



Need help with interRAI?

Check your manual first.

See if it's covered at interRAI.co.nz/help

Still can't find an answer? Get in touch!

Momentum Software and password resets

- **Southern and Northern DHB regions (CDHB)**
Call: (03) 378 6555 Email: interRAIservicedesk@cdhb.govt.nz
- **Central and Midland DHB regions (TDHB)**
Call: (06) 753 7766 Email: IT.servicedesk@tdhb.org.nz

AIS support and password resets

- Email: AISsupport@tas.health.nz

Help with completing an assessment

- Contact interRAI Services
Call: 0800 10 80 44 Email: interrai@tas.health.nz

Request training at www.interRAI.co.nz/training

Maintaining interRAI competency

To maintain competency and remain an approved interRAI assessor, you need to:

- maintain a Health Professional Annual Practicing Certificate
- complete an assessment every six months, with a minimum of two assessments to be completed in a year to National Standards
- complete the set of AIS evaluations annually
- If selected, pass a quality review of an assessment
- If applicable, comply with any additional local competency requirements, for example, attending an education.

Annual evaluation

The AIS e-learning site will send you an automated reminder email before your evaluation is due.

Once you pass, you receive a certificate which you can print off for your Professional Development File.

You can take up to three attempts for evaluation. If you have been unsuccessful on the third attempt please email Alssupport@tas.health.nz for assistance.

Quality review

Every year, the AIS e-learning system randomly selects assessors who need to go through a quality review. The quality review involves the review of a randomly selected assessment from the last 12 months

What if I fail?

If you fail any of the requirements to maintain competency, your access to interRAI may be changed to 'admin' user status. This will still allow you to enter non-clinical details on the resident overview page. You will not be able to complete assessments anymore.

To get your full assessor access back, you will need to complete additional training.

