

SERVICE SPECIFICATION

Description: Environmental Support Services Management Services

Purchase Unit Code: DSS226

DSS PHILOSOPHY

The aim of the Disability Services Directorate (DSD) is to build on the vision contained in the New Zealand Disability Strategy (NZDS) of a fully inclusive society. New Zealand will be inclusive when people with impairments can say they live in:

'A society that highly values our lives and continually enhances our full participation.'

With this vision in mind, disability support services aims to promote a person's quality of life and enable community participation and maximum independence. Services should create linkages that allow a person's needs to be addressed holistically, in an environment most appropriate to the person with a disability.

Disability support services should ensure that people with impairments have control over their own lives. Support options must be flexible, responsive and needs based. They must focus on the person where relevant, their family and whanau, and enable people to make real decisions about their own lives.

NB: Subsequent references in this document to "the service user/s" should be understood as referring to a person/people with impairment(s).

C1 DEFINITION

The Provider will provide an effective and efficient service to eligible clients to enable them to overcome identified barriers to participation by meeting their essential needs for environmental support (this may include various types of equipment, vehicle and/or vehicle modifications and housing modifications).

The responsibilities of the provider will include:

- The provision of an efficient and effective system for managing all applications for environmental support services from specialised assessors (checking assessor accreditation or registration), evaluating them against current eligibility criteria and processing them.
- Ordering bulk purchased items, purchasing, provision, delivery and asset management of equipment and services. This will include the bulk purchase of wheelchairs in order to facilitate trial of the more commonly used makes and models.
- Effective asset management including stores management. This will include issue, tracking, refurbishing and recycling of equipment where it is appropriate and cost effective to do so.
- Effective budget management in accordance with the Environmental Support Service (EMS) prioritisation guidelines (Appendix Three) and policies of the Ministry of Health and in liaison with Needs Assessment and Service Co-ordination (NASC) services in each region.
- Monitoring equity of service provision across localities and reporting to the Ministry of Health any concerns.

C2 SERVICE OBJECTIVES

C2.1 General

The provider will purchase environmental support services essential to meet the person's long term (i.e. greater than 6 months) disability need and/or to overcome barriers to participation in their chosen community, that result directly from their disability. (Appendix One)

C2.2 Maori

The MOH Maori Health Policy and requirements are outlined in the Standard conditions and Provider Quality Specifications. In addition, the provider will develop and implement an annual strategic plan that outlines how it will be responsive to Maori. The Plan should include:

- How the provider will ensure that they are collecting and reporting accurate information about the use of services by Maori
- Links with the Quality Plan and other contractual quality specifications, especially consultation with Maori.

C3 SERVICE USERS

C3.1 Inclusions

Client Group

To be eligible to access this service, clients must be people with disabilities as defined by the Ministry of Health and who meet the criteria for service as defined by the MOH policies on environmental support services. The person must also live in either one of the South Island, Wellington or Hamilton localities/Auckland localities.

A specialised assessor (Accredited Assessor) must have identified the need for the environmental support service.

The service will be available to new clients and to clients who have been re-assessed as their needs have changed and/or for whom replacement of obsolete or inadequate equipment is necessary.

Residents of residential care services contracted by the MOH including Rest Homes, Private Hospitals, Residential Homes, and other similar residential services will be eligible for the provision of the following equipment from the provider.

Residents of Intellectual Disability and/or Physical Disability Community Residential Services (under 65)

Residents of Intellectual Disability and/or Physical Disability Community Residential Services (under 65) contracted by the Ministry of Health including Residential Homes, and other similar residential services are eligible for the provision of environment support services where it is for the sole use of the person and they meet the eligibility criteria.

Residents of Aged Residential Services (over 65).

Residents of residential care services contracted by the Ministry of Health including Rest Homes and Private Hospitals are eligible for the provision of environment support services where it is for the sole use of the person and they meet the eligibility criteria.

There are items of equipment which are the responsibility of the aged residential service to provide due to the contractual arrangements with the Ministry of Health (Age Related Residential Care contract) and or they are items that are integral to service provision.

The provider will purchase:

- Individualised/customised self propelling or powered wheelchairs that the person requires solely for their individual use for all day independent mobility (ie. not just for transport to the lounge and from lounge and dining room etc.). (Where the funding of manual wheelchairs and 50% of powered wheelchairs sits with Disability Equipment Service (DES) or District Health Board (DHB), the provider is only responsible for their 50% portion of the funding).
- Aids to communicate the expression of core needs and feelings required solely for the persons use. (This does not include hearing aids).
- Individualised walking sticks and frames i.e. walking frames or sticks that are not standard issue, but that have some type of unique adaptation specifically required by the person.
- Individualised/customised seating on a wheelchair base for clients in residential care will be provided if the Specialised Assessor can demonstrate/document:
 - Why there is no suitable chair in the facility to meet the need.
 - How the client currently copes with daily activities in the facility.
 - Why specialised seating is now essential.
 - The impact of the seating not being provided.
- Shower commodes, that are, by necessity, highly individualised/customised/adapted to an individual for whom there is a specific need to prevent unsanitary and/or unsafe behaviours.

Service Type for Inclusions

Services will include:

- Determining eligibility of applications
- Receipt and effective management and processing of applications
- The purchase (payment) and/or provision of new or refurbished equipment and environmental support services (this may include various types of equipment, vehicle and/or vehicle modifications and housing modifications).
- Reporting to Ministry of Health
- Notification to Assessors of policy and procedural changes and up dates.
- The replacement and/or repair of worn equipment and/or componentry and for predictable major and/or specialised tasks of maintenance required as a result of fair wear and tear. This service is to be monitored/coordinated by the provider but the provision of services will be tendered or subcontracted out where services are not currently provided by the provider. The Provider as part of the store facility will carry out minor repair/refurbishment. Spare parts and subcontractor charges will be charged at cost to the MOH.
- The replacement of batteries for Hoists and Wheelchairs - at the frequency expected when taking into account the age of battery, manufacturers recommendations about charging and recharging etc.

NB: Guidelines should be developed by the provider to outline to clients their level of responsibility for maintenance and day to day care of equipment and componentry.

