



Summary

Accident Compensation Corporation case management: Progress on recommendations made in 2014

In 2014, we looked at how well the Accident Compensation Corporation (ACC) used a case management approach to support claimants to recover and rehabilitate from serious injuries. We concluded that ACC needed to have a more “claimant-centred” approach, particularly for claimants with complex needs, and made four recommendations. We have carried out a follow-up audit to see what progress ACC had made in addressing our recommendations.

Responding to our recommendations

Case managers now have better access to guidance and advice to make the most appropriate decisions about treatment and rehabilitation for claimants.

Claimants now have easier ways of providing feedback during their recovery. ACC is learning from, and acting on, claimant feedback more transparently. It has also strengthened its internal monitoring of, and reporting on, the quality of its services and how it builds staff capability to reach expected levels of performance.

Claimants with complex needs can now expect a more consistent service through Partnered Recovery, a specific part of ACC’s new case management approach. ACC is actively seeking feedback from these claimants to help it understand and address their support needs better.

The pathway to full rehabilitation can involve claimants needing to move from ACC to the care of other public organisations, such as the Ministry of Social Development. This transition can lead to claimants

feeling uncertain and anxious. We expected to see a clear framework and processes that support a seamless and well co-ordinated transition. In our view, ACC has not made enough progress in improving its processes to prepare claimants for this transition, and we would like to see ACC do more to address this.

A new case management approach

In 2017, ACC began testing and refining a new case management approach called Next Generation Case Management. The new approach aims to put claimants’ needs at the centre of ACC’s case management services.

Although ACC has been developing the Next Generation Case Management approach for some time, it has not fully embedded the approach yet. This means that it is too early to know with certainty whether it will fully realise its potential benefits. However, there are some positive signs. ACC’s initial monitoring suggests that, under the new approach, claimants see their interaction with ACC as fairer and that they are more satisfied with the support they get from ACC. We strongly encourage ACC to fully and objectively evaluate the approach once it is embedded to provide assurance that it is achieving the benefits expected and represents value for money.

We also encourage ACC to continue to focus on better understanding and meeting the wider needs of claimants and build further momentum in fully embedding the Next Generation Case Management approach within its organisation.

