



- 1 FEB 2016

Mr Anthony Jordan  
[fyi-request-3457-3a2f3315@requests.fyi.org.nz](mailto:fyi-request-3457-3a2f3315@requests.fyi.org.nz)

Dear Mr Jordan

On 10 December 2015 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *Materials used including links to any video media, on how staff are trained to manage and identify Clients in need of 'that little bit extra' patience, understanding and assistance to the examples mentioned in the above (Clients with Invisible Neuro-Psychiatric Impairments e.g. Concussion/mild Traumatic Brain Injury/Epilepsy)*
- *Accident Compensation Corporation arrears Entitlements paid whilst collecting an on-going MSD Entitlement(s)*

#### **Accident Compensation Corporation (ACC) Arrears**

The Ministry is unable to provide you with the amount of ACC arrears entitlements paid whilst collecting a benefit as this information is not recorded. If a beneficiary is receiving ACC cover, it is deducted from their regular weekly payments. As such, this part of your request is refused under section 18(e) of the Official Information Act as the information does not exist.

When a person in receipt of a Work and Income benefit (excluding New Zealand Superannuation) successfully applies for ACC weekly compensation, any compensation paid is treated as a source of income for benefit purposes. This means that any compensation paid by ACC has a dollar for dollar reduction of a client's benefit payment. In many cases the ACC payments will be higher than the benefit rate, meaning that no benefit is payable.

Further information about the legislation and procedures governing the deduction of weekly compensation from income-tested benefits on the Work and Income website at: [www.workandincome.govt.nz/manuals-and-procedures](http://www.workandincome.govt.nz/manuals-and-procedures).

#### **Training Material**

Work and Income provide financial assistance to those who are eligible, who may not be able to work or work full-time, due to a health condition, injury or disability. Eligibility for this form of assistance is determined when a person provides certain documentation as proof of having a health condition or disability. For example, a person can supply a Work Capacity Medical Certificate completed by a medical professional as proof of eligibility.

Work and Income staff are not trained to identify or assist the specific conditions listed however, they offer support by being empathetic and engaging effectively to better understand the clients circumstances and identify the types of support and/or services which can be provided. The Ministry provides regular training and coaching to staff so that they can better support all of their clients through various training materials and coaching.

I have enclosed three documents that may be of interest to you; the training documents show the type of materials staff are provided with to help them support clients:

- *'Disability models and how they shape our attitudes'* undated
- *'Attitudes about disability and how these impact on your work with clients'* undated
- *'Clients with health conditions or disabilities'* undated

As you are aware, the Welfare Reform changes introduced work obligations to a broader group of people and saw a new service delivery model to deliver appropriate support to those who needed it. The Ministry is taking an intensive Work Focused Case Management (WFCM) approach to working with this expanded group, many of which have a range of different barriers to sustainable employment. WFCM means that clients who have a full-time, part-time or work preparation obligation who are at risk of on-going benefit dependency, can have a dedicated case manager that will meet regularly with them to plan their return to work.

The Ministry is also enhancing current WFCM case management practices to ensure a client-centric approach in which our case managers "coach" clients to build their own job seeking abilities. Staff take into account individual circumstances, including the clients living situation, wellbeing and any challenges that need to be overcome, and then work through what their goals and strengths are.

I hope you find this information regarding ACC payments and staff training helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman  
Office of the Ombudsman  
PO Box 10-152  
Wellington 6143