C3.2 Exclusions

The following clients and services are specifically excluded from this service.

Client Group

Those clients who do not meet eligibility criteria for access to Disability Support Services or do not meet the criteria as defined in the Environmental Support Services, Assessors Manuals.

Ongoing work by the Ministry of Health around eligibility, access, targeting and prioritisation of funding, including changes in reporting requirements, for all DSS funded services may also have an impact on who can access environmental support services, in what circumstances and to what level. This will go to public consultation before any changes in policy are agreed and at least 90 days notice will be negotiated with the provider of any changes in the above.

Any person whose disability is as a result of an accident, trauma or injury and/or who has entitlement for payment under the Accident Insurance Act 1998, is specifically excluded from access to this service.

Residents of residential care services contracted by District Health Boards including Rest Homes, Private Hospitals, Residential Homes, and other similar residential services funded by the Ministry will not be eligible for the provision of the following equipment from the provider.

For Residents of Intellectual Disability and/or Physical Disability Community Residential Services (under 65):

The provider will not purchase:

- Transit Wheelchairs, unless the Specialised Assessor can demonstrate/document that:
 - There is no suitable wheelchair in the facility to meet the need
 - The client requires it for daily essential activities in the facility and
 - There will be significant negative impact if the transit wheelchair is not provided.
- Heating
- Therapy related equipment
- Equipment to meet the Health and Safety requirements of the residential provider. The equipment must be to meet the residents individual needs related to their disability.
- Housing modifications

For Residents of Aged Residential Services (over 65).

The provider will not purchase:

- Transit Wheelchairs, unless the Specialised Assessor can demonstrate/document that:
 - There is no suitable wheelchair in the facility to meet the need and the facility is not contracted to provide a suitable option.
 - The client requires it for daily essential activities in the facility and
 - There will be significant negative impact if the transit wheelchair is not provided.

- Shower/commode chairs except as described above.
- Equipment to enable or assist with transfers eg. bath hoists, hoists, patient turners etc.
- Toilet frames or raised toilet seats.
- Heating.
- Shower Stools.
- Chairs or chair raisers.
- Household management equipment.
- Therapy related equipment.
- Pressure relief (mattresses, heel protectors, seat cushions).
- Hospital beds or electric beds (non-standard beds that are manually or electrically height adjustable and/or able to have head or foot ends raised and lowered).
- Seating which is not in a wheelchair provided for independent mobility except as described as above.
- Non customised/ individualised walking frames, quad sticks and other walking sticks.
- Personal care items such as cutlery, cups etc.

Service Type For Exclusions

Assessment for and manufacture and/or supply of equipment are explicitly excluded from this service.

The provider is not responsible for the purchase of the following services

- The provision and management of short term loan equipment (ie less than six months) or the holding of a pool of equipment exclusively for trial purposes.
- Equipment to enable discharge from hospital unless the person is eligible for long term provision.
- Retrospective funding for any environmental support services (unless specifically negotiated and agreed with Needs Assessment and Service Co-ordination provider before the application is made).
- The purchase of any piece of equipment that costs less than \$37 (GST incl) for any person unless they are;
 - Under 16 years old.
 - In residential care
 - Receiving a special benefit from WINZ
 - Unable to pay (hardship as determined by the specialised assessor or needs assessor)
- Individual housing modifications under \$200 (GST incl).
- The provision of medical equipment for personal health needs that are long or short term (i.e. medical or surgical condition).
- Equipment for monitoring and dispensing of medication (e.g. nebulisers, oxygen concentrators, pumps for delivering liquid diets or medication, drip stands etc).
- The provision of equipment for general educational need for children in compulsory education, which is the responsibility of the Ministry of Education (Refer to Operational Protocol between the Ministry of Health and the Ministry of Education).
- Ostomy or continence supplies.
- Orthotics or Prosthetics (e.g. sheepskin boots, surgical binders, splints, prostheses)
- Consumable items e.g. ink cartridges for printers, gloves for wheelchair users, electrodes for TENS machines, (excluding wheelchair and hoist batteries).
- Environmental support services for people entitled to payment under the Accident Insurance Act 1998.
- Soft furnishings to homes e.g. curtains, lights etc.

- Redecoration beyond “make good” following housing modifications. (The provider will only purchase minimal “make good” to the area affected by the modification i.e. where a doorway has been widened into a hallway, the new door frame will be painted, surrounding wall paper will be repaired and the carpet will be patched. The provider will not redecorate the entire hallway).
- Housing modifications not directly associated with the persons disability for social or economic reasons.
- Repairs or maintenance to a home. (e.g. replacement of rotten floor boards when undertaking bathroom alterations).
- Building modifications to a workplace.
- Contact lens benefit.
- Hearing aid subsidy (\$176.00 subsidy)
- Hearing aids for children.
- Equipment for Therapy (e.g. physiotherapy mats).
- Day to day care of equipment (i.e. battery charging, cleaning, ensuring appropriate use of equipment etc as per manufacturers guidelines), which will be the responsibility of the user.
- Repairs or replacement for damage of equipment and/or componentry caused by careless or inappropriate use, which will be the responsibility of the user.

NB: The provider is responsible for ensuring that manufacturers instructions and written guidelines outlining client responsibility for care and day to day management of equipment is issued to clients with equipment.

- Equipment, facilities or resources that would ordinarily be required by people who do not have a disability when undertaking any similar activity, or that do not address or overcome a barrier to participation resulting from the persons disability. These are detailed in Appendix One.
- Assessment costs for any environmental support service services including any related travel and accommodation.
- Hireage of equipment

C4 SERVICE ACCESS

Access to the provider will be by way of assessment by a Specialised Assessor (at the current time known as an Accredited or Registered Assessor). As prioritisation of environmental support services applications and the co-ordination of applications by NASC services are introduced throughout New Zealand, it will be necessary for applications to come via, and be signed off by, NASC services.

