

# **REPORT TO THE A.G.M. 2006**

## **SENSITIVE CLAIMS ADVISORY GROUP**

There has been one meeting of the Sensitive Claims Advisory Group since my last report. The last meeting was on Friday the 4<sup>th</sup> November.

An e-mail was sent out on the 30<sup>th</sup> November 2005 to all members and provisional members who have their names in the register or have registered at conference. This e-mail gave up to date information on what is happening within ACC Sensitive Claims Unit. There seems to be less problems getting e-mails to people now.

I understand that ACC have not a written criteria for group work that they are working with. From what I hear there have still been some problems in some areas between the times that ACC tried a different criteria and now sticking to the new criteria. Hopefully that will settle down now.

Ondra Williams has graciously agreed to be the SCAG representative for NZAP. I have sent all the information to her and will give her any background information if she requires it. Ann Nation, a representative for NZAC, is also an NZAP member and is willing to support her as she learns the role.

There are still real concerns about how ACC negotiates and communicates to everyone. An example was that the SCAG representatives heard at a meeting, that from that time forth supervisors would not have to sign off any progress or completion reports. There was no consultation on this and it was not negotiated. I am very concerned about this move and it does not give a backup for counsellor/therapists and all the say about what happens is with the Peer Reviewers. I suggested to the SCAG meeting that there be some way in which the suggestions of peer reviewers be monitored and reviewed, especially if there is a disagreement in the suggestion of treatment practice.

Below is the information sent out to NZAP members and provisional members on the 21<sup>st</sup> August 2005.

The Counsellors newsletter is now on line:

[http://www.acc.co.nz/wcm001/idcplg?IdcService=SS\\_GET\\_PAGE&ssDocName=WCM2\\_020743&ssSourceNodeId=3913](http://www.acc.co.nz/wcm001/idcplg?IdcService=SS_GET_PAGE&ssDocName=WCM2_020743&ssSourceNodeId=3913)

From this you should be able to get the last newsletter and other information e.g. Guideline on Maori Cultural Competencies for providers. You will find information boxes on the left hand side of the page, for Maori Cultural Competencies for providers click ACC Review.

## ACC form letters

The form letters to clients are being reworded to be more claimant friendly.

## First four sessions - funding

This is now happening. You should have all received a form from ACC with the information on the new billing options for the Sensitive Claims cover determination process.

## Children's Issues

Anne Hawker & Clair Nicoll are looking into the best practice guidelines for assessment of mental injury in children and young people who have been sexually abused. This includes the number of sessions for assessment etc., and other concerns e.g., that nearly 50% of sensitive claims for children presented by GPs are declined (mainly for lack of information).

The focus of the project will be:

What is the optimum number of assessment sessions required to establish mental injury?  
How can this be determined based on the characteristics and complexity of each child or young person?

What is the optimum duration of each assessment session?

How can the family/whanau be involved in the assessment process and what should ACC fund?

What is the preferred environment in which assessment should take place?

What are the issues in providing culturally appropriate setting?

What are the relationships with other government organisations e.g. CYF, Children's Commissioner, Starship Hospital?

They will be consulting widely with many groups, child psychotherapists, child psychologists, child developmental specialists, paediatricians, Maori, Pacifica groups, psychiatrists etc.

## Claims Managers and Case Managers

There are now **Claims Managers** who manage cover determination and counselling only claims and **Case Managers** who manage claims where there are weekly compensation claims.

There are eight claims managers in the cover determination team.

For the top half of the North Island (including Napier)

For A-L - Favin Burgess and Kathleen Lynch

For M-Z - Deborah Symons and Heather Browne

For the bottom half of the North Island and the top of the South Island, (including New Plymouth, Nelson and Westport)

For A-M - Carmen Wilson

For N-Z - Kendra Cameron

For the bottom of the South Island

For A-L - Shaheeda Koya

For M-Z - Prue Crotty

Nicky Anglesey is the Team Manager of the Claims Management Team and Jamie Robertson is Team Manager of Case Management.

### **New Assessment Tool**

After discussion with the Advisory Group it was decided that the assessment tool that was going to be trialed would only be used in Sensitive Claims. Counsellors could identify if they have a straight forward case or complex case in the cover report. If the case is straight forward then 30 sessions would be granted to be used over 2 years. No progress reports would be needed in that time.

At any time the counsellor can flag that there are more complex issues and the case would then be managed as they are now with progress reports, peer review comments, DATA etc.

### **Update on Massey University Report**

There was a 26% response from practitioners and this is now being analysed.

The practitioners focused groups are being held nation wide are now being analysed.

There is a consumer focus group being piloted in Palmerston North.

There are 100 archival (old) files being studied. 50 of these files being complex and 1/3 being child cases. They are looking at how judgments were made e.g. diagnosis and clinical decisions.

They will use the information from to see what interventions and outcomes are needed.

Geraldine Lakeland