Yours sincerely



 Ruth Bound  
**Deputy Chief Executive, Service Delivery**

# Disability models and how they shape our attitudes

WFCM orientation



## This presentation covers

1. Medical model of disability
2. Bio-Psycho-social model of disability
3. How the models shape our attitude



# Medical model of disability

## THE MEDICAL MODEL OF DISABILITY

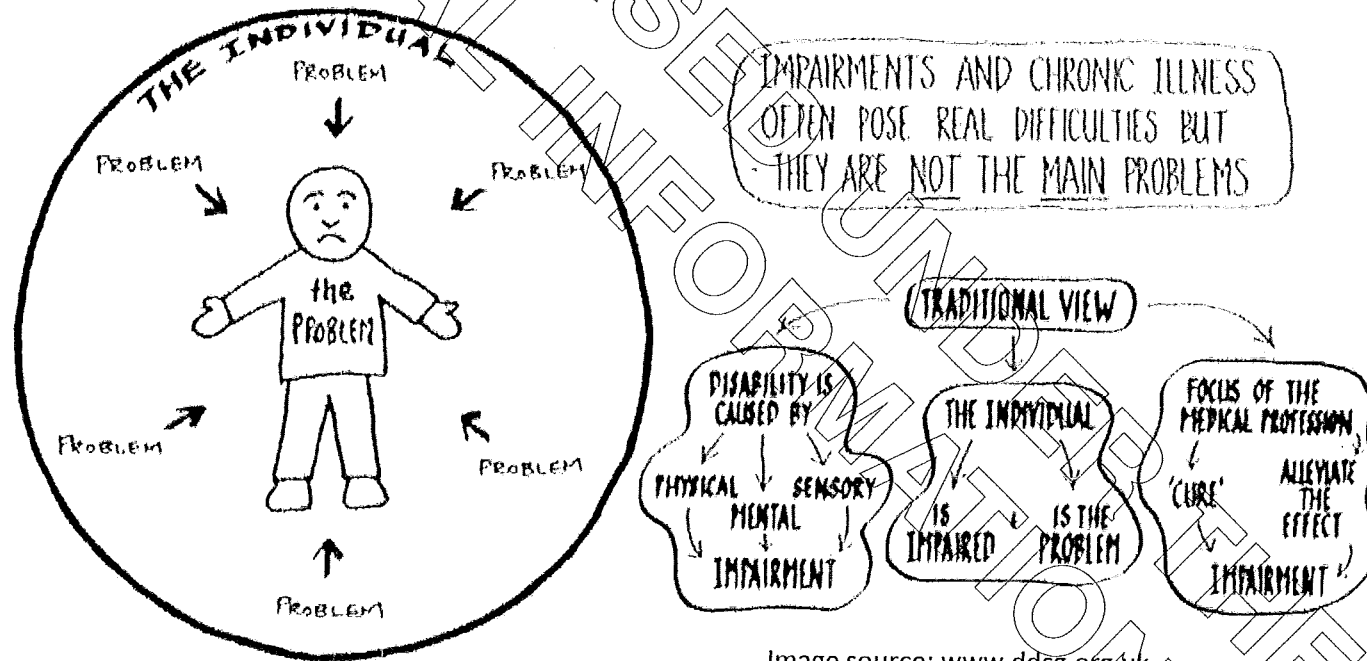


Image source: [www.ddsg.org.uk](http://www.ddsg.org.uk)

Disability is defined by underlying medical condition

WFCM orientation

We  
NEW  
TO HELP  
to be  
Safe

HELP  
ZEALANDERS  
themselves  
STRONG

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# Medical model of disability