C4.1 Entry and Exit

Entry to services will be as follows: (Refer also to Appendix Four for flow chart)

1. Specialised assessors (i.e. Accredited Equipment Assessors), following referral from one of a possible number of sources, will complete an assessment for environmental support services.
2. Where an environmental support option is identified, the Specialised Assessor will complete the relevant application form. Specialised Assessors may approve funding for applications less than \$500 (GST incl). This will include the allocation of priority for funding (as per the priority guidelines for environmental support services, Appendix Three) and be signed by the client or their representative.
3. **Applications for all environmental support services of more than \$500 (GST incl)) will be sent to the relevant NASC service provider. The application and it's allocated priority will be endorsed in the context of all other support services required for or being used by the client.*
4. Applications will then be forwarded to the provider for determination of eligibility and viability of application and thereafter processed by the provider to ensure the provision of the environmental support services within the time frame determined by it's allocated priority. The provider must have an efficient system in place to ensure that applications can be processed and made available to clients in a timely and effective manner. Applications for environmental

support services under \$500 (GST incl) will be sent directly to the provider unless for the purchase or modification of a wheelchair, in which case prior approval must be sought.

5. Applications for Housing modifications will be managed in the following manner;
 - Funding for Housing modifications \$200 (GST incl) and under is not the responsibility of the provider.
 - Funding for Housing modifications \$201 - \$500 (GST incl) may be approved by the specialised assessor.
 - Funding for Housing modifications from \$501 (GST incl) - \$7900 (GST incl) - approval must be given by the provider.
 - Funding for Housing modifications funding from \$7901 - \$20,000 (GST incl) - approval given by the provider and is subject to the outcome of a Work and Income New Zealand (WINZ) conducted income and asset test arranged by the provider.
 - Funding for housing modifications over \$20,000 (GST incl) - special permission must be sought from the relevant Ministry of Health, DSD, National Contract Manager. No approval will be given for a client to be funded for more than one allocation of housing modifications over \$20,000 (GST incl) (regardless of the length of time since the last modifications were funded.)
 - Once funding for housing modifications have been approved for one residence, funding approval for similar modifications in a second residence (i.e. if the person moves), must be sought from the relevant Ministry of Health, DSD, National Contract Manager. These will only be agreed if there are extenuating circumstances surrounding the need to move to another residence.
6. Applications for funding for vehicle purchase will also be subject to the outcome of a WINZ Income and Asset test arranged by the provider. At the time of writing the maximum funding level for vehicle modification and purchase is \$10,578 (GST incl) in the Auckland Locality whilst in all other Localities the maximum funding for vehicle purchase is \$11,970 (GST incl) and the maximum for vehicle modification is \$965 (GST incl). Purchase and modification of vehicles will be the subject of consultation within the next 12 months. The provider will be involved in all consultation and will be given 90 days notice of changes to policy.

NB: Number 3 is currently only occurring in the areas covered by the Hamilton and Wellington office. This model may be introduced throughout New Zealand over the next 12-18 months. All other areas should continue to process applications as per current practice until changes are notified. These will be discussed and introduced in a planned and staged manner.*

C4.2 Exit from service:

The nature of the environmental support services implies that the service will be in place long term whilst the client is residing at home in the community. The clients situation may change in one of the following ways:

- The clients disability needs may change as a result of growth, deterioration or other, requiring reassessment and application for further and/or alternative environmental support services. Unwanted or unnecessary equipment should be returned to the provider at the time the new equipment is in place.
- Equipment may require replacement as a result of wear and tear or obsolescence. The unwanted equipment should be returned to the provider.
- On entry to residential care services contracted by the Ministry of Health including Rest Homes, Private Hospitals, Residential Homes, and other similar residential services, the client may retain any equipment as listed in 4.1, whilst all equipment as listed in 4.2 must be returned to the provider.
- On permanent departure from New Zealand, personal mobility and communication equipment, hearing aids and spectacles may be taken with the person, but no further refurbishment, replacement or repair will be undertaken by the provider once the person has departed permanently from New Zealand.

- On the death of a client all equipment should be returned. This should be managed in a manner appropriate to the situation.

NB: The provider will on-charge the actual cost associated with pick-up and transporting of equipment back to and from the store(s) to the Ministry of Health. The responsibility for notifying the provider about the return of equipment is shared by:

- the client and
- their family
- the Specialised Assessor involved in the clients management
- the NASC provider
- the residential provider if equipment is brought inappropriately to a residential facility.

C4.3 Access

The provider will ensure that services are delivered in an equitable manner to clients throughout the **Hamilton, Wellington and Southern/Auckland** localities, regardless of geographic location.

The provider should work towards ensuring that there are no barriers to access through cultural beliefs and practices (where 'cultural' denotes age, gender, ethnicity, disability or sexual orientation).

C4.4 Prioritisation

The provider will:

- Ensure that environmental support services are delivered to clients within the time frames determined by the environmental support services prioritisation guidelines (Appendix Three).

The Ministry of Health may make changes to these time frames from time to time, depending on available budget. The Ministry of Health will notify the provider at least 30 days in advance of any change.

C4.5 Income and Asset Testing

The provider will ensure that applications for housing modifications over \$7,900 (GST incl) will be forwarded to WINZ to undergo an Income and Asset test. This will determine the amount over and above \$7,900 (GST incl) the person is able to receive to assist with housing modifications.

The person may decline to be income and asset tested and will therefore receive no more than \$7,900 (GST incl) towards the cost of modifications.

Where multiple applications have been made for housing modifications, these will be added together and if the total exceeds \$7,900 (GST incl) the person will be required to be income and asset tested by WINZ in order to receive further funding assistance for housing modifications.

The provider will ensure that applications for vehicle funding will be forwarded to WINZ to undergo an Income and Asset test.

C5 SERVICE COMPONENTS

C5.1 Processes

The provider will be responsible for the following processes.

