

From: Megan Sellars
Sent: Wednesday, 7 July 2021 4:05 PM
To: Anusha Bradley
Cc: Peter Thornton
Subject: Correction to article
Attachments: December 2019 ISSC Newsletter.pdf; September ISSC Newsletter.pdf

Hi Anusha,

In response to your recent article, there are a number of factual inaccuracies we want to address. We appreciate there are a different viewpoints around how sensitive claims are managed, however our first responsibility is to vulnerable clients and ensuring they have accurate information.

In your story you say: *“Therapists say they have been blindsided by ACC’s decision to shut down its sensitive claims unit without any consultation.”*

We have been liaising with the mental health sector about our proposed changes to the way sensitive claims are managed since at least Dec 2019 through webinars, newsletters and liaison group meetings.

Webinars for ISSC Suppliers and Providers:

There were five webinars:

- 3 December 2019
- 10 December 2019
- 23 June 2020
- 25 June 2020
- 4 August 2020

The blurb on the invite for these says:

We’re hosting a series of webinars next month to give our sensitive claims providers more information about the changes and to answer any questions you may have. The webinars will be an opportunity to hear about the principles underpinning our new way of supporting clients and key aspects of the model, including:

- the dedicated one-on-one support provided to clients through claim lodgement, supported assessment, and into treatment
- privacy controls
- the location of teams around New Zealand
- the new roles to support clients whose recovery has progressed to the point where their need for contact with ACC has reduced
- your voice in matching our clients to the right support.

We’ll also discuss the important aspects from our current model that we are retaining.

- Link to the webinars – these can still be accessed:
[Recordings of our June and July webinars](#) are still available. The password to access the webinar recordings is: ACCwebinar-2020
- The information on the ACC website (which was focused on Providers), including the Q&As or you can [visit our website](#), if you’d like more information about our new ways of working.

- ISSC Newsletters (I don't have access to any pre Sept 2019) – we could also look at the General ACC provider Updates – again I don't have these, but we could find out who has access. We also referred the Transformation newsletter – we may need to track these down.
 - (September 2020) in this newsletter is specially says: **Our centralised Sensitive Claims Unit closed as we introduced our new client service model, but we continue to maintain a significant presence in Wellington to support sensitive claims.** (attached)
 - ISSC Newsletter November 2020 – there is an article 'Why we consider transitions between Partnered Recovery and Assisted Recovery'
 - ISSC Newsletter December 2019 – there is an article 'Supporting our clients in the right way, at the right time. (It also provides the links to the December webinars)
 - ISSC Newsletter September 2019 – there is an article 'Supporting our clients in the right way, at the right time. With a link to the ACC website with more information

Copies of some of these are attached.

In your story you say: *"They said ACC told them at the end of 2019 that it planned to stop giving sensitive claims clients personal case managers and instead assign them to a team of what it called "recovery partners or assistants".*

When a sensitive claim is lodged, the client will have a dedicated and trained recovery partner (previously called a case manager). At some point their claim may be managed by a team, this move will only be done in consultation with the client and/or their provider.

There are additional points we are working through, sending this now in recognition of your deadline.

Best,
Megan and Peter

 **Megan Sellars, Senior Media Advisor, ACC**

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ACC / External Engagement / Justice Centre - Level 8
PO Box 242 / Wellington 6011 / New Zealand / www.acc.co.nz

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