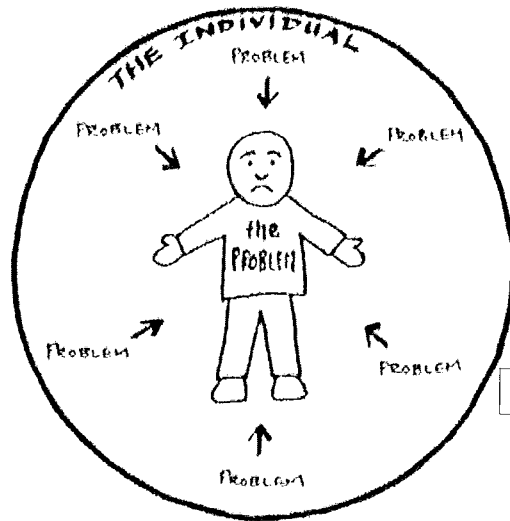
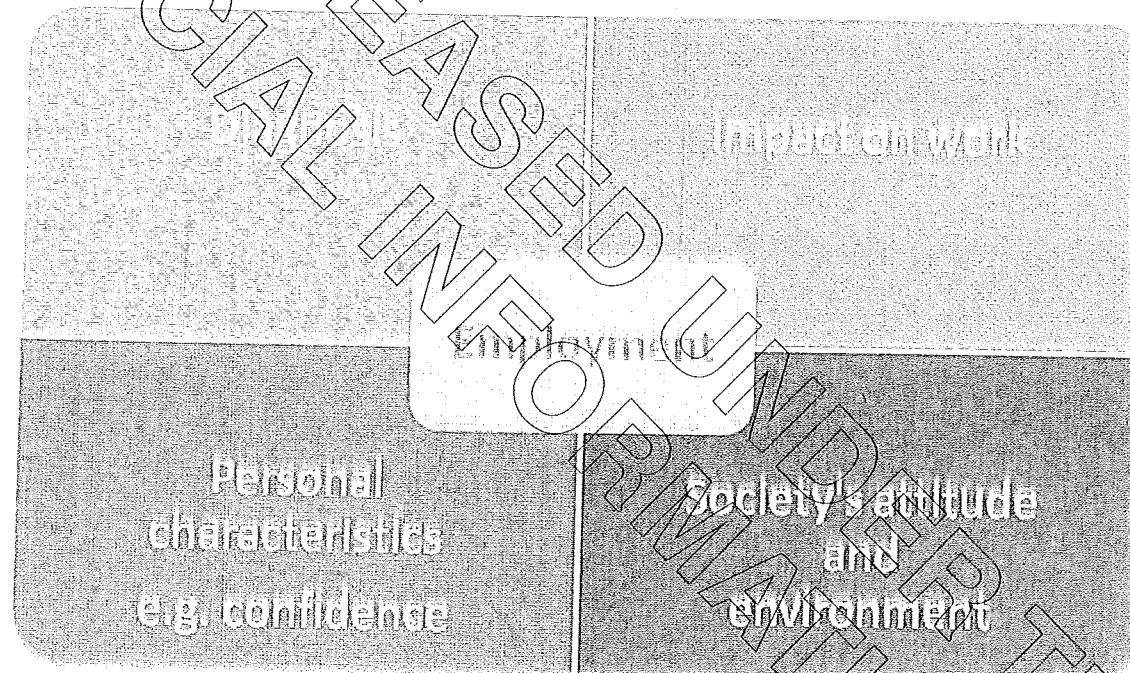


Image source: [www.ddsg.org.uk](http://www.ddsg.org.uk)

- The Medical model uses **diagnosis to determine outcomes**, sees the person as the problem, suggests that the disability results from an individual's physical or mental limitations.
- Many **case managers currently use this model** and only see the medical barriers of getting a person into employment.

# Bio-psycho-social model of disability



This model sees getting into work is impacted by a variety of factors. This is true for all clients.