The provision of an efficient and effective system for managing, evaluating against the current eligibility criteria and processing all applications for environmental support services from specialised assessors. This will include the development and modification of databases and information systems and, in liaison with the Ministry of Health, the production of application forms, Assessor Manuals (describing eligibility policy, processes and procedures to be followed for all applications) etc. Key requirements for processing applications are as follows:

- Receipt of application will be notified to the Specialised Assessor (and/or Service Co-ordinator) within 10 working days.
- Immediate contact with Specialised Assessor (and/or Service Co-ordinator) if details are incomplete on the application form.
- Eligibility will be reviewed and the priority of application noted.
- Notification of Client and Assessor within 2 working days if the eligibility criteria is not met or if a more cost effective option can be identified.
- For all applications over \$500, written notification (within 15 working days of receipt of completed application) must be forwarded to both client and Specialised Assessor (and/or Service Co-ordinator) as to the success of the application and supply date of environmental support services. Where prioritisation guidelines are in place, funding for applications should be made available within defined time frames or as budget becomes available.
- Ongoing information distribution to all Specialised Assessors and NASC services, by way of newsletters etc. to ensure they are familiar with policy and operational issues which may affect the service.

Ordering, purchasing, supply, delivery and return of equipment and services in the most cost effective and efficient manner possible. The Ministry of Health expects that the provider will explore all purchasing options in order to develop the best purchasing strategies for the available budget. The provider will advise the Ministry of Health on these options as they are developed.

- This will include running effective and transparent tendering processes on an annual or regular basis for a core range of bulk equipment & products or for preferred suppliers of equipment, services or materials.
- Providers should explore the possibility of carrying out national joint tendering processes and be able to present sound reasons for not proceeding with such initiatives. Tendering processes should be run using the tendering guidelines as outlined in Appendix Two.
- Where the environmental support service recommended by the Specialised Assessor has not been part of a tendering process (i.e. it is not a bulk store item or available from a preferred provider) or where an alternative product is necessary for the eligible client. The provider will act on the recommendation of the Specialised Assessors and identify the most cost-effective option available.
- The provider will ensure that the orders are placed with suppliers and delivery/ completion dates agreed.

Effective asset management including stores management. The provider will be responsible for:

- Ensuring there are sufficient supplies of bulk equipment in store or available to respond immediately to applications for equipment. Procedures for accessing store equipment should be written up and notified to Specialised Assessors.
- Ensuring that equipment issued, both new and re-issued/refurbished, will be accompanied by a copy of the manufacturers written instructions for care and operation when sent out to the client. Initially this will include only items over \$500 (GST incl) and any bulk purchased items.
- Arranging pick up and transportation of equipment for return to and from the store.
- Tracking equipment and maintaining an up to date record of equipment location.
- Repairing and refurbishing returned equipment where it is safe, appropriate and cost effective.

- Repairing and maintaining all wheelchairs managed by the provider.
- Disposal of obsolete, unusable equipment including surplus assets not required by other localities. This also includes equipment that will not be reissued under the existing criteria or where the likelihood of reissue is very low. Any income derived from such disposal will be returned to the Ministry of Health.

Effective budget management in accordance with the ESS prioritisation guidelines (Appendix Three) and policies of the Ministry of Health and in liaison with NASC services in each region.

C5.2 Level of Service

The levels of service to be provided may change as Ministry of Health eligibility and access policy is reviewed. The provider will be involved in consultations around these issues and the provider will receive at least 30 days notifications of any changes to policy.

As described in section 6.1 the provider is responsible for ensuring the Assessors Manuals are kept up to date. These manuals will describe in detail all processes, protocols and procedures to be followed for every application for environmental support services. The provider is responsible for ensuring that these are adhered to for all levels of service. These levels of service are as follows:

Communication: To enable a person to compensate for difficulties with functional communication by the use of augmentative solutions to meet the eligibility criteria to communicate the expression of core needs and feelings.

Household Management: The provision of equipment to enable the person to carry out essential household management to return to or remain in his/her own home.

Hearing: To provide a deaf person or a person with hearing impairment with: hearing aids, assistive listening devices, telephone devices, and/or alarm systems. These items must be essential to enable the person to undertake education, vocational training or full time employment. This does not include the hearing aid subsidy available to adults who do not meet the above criteria. Neither does it include the purchase of children's hearing aids, which are purchased separately by the Ministry of Health through the National Audiology Centre.

Personal Care: The provision of equipment to meet the needs of the person who requires environmental props to carry out personal care activities:

- Personal hygiene (raised toilet seats, shower stools, commodes etc.)
- Feeding (adapted cutlery or vessels for food).
- Safety/Transfer (personal alarms, chair raisers, hoists etc.)
- Provision of care

Personal Care Pain Relief: The provision of TENS machines to relieve chronic debilitating pain and where it is essential to meet the eligibility criteria. The equipment must be trialed by the person for more than three months prior to purchase.

The provider is not responsible for the purchase of replacement batteries.

Standing frames: The provision of equipment to encourage and promote the maintenance of functional posture, skeletal and spinal integrity and/or the potential for walking.

Seating: To seat or position a person to minimise physical discomfort, and/or postural deterioration and/or maximise functional postures in order to meet the eligibility criteria. The following levels for seating may be reviewed as the Accredited Assessor scheme is reviewed. The Ministry of Health will notify the provider of any changes to these classifications.

- **Seating Level One** - The provision of cushions which will reduce the discomfort i.e. foam seat, lumbar cushion rolls, wedges.
- **Seating Level Two** - Gel, air and/or foam combinations for the seat and/or back to enhance posture and positioning and provide pressure relief.
- **Seating Level Three** - Seating systems that will enhance posture and positioning giving specialist pressure relief that are customised for the individual by either modular construction or by being custom built.

Level three systems will consist of more than a solid seat and off the shelf cushion and back.

NB: If there is a need to structurally alter the wheelchair to enhance posture or positioning, contact must first be made with the wheelchair services for approval.

Information and Communication Processing: The provision of equipment to meet the eligibility criteria for a person who has difficulty processing and communicating information. This encompasses recording, retrieving, manipulating and communication in a variety of media.

The provider will not purchase a personal computer where this is a part of the expected work or learning environment, but will purchase additional hardware and/or software to enable the person to access a computer to meet identified disability need.

The provider will only purchase necessary upgrades to existing hardware to run the recommended software at the suppliers minimum specifications.

The assessor must complete an ICP assessment report form.

