts at assessment</i>	
	Client Roles	<i>Example: Wide ranging roles within community and/or multiple assessment sites</i>	
Team	Liaison	<i>Example: Multiple services, providers, agencies, funders involved, &gt;2hours required for assessment</i>	
Total score (out of 17)			

If you feel the assessment is complex but the threshold score has not been met, please provide additional clinical rationale for consideration:

Please email the completed form to ACC