WFCM orientation





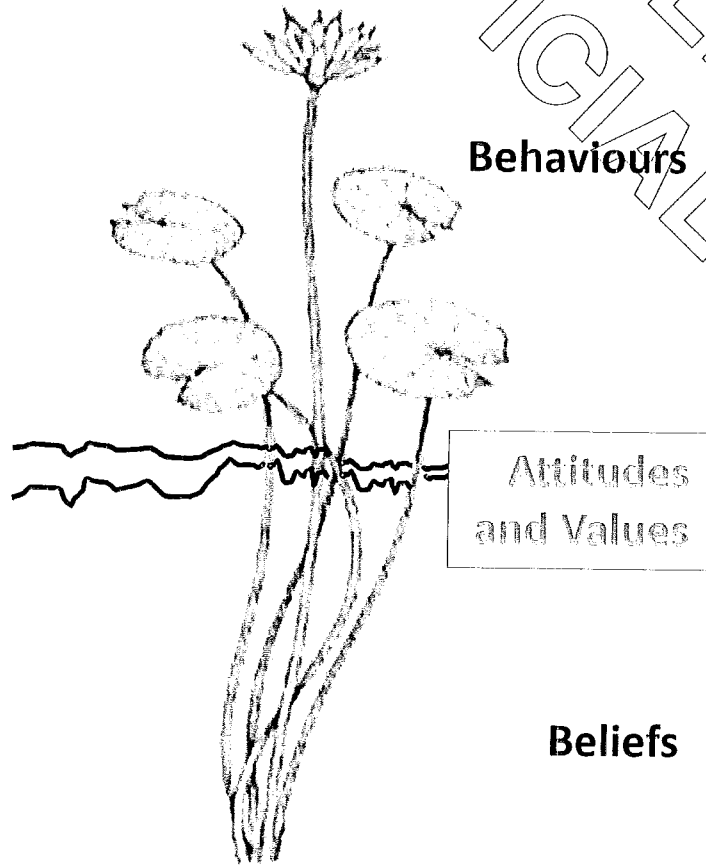
## Look at your own beliefs

Challenge yourself and really look at your own beliefs about disabled people

- **Don't expect** all people to experience impairment in the same way.
- **Don't expect** all people with a particular health condition or impairment to have the same skills and attitudes.
- **How people have been treated in the past**, may impact how they work with you



# Summary



Our **behaviour and actions** are like the lily pads floating on the surface

Our **values and attitudes** are like the more hidden stems and roots beneath the pond's surface.

Our **beliefs** are the hidden root system of basic assumptions which nourishes the whole plant



# What is our goal?

The Government's vision for disabled people is to "achieve a fully inclusive society".

Employment is a key step to a person being a contributing citizen.



Supporting clients into suitable work

# Willingness to work

## Myth

Disabled people and people with a health condition don't want to work.

## Fact

Most disabled people and people with a health condition are willing and able to work.

**Don't make assumptions about people**



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# Getting a job

## Myth

Disabled people and people with health conditions are more difficult to place into employment than other jobseekers.

## Fact

Disabled people and people with health conditions have a range of skills, qualifications and work experience to offer employers.

**Think ability not disability**



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# Disclosure

## Myth

A person should always disclose their health condition or disability to potential employers when applying for jobs

## Fact

It's up to a person whether they disclose their health condition or disability.

It's only a factor if it directly impacts on their ability to do the job.

**What to disclose is up to the client**



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# Available support

## Myth

There aren't many options to assist clients who have a health condition or disability into employment

## Fact

Options available include:

- standard Work and Income programmes
- specific programmes
- subsidies

Check what other supports are available in your area

Supporting clients into suitable work





# Cost to an employer

## Myth

Typically it costs an employer more to employ a disabled person or a person with a health condition

## Fact

75% of disabled candidates require no extra equipment, support or modifications to work effectively

**Flexible working hours is the most commonly requested modification**



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# Workplace health and safety

## Myth

Disabled people and people with health conditions are a risk to the safety of all staff, and are more likely to have accidents on the job

## Fact

The rate of health and safety incidents for disabled workers is below the average for workers generally

**All employees benefit by becoming more aware of workplace hazards**



Supporting clients into suitable work

*We*  
**NEW** ZEALANDERS  
TO HELP *to be*  
*Safe*  
HELP  
**STRONG**  
&  
INDEPENDENT

*Ko* TA MĀTOU  
*he whakamana*  
TANGATA  
*Kia* TŪ  
HAUMARU  
KIA TŪ *Kaha*  
KIA *Tū motuhake*

Ko Aotearoa kei te pūtake  
o ta mātou mahi