Vision: The provision of essential equipment to meet the needs of a person who is blind or has a sight impairment and meet the eligibility criteria.

If the vision assessor identifies the need for a computer for the person, they must liaise with an ICP assessor.

Spectacles may be purchased where the corrected vision is still within the registration criteria for the RNZFB.

This does not include the subsidy for spectacles for children under the age of 8 years. This is a separate subsidy specifically available to children who are, or whose families are, community service cardholders.

Walking: The provision of a walking aid to meet the mobility needs of a person. Assessors with this level of accreditation may also recommend sliding boards, lifting belts and transfer disks.

Wheelchairs: The provision of a wheelchair for mobility needs of the person that meets the eligibility criteria. Wheelchairs are defined as having a mobility base with three or more wheels suitable for indoor and outdoor use, which is identified at specialised assessment as appropriate for functional mobility. The wheelchair may be self-propelling, attendant controlled or have a powered system. Some wheelchairs may be specialised – having positioning and posture components included in the original design.

Standard wheelchairs: The provider will purchase standard wheelchairs (transit or self-propelling) for long term loan on behalf of the Wellington Locality of the Ministry of Health. During the course of this contract all wheelchairs will at some point be included in the services provided by the provider. This will vary depending on exits of these services from HSSs.

Specialised wheelchairs: The provider will purchase specialised wheelchairs (transit or self propelling) for long term loan on behalf of the Wellington Locality of the Ministry of Health. On behalf of the Hamilton and Southern localities the provider will fund the difference between the maximum available DHB funding for a standard wheelchair and a specialised wheelchair if the person or caregiver is unable to propel a standard wheelchair. As above this will be included in this service specification at some point.

Powered wheelchair: Powered wheelchairs may be purchased where the person is unable to use a self-propelling wheelchair. Powered seating systems that have seating components permanently attached to the frame, i.e. the manufacturer has created the product as one unit, which cannot be purchased in parts, are classified as wheelchairs.

Scooters may be purchased where the eligibility criteria is met. Where the scooter is for mobility around the home, the assessor must consider if this is a cost-effective option as additional costs may be incurred for the provision of housing modifications to accommodate the scooter around the home.

The provider will purchase powered wheelchairs for long term loan on behalf of the Wellington Locality of the Ministry of Health.

On behalf of the Hamilton and Southern localities the provider will purchase 50% of the cost of a powered wheelchair or scooter. During the course of this contract all wheelchairs will at some point be included in the services provided by the provider. This will vary depending on exits of these services from DHBs.

Housing Modifications: Housing modifications are divided into four levels. These levels have different requirements in terms of application process and the assessment teams required and are described in detail in the Assessor Manual. These levels are as follows.

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| Level 1: | To provide handrails to assist the person with access into and within the home or to enable independence with transfers. |
| Level 2: | To enable access into or within a person's home. i.e. widening doorways, ramps etc. |
| Level 3: | To enable a person to achieve essential activities of daily living to enable the person to remain at home, excluding structural changes, i.e. toilet/bathroom/kitchen modifications. |
| Level 4: | To provide modifications and additions to a home to enable the person to remain at home. i.e. building with structural changes, addition/removal of walls, through floor lifts. |

Housing Advisor

This service will:

- Provide advice and support to housing assessors and contractors
- Train housing assessors, contractors and architects in policy and procedure for ESS funded housing modifications
- Produce and update minimum standards for housing modifications
- Design and update a contract for builders
- Produce, distribute and update a resource folder for assessors to include minimum standards, hints, builders contract and other relevant information
- Undertake or arrange audit of contractors work
- Where relevant look at introducing other efficiencies, such as purchasing of materials, managing recycled materials, sale of second hand materials
- Be involved in disputes about building quality

The overall purpose of the service will be to support housing assessors with technical input to such an extent that they will be freed up to carry out additional assessments. Where possible this will include responsibility for paper work, however the housing assessor will still have overall responsibility for the project.

Vehicle Purchase and /or adaptation: Applications for funding for vehicle purchase will be subject to the outcome of a Work and Income Department Income and Asset test arranged by the provider.

C5.3 Key Inputs

The provider must maintain appropriate levels of staffing to ensure that the service can be provided effectively and efficiently. Staffing will encompass skills to enable effective:

- Service Management
- Professional advice e.g. Occupational Therapist or Physiotherapist
- Application processing
- Stores and Asset Management
- Management Information systems
- Financial Systems

The provider will ensure that staff is knowledgeable about and conversant with all policy and procedures.

The provider must ensure that they have robust and flexible management information systems e.g. purchase, ordering, accounts payable, inventory-tracking etc.

C5.4 Settings

Environmental support services may be provided to people with disabilities in a range of settings including home, place of employment or training/educational setting as long as they meet eligibility criteria defined in section 4.1. The provider must ensure that services are provided from a location that meets all statutory requirements for health and safety and are accessible to people with disabilities.

C5.5 Equipment

The provision of equipment as described in section 6.1 & 6.2 are the key focus of the Service Specification.

The provider must ensure they provide adequate storage space for bulk and reissuable equipment.

C6 SERVICE LINKAGES

The provider will develop strong links and service relationships with at least the following, but there may be others for whom regular contact and liaison is relevant and necessary:

- Specialised Assessors (0800 telephone services)
- Clients (0800 telephone services)
- Needs Assessment and Service Co-ordination Services
- Suppliers of equipment and services
- District Health Boards
- ENABLE Information
- Royal NZ Foundation for the Blind
- ACC and other insurers
- Deaf Association of NZ
- New Zealand Audiology Association

It will be necessary for the provider to develop written service protocols with most of the above to ensure the service can be operated in an effective and timely manner.

C7 EXCLUSIONS

See clause C3.2

C8 QUALITY REQUIREMENTS

The service is required to comply with the Ministry of Health General Terms & Conditions and DSS Service Type Terms and Conditions. In addition, the Ministry of Health Provider Quality Specifications will apply to this service as determining quality standards. The following specific quality requirements also apply.

C8.1 Safety

The provider will ensure that all equipment that is refurbished and/or reissued meets all safety and hygiene standards.

