

1. Clients Experience with ACC Processes

Dear Colleague, a working group consisting of counsellors, psychotherapists, psychologists, and social workers is collecting over the next 6 months data to evaluate ACC's new clinical pathway.

Please support the project to enable us to provide a discussion platform based on actual client data.

The information provided will be completely confidential.

Please ensure that you keep your clients identity confidential - use only numbers or a combination of letter so we can provide an audit trail later on. Use a separate survey for each client.

Thank you for your support!
The NZAP-NZAC-ANZSW-TOAH-NEST Research Team

* 1. Please fill in the therapist details

Therapist name

Agency

Location of practice (Town)

Years of practic experience

Years of working with ACC

Client identifyer

* 2. Please identify the client's gender

- Female Male Transgender Intersex

3. Please indicate client's age at the time of presenting for counselling

- 0-12 13-16 17-21 22-28 29-35 36-40 41-50 51-60 61-70 > 70

4. Please indicate what form of abuse the client has reported

- Child sexual abuse (0 - 12years of age) Youth sexual abuse (13 - 16 years og age) Adult sexual assault (recent within last 12 weeks) Adult sexual assault (older than three months weeks)

5. Please indicate frequency of abuse

- Once Twice Several times Over one year Over two to three years Over four years and more

Please comment about the frequency (optional)

6. We would like to know whether the client is:

- New to ACC Sensitive Claims Unit (SCU) A returning client to ACC SCU An existing client with an approved claim

2. Clients Experience of ACC Processes

Please indicate the client's experience at the different stages of the ACC process.

*** 1. What was the client's experience at the entry stage?**

- Client engages, seen by self
- Referred out to ideal service provider and engages
- Did not enter system due to some aspect of ACC process
- Client chose not pursue ACC funding under the new pathway + did not engage
- Client chose not pursue ACC funding under the new pathway + engaged using other funding source
- Referred out, not optimal match between therapist + client
- Referred out, does not engage
- Other

Please comment

2. What was the client's experience of the 2 sessions cover determination (ACC 290)with you?

- OK with 290 in 2 sessions
- Sought and granted extra sessions where needed
- Destabilised by disclosure in 2 sessions (comment below how)
- Therapist provided unfunded sessions to complete

Other - please use comment box to specify how the client was destabilised

3. What was the client's experience when cover determination (ACC 290) was done by an external assessor?

- Assessment process was perceived as good
- Client withdraws to avoid external assessment
- Client reports negative impact of assessment process
- Not applicable

Please comment in what ways was the client impacted negatively?

3. Clients Experiences of ACC Processes . . . continued

Client's experience at the different stages of the ACC process.

1. What were the client's experiences of continuing care through the cover process until ACC reached a decision?

- No break in service delivery Break in service delivery but no negative impact Break in service delivery + lengthy, negative impact Break in funding for service delivery

Comments

2. Did the external assessment (assessor and/or ACC) result in an appropriate treatment plan?

- Yes No N/A

If you answered NO please specify your concerns

3. How do you evaluate the requirement of the 4-session-report?

- Helpful Neutral Effective route for communicating with ACC Not effective for communicating with ACC for alterations of goals Disruptive to development of therapeutic relationship

Any further comments?

4. How did the client experience the ongoing external assessments?

- Good Neutral Client withdraws to avoid assessment Negatively impacts on client (please comment below)

How was the client impacted?

4. Client's experience of the ACC Process ... continued

How did the client experience the completion of his/her counselling when ACC withdrew funding for further counselling?

1. What happened when ACC withdrew further funding?

- The work was completed to client's satisfaction
- Client was happy to be referred to other appropriate service to complete
- Insufficient sessions to complete counselling
- Other funding source found to complete counselling
- Client was referred to other service to complete - client not satisfied

Please use for optional comments

2. If termination of counselling was due to client's withdrawal, were the reasons ...

- Own reasons, nothing to do with ACC
- Client was not able to do the therapy needed or wanted
- Client did not want to go through further assessments
- Other (please comment below)
- N/A€

Other (please specify)

5. Clients Experiences of ACC Processes final

To finish this survey we would like you to answer two questions about the clients overall experience.

1. What was the client's experience of ACC's Triage Psychologist?

- ACC Triage made decisions timely
- Decisions were not made in acceptable time frame
(please comment below)

Comment

2. Please comment on the client's overall experience of the process!

3. Please comment on your (therapist) overall experience of this process

