

## Who are the installers?

Enable New Zealand expects a high quality of workmanship and has a wide network of installers who work on our behalf. All of our installers are qualified and Licensed Building Practitioners.

**Your grab rail installer is:**

**Phone:**

## Feedback

The grab rail installer will welcome any feedback you can give. We invite you to complete an online survey about your experience on our website.

Scan the  
QR code to  
share your  
feedback



This leaflet contains general information only and is not intended to replace advice from a qualified health professional.



## About Enable New Zealand

Enable New Zealand supports disabled people and their whānau to live everyday lives in their communities.

We deliver regional and national disability information, equipment, and modification services for Whaikaha - Ministry of Disabled People, ACC, and regional hospitals.

Each year more than 102,000 people access one of our government funded services.

**Get in touch with the team  
at Enable New Zealand**

call  
email  
web  
Facebook  
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## ACC Grab Rail Service information



**Supporting disabled people and  
their whānau to live everyday lives  
in their communities**

## What is the ACC Grab Rail Service?

The ACC Grab Rail Service is a dedicated service, operated by Enable New Zealand, for installing standard, off-the-shelf grab rails within the toilet and bathroom areas and in points of entry to the home.

Enable New Zealand has a dedicated team of installers to complete this work for us as quickly as possible after we receive a request from ACC.

## What is a grab rail installation?

A grab rail is a rail, 32mm in diameter with a grip area. The rails are available in a range of lengths from 300mm to 1200mm.

The installer will work with you or your representative to locate and position the grab rail in the way that best works for you. Alternatively, the installer will use the Enable New Zealand installation specifications.

## Are there any forms to fill out?

Enable New Zealand works with ACC to complete the required documentation. The ACC7404 is the form linked to this service.

The installer will ask you to confirm that the grab rails have been installed and Enable New Zealand will then send this information to ACC.



## What are your responsibilities?

### If you do not own the property

Contact the homeowner. Let them know you would like to work with ACC and Enable New Zealand to make changes to their house and property.

### Help us work with you

- Provide access to the property and the home for the installer.
- Ensure all pets are kept away from the area where the grab rail needs to be installed.
- Let us know if you cannot keep the appointment made to complete the installation.
- Work with us and our builders so that we can meet ACC's requirements and your needs.

## Enable New Zealand's Responsibilities

- To advise you on when a builder will be coming to install your grab rail.
- Keep you informed on any changes or delays.
- Complete a quality installation.
- Tidy up after work is complete.
- Check that you or your representative are satisfied with the installation.
- Enable New Zealand and ACC are not responsible for the cost of removing the grab rail when it is no longer required.

## Timeframe

Requests for grab rail installations are treated with high priority. The grab rail installer will arrange an appointment with you to access the property to complete the work.

The installation timeframe is up to 5 working days from the date ACC requests the service from Enable New Zealand. In some circumstances (e.g. weekends, public holidays, rural locations) it may not be possible to install the grab rails within these timeframes. In these situations the grab rail installer will be in touch with you.