The provider will ensure that the manufacturers instructions regarding the operation, care and maintenance accompanying equipment is in a form appropriate to the client.

C8.2 Effectiveness

The provider will demonstrate that funding has been applied in an effective manner through tendering processes to identify suppliers for bulk purchase of equipment and/or identify preferred suppliers.

The Ministry of Health wishes to see increasing savings in this area being applied to the purchase of more environmental support services.

C9 PURCHASE UNITS AND REPORTING REQUIREMENTS

The purchase units and reporting requirements on following page apply to this service. Purchase units are defined in the MOH Data Dictionary.

Further to the reporting requirements noted on following page, the provider will be required to report information on an individual client level to Localities and NASC provider(s) on a monthly basis in an electronic form as follows:

Grouped by TA Code by

- Name and/or NHI
- Item – (using ISO 9000 code)
- Cost (for new and bulk purchased items), or zero-rated (for refurbished/reissue equipment).

This requirement for reporting may change during the course of this contract but the Ministry of Health will notify the provider and involve them in relevant discussions.

NB:

The DSD National Contract of the Ministry of Health also require direct monthly reporting for environmental support services of the waiting lists by value, service level and priority and date wait listed.

Accruals

Accruals classified as Equipment, Housing, Vehicle Grant or Vehicle Modifications broken down by TA will be reported to the Financial Analyst of DSS of the relevant locality on the second working day of each month. These should be separated into 'Approved' (expenditure approved) and 'Invoiced' (invoices received but not yet paid).

Monthly Reconciliation

A monthly reconciliation will be forwarded to the Financial Analyst of DSS of the relevant locality, detailing revenue received and payments made relating to the contract (excluding the management fee). A cash book bank account reconciliation will also be provided with a copy of the bank statement showing the balance as at month end.

PU ID	PU Short Name	PU Measure	REPORTING REQUIREMENTS	
			Frequency	Information
DSS226	ESS	Equipment or Services	Quarterly	<p>Volume and Dollar Expenditure (GST excl) Reporting Units (compulsory) by each of the MOH Localities (i.e. Auckland, Hamilton, Wellington & Southern) broken down by Territorial Authority</p> <ul style="list-style-type: none"> • Number and Expenditure on Housing Modifications <ul style="list-style-type: none"> Level 1 Level 2 Level 3 Level 4 • Number and Expenditure on Equipment <ul style="list-style-type: none"> - Comm & ICP - Hearing - Household Mgt, Personal Care and PCP - Seating & Wheelchairs - Walking & Standing frames - Vision • Number and Expenditure on Vehicles <ul style="list-style-type: none"> - Grants - Modifications • Expenditure on Repairs & Maintenance <ul style="list-style-type: none"> - Internal - External • Expenditure on Freight <p>Replacement value (current retail value of a new replacement) of reissued equipment</p>

PU ID	PU Short Name	PU Measure	REPORTING REQUIREMENTS	
			Frequency	Information
DSS226	ESS	Equipment or Services	Quarterly	<ul style="list-style-type: none"> • Cross boundary flow of equipment to other localities (numbers and replacement value) • Issues relating to service quality and/or any risks the Ministry of Health may be exposed too. <p>Service Planning Information</p> <p>Client numbers by</p> <ul style="list-style-type: none"> • Ethnicity (Statistics NZ classifications) • Gender (male, female, unknown) • Age <ul style="list-style-type: none"> - 0-16 years - 16-65 years - 65+ years • Disability Type <ul style="list-style-type: none"> - Physical - Psychiatric - Intellectual - Sensory - Age related

NB:

Narrative reports can be submitted at any time if there are issues that you wish to raise e.g. unmet need (as per template) including update on current complexity levels.

The report for each quarter is due by the 20th of the month following the end of the quarter. Delays beyond this date will be notified to us.

The quarters for reporting are:

- 1 July to 30 September due by 20 October
- 1 October to 31 December due by 20 January
- 1 January to 31 March due by 20 April
- 1 April to 30 June due by 20 July

throughout the term of the agreement.

Where the agreement begins or ends part way through a quarter, the report will be for that part of the quarter, which falls within the term of the agreement.

You shall forward your completed Performance Monitoring Returns to:

Monitoring Returns
Ministry of Health
Private Bag 1942
Dunedin

C10 SERVICE DEVELOPMENT

The Ministry of Health is currently engaged in a variety of reviews around Assessor Competency and Policy that will have an impact on this Service Specification which may be revised during the course of the contract period.

APPENDIX ONE

POLICY RELATING TO ENVIRONMENTAL SUPPORT SERVICES.

1. The provision of environmental support services is for long term use (i.e. greater than 6 months) in accordance with recommendations and applications made by Specialised Assessors (currently referred to as Accredited Assessors) and is intended to enable people with disabilities to achieve one or more of the following outcomes;
 - Mobility in and around the home (*housing & equipment provision*)
 - Return to, or remain in, the home (*housing & equipment provision*)
 - Undertake full time tertiary education/vocational training (*equipment and vehicle provision*)
 - Undertake full time employment (*equipment and vehicle provision*)
 - Undertake voluntary work (*vehicle provision*)
 - Be the primary carer of dependent children (*housing & equipment provision*)
 - Communicate the expression of core needs and feelings (equipment provision)

2. The provision of environmental support services is intended to meet the essential need(s), to manage and overcome barriers to participation that result directly from a persons disability. The Ministry of Health is not responsible for funding equipment, facilities or resources that would ordinarily be required by people who do not have a disability when undertaking a similar activity, or that do not respond specifically to a barrier to participation resulting from a persons disability. Specific examples include;
 - Employer Responsibility: The responsibility of the employer to provide a suitable work environment, facilities and tools must be taken into account when considering support options.
 - Parental responsibility: Whether a child has a disability or not it is expected that certain requirements must be met to provide appropriate care for their child e.g. cot, pram/pushchair/buggy, high chairs, safety devices (e.g. power point covers, car seats, safety glass, fencing etc).
 - Individual responsibility: The need for basic requirements for a person to live safely at home is inherent to people with and without disabilities. The provider will not purchase standard beds, washing machines, chairs, electricity generation, running water, inside toilets (as opposed to outside toilets) etc but will contribute to costs of environmental support services that specifically meet disability related needs and are as a result of a persons disability, over and above the core needs of people without a disability.

