

REPORT TO NZAP COUNCIL, APRIL 2021

Public Issues

ACC MENTAL HEALTH LIASION GROUP

This group disbanded on 26 March on ACC's initiative. The group met once during Lockdown by Zoom. I was unable to attend this as I was in hospital. Since that time the Convenor and primary person behind this group resigned from ACC. The person replacing her called for one further meeting in December 2020 which was cancelled. Since that time there has been only one further meetings called. At this stage it is unclear whether there will be any ongoing meetings between the stakeholders and ACC. This is of concern.

ACC has been going through another complete change in the way they operate in the past year, called New Generation. This has also meant changes to the way the ISSC operates. One of the main changes has been a move from clients having individual Case Managers who were called Service Co-ordinators to a team of up to 10 people being responsible for a client's claim. This was to ease the load on the individual Service Co-ordinators. I and other members of the MHLG tried to protest with regard to this as we felt that clients were not happy about many people possibly knowing their private information. We also did not agree with clients not being asked for their permission for this to occur. ACC responded by saying that they were to continue with the move but have agreed to request clients' permission. Complex clients are able to stay with a primary Case Manager, now called a Recovery Partner.

The other important change with the ISSC was the renewal of the contract with Suppliers. There were a few changes made; however, overall it was considered to basically be a rollover without Suppliers having to retender. The new contract is for two years with a continuation possible for one more year followed by one further year. One big difference in this new contract is that outcomes and performance will be measured and recorded with specific levels of "success" expected by ACC.

ACC SEXUAL VIOLENCE PANEL

Due to Covid-19 there were no meetings held for this group during 2020. However they convened advisory groups by Zoom for specific issues such as the revamp of the ACC Find Support website. I took part in two meetings with regard to this. It seems that the changes and the work at ACC has occupied the coordinator of this group with other matters. However, it is my understanding that it is still in existence.

Victoria Smith
ACC representative