APPENDIX TWO

TENDERING GUIDELINES FOR ENVIRONMENTAL SUPPORT SERVICES

The following guidelines should be considered and applied when entering into tendering processes for the bulk purchase of equipment or for identifying preferred suppliers of equipment or services.

- The conditions of the tender should be documented, including the evaluation criteria, evaluation panel and informing suppliers that a sample of the product may have to be provided. The tender criteria must be applied to all tenders and open to all suppliers by way of public notice.
- These criteria should be developed and agreed with representative and relevant Specialised Assessors and should include;
- key characteristics/functions required of each piece of equipment
- quality of equipment/service
- warranty, servicing and parts available from the manufacturer.
- price and ongoing costs (e.g. battery replacement costs etc.).
- The evaluating group must be formally constituted and be charged with the responsibility of evaluating and making the final decision.
- The information requested to be supplied by tenderers should be set out in a standard format and tenders should conform to that format.
- Tenders should be submitted in a sealed envelope and be received prior to the allotted tender closing date and time. Where the tender is for specific pieces of equipment that require trialing, the equipment should be made available prior to an allotted date.
- Tenders should not be opened until after the closing date and time and then only in the presence of two or more officials (one independent from the provider) who will verify they conform to the conditions of the tender. An acknowledgement letter should be sent to each tenderer.
- The tenders should be evaluated and scored in accordance with the documented procedure. A panel of at least 4 individuals should carry out the evaluation process (at least one of whom should be independent of the provider), who are familiar with products and services. Each member of the evaluation panel should sign off each evaluation form.
- Tenderers should be notified of the outcome as soon as possible after the completion of the evaluation and scoring - no longer than 7 working days.
- Accredited Assessors should be notified of the selected products.
- Supply Agreements must be completed before purchasing commences.

APPENDIX THREE

Prioritising Applications Over \$500 (GST Incl) to EMS

Access and Eligibility:

To access environmental support services through EMS a person must in the first instance, meet the Ministry of Health Disability Support services definition of disability:

“A person with a disability is defined as a person who has been identified as having a physical, psychiatric, intellectual, sensory or age related disability (or a combination of these) which is likely to continue for a minimum of 6 months and result in a reduction of independent function to the extent that ongoing support is required.”

The person must then meet the all the criteria as defined in the various assessors manuals for the relevant environmental support services they are seeking to access.

NB: Historic factors have limited eligibility and created inequities as to who is able to access funding for environmental support services. The Ministry of Health is aware of these inequities of policy and will be seeking guidance by way of public consultation on the issues of eligibility, access, prioritisation and targeting of resources.

Prioritisation:

It is acknowledged that assessors have consistently worked within the criteria to assess a persons eligibility for the provision of environmental support services through EMS. However in the past the budget was not capped, there were no waiting lists, no requirement to prioritise applications and therefore no mechanisms in place for applying a priority to each application. The Ministry of Health now has a capped budget from which it must purchase environmental support services for people with disabilities throughout the country. There has been considerable pressure on this budget and funds allocated to it will not be increased in the foreseeable future.

Therefore to avoid waiting lists that may place some clients at extreme risk, a set of criteria to identify each person's priority has been developed. These criteria provide Specialised Assessors with a tool by which they can identify those persons with the highest and most urgent needs and therefore ensure that their applications are given priority to access available funds. The criteria also create an avenue by which Specialised Assessors can liaise with NASC services to ensure that clients are accessing co-ordinated services and allowing for flexible allocation of budgets to create support packages.

Using the Priority Guidelines:

- The person must meet all eligibility criteria as defined in the EMS Manuals.
- Each person must then meet all of the six criteria within each band for their application to be defined as having that degree of priority.
- If the Specialised Assessor identifies the persons application as being Priority One, they must make contact with the local NASC service provider to ensure the NASC service is aware of the person and to endorse the application as a Priority One. (NB: In time all applications will be forwarded to EMS via the NASC service if over \$500.
 - NB 1: Any application which does not meet specific prioritising criteria, but which the specialised assessor believes is deserving of higher priority, should be discussed with the local NASC provider. A joint decision may then be made to raise the priority. This decision will be based on issues relating directly to the person's disability and the impact for them and their caregivers if the environmental support services is not made available within a certain time frame.
 - NB 2: The criteria for prioritisation guidelines DO NOT over ride existing eligibility criteria as defined in EMS Manuals and NASC services CANNOT over ride existing criteria to access EMS funds.

PRIORITY BANDS FOR EMS REFERRALS FOR ENVIRONMENTAL SUPPORT SERVICES

Each person must meet all of the six criteria within each band for their application to be defined as having that degree of priority.

	PRIORITY ONE (Immediate approval for EMS funding ie. Within 2-4 weeks of application being received)	PRIORITY TWO (4-8 weeks or as budget becomes available – 70% of any available budget after priority one applications have been approved)	PRIORITY THREE (8 - 16 weeks or more as budget becomes available – 30% of any available budget after priority one applications have been approved)
Criteria 1: Safety	<p>There is a <u>high</u> risk of injury or physical trauma to;</p> <ul style="list-style-type: none"> - the person - or to caregiver/s in the course of caring for the person. <i>(e.g. continual manual lifting of a person heavier than 45 kilograms is causing back strain and may cause back injury).</i> <p>Or;</p> <p>There is a high risk of neglect or abuse of the person. <i>(e.g. A caregiver is not able to cope with the level of care a person requires and the assessor has concerns, which are substantiated by others, that care may therefore not be provided).</i></p> <ul style="list-style-type: none"> - AND provision of the particular environmental support service would minimise the risk. 	<p>There is a <u>moderate</u> risk of:</p> <ul style="list-style-type: none"> - injury, abuse or neglect to the person or caregiver/s. <p>Or;</p> <p>There is a risk that the persons essential functional skills could deteriorate if a temporary solution is in place for an extended period.</p>	<p>There is a low immediate risk of injury, abuse or neglect to the person or caregiver/s.</p> <p>But;</p> <p>The safety or personal health/ disability status will be compromised if the environmental support service is not put in place within a certain time.</p>
Criteria 2: Residential & Vocational	<p>The absence of environmental support services makes it <u>impossible/unrealistic</u> for the person to remain in their own home or return to their own home. <i>(e.g. the person cannot get into or out of the house as there is no ramp and they use a wheelchair for mobility).</i></p>	<p>The absence of environmental support services make it difficult for the person to remain in their home;</p> <p>Or;</p>	<p>The person is experiencing increasing difficulty with manoeuvring or managing within their own home.</p> <p>Or;</p>

	<p><i>NB: Environmental support services should always be put in place immediately if the only other alternatives are to remain in a hospital bed or to be admitted to a rest home.</i></p> <p>Or;</p> <p>In the case of school students in the compulsory sector, their disability support needs are such that they could not attend school unless equipment is provided. <i>(e.g. The child requires a wheelchair for functional, age appropriate and/or safe mobility in and around their home and therefore will require it to be mobile at school).</i></p> <p>N.B: This does not include the equipment required to support educational needs of children and the Operational Protocol between MOE, GSE & MOH should be used as a guideline in all decisions about provision of equipment to children at school.</p> <p>Or;</p> <p>The application is for level two or level three assessed seating system;</p> <p>or is for positioning equipment which is essential to maintain postural integrity whilst skeletal developmental is occurring ie: demonstrably prevents postural collapse or inhibits positions which directly compromise physiological function.</p>	<p>The person is able to return home (e.g. following hospital or other admission) but the absence of environmental support services jeopardises their ongoing ability to remain there.</p> <p>Or;</p> <p>The person is at risk of being unable to continue with existing paid employment.</p>	<p>The person is unable to be engaged in full-time tertiary education or training, full-time paid employment.</p> <p>Or;</p> <p>Undertake 20 hours or more/week of community based voluntary work.</p>
<p>Criteria 3: Community / Family</p>	<p>The financial costs of community support (e.g. home help or personal care hours) could be avoided or reduced substantially by provision of environmental</p>	<p>The person has access to sufficient community support and/or family support to allow their needs to be</p>	<p>The person has access to sufficient community support and/or family support to allow their needs to be met for a finite</p>

<p>Support & Need for other services</p>	<p>support services.</p> <p>And / Or;</p> <p>The implications of not providing specific environmental support services would create significant financial costs of health and disability services (in the short and/or medium term). <i>(e.g. In the absence of a pressure relief cushion, the person may develop pressure areas and require either domiciliary nursing care or a hospital admission).</i></p> <p>And / Or;</p> <p>The emotional and social pressure is such that abuse, neglect or relationship breakdown is occurring or is imminent and provision of the specific environmental support service/s would reduce or remove this pressure.</p> <p>NB: These decisions MUST be based on discussion and liaison with the local NASC provider - to determine the level of support or the potential costs and the degree of priority for EMS funding.</p>	<p>met for a limited period of time – short-term basis of 4-8 weeks - but provision of environmental support services provides the only long-term solution.</p>	<p>period of time - medium term basis of less than 6 months - but the provision of environmental support services provides the only long-term solution.</p>
<p>Criteria 4: Independence</p>	<p>The persons autonomy/independence with key functions (<i>e.g. toileting, eating, bathing, transferring, volition, core communication needs</i>) is <u>not possible</u> within their own home unless the environmental support service is provided. <i>(e.g. the person cannot access shower and/or bathing facilities or the person cannot communicate sufficiently to make core needs known).</i></p>	<p>The persons autonomy /independence with key functions (<i>e.g. toileting, eating, bathing, transferring, volition, core communication needs</i>) is compromised (reduced) within their own home. <i>(e.g. they can manage key tasks, but they find it difficult or may be extremely slow).</i></p>	<p>The persons autonomy/independence with key functions (<i>E.g. toileting, eating, bathing, transferring, walking, communication</i>) is compromised (reduced) within their own home. <i>(e.g. they can manage key tasks, but they find it difficult).</i></p>

	NB: <i>“Independence” can include the need for supervision whilst environmental support service is being used.</i>		
Criteria 5: Alternatives / Options	All other options have been explored and there are no viable alternatives available. <i>(e.g. a commode cannot be used if the toilet cannot be accessed).</i>	There are temporary solutions that can be put into place to meet the persons needs. <i>(e.g. Temporary equipment can be provided/installed).</i>	There are temporary solutions that can be put into place to meet the persons needs. <i>(e.g. Temporary equipment can be provided/installed).</i>
Criteria 6: Timing	<p>There has been a sudden or dramatic change in the persons disability status. <i>(e.g. The person has had an injury, illness or deterioration of an existing condition).</i></p> <p>And / Or;</p> <p>There will be irretrievable deterioration of the persons functional skills and/or postural integrity resulting solely and directly from the absence of the environmental support service. <i>(e.g. a seating system is necessary to prevent the postural collapse of a person who is a full time wheelchair use).</i></p> <p>And / Or;</p> <p>There has been a change in the persons support environment, such that the environmental support service becomes necessary to maintain the person at home. <i>(e.g. their caregiver has become ill or injured or the relationship has collapsed).</i></p>	<p>There is potential for the persons disability status to deteriorate if the environmental support services is not provided at some point. <i>(e.g. The person may be at risk of developing pressure areas or may be liable to injure him or herself).</i></p> <p>Or:</p> <p>By virtue of their diagnosis it is anticipated that the person's disability status will continue to deteriorate and the equipment/ service must be in place before the loss of specific skills occurs. <i>(e.g. This applies specifically to diagnoses such as neuromuscular, neurological and other conditions where it is known that ongoing and/or rapid deterioration will cause loss of specific functional skills or postural stability).</i></p>	The persons disability status is not stable and requires review before the environmental support services is delivered.

APPENDIX FOUR

Application Process for EMS applications via NASC services

