

Sensitive Claims SMART Goals

Provider Forum

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He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.



Sensitive claim provider forums are a place to discuss the work you all do, to ask questions, and to share ideas.

Content is as accurate as we can make it but ultimately the presenters opinions and don't always represent ACC's official position on every matter discussed.



Where would you find them?

ACC8541 Wellbeing Plan

This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is planning their recovery from a covered mental health injury. This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is planning their recovery from a covered mental health injury. This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is planning their recovery from a covered mental health injury.

- the kiritaki has not previously had a Wellbeing Plan;
- the kiritaki has not previously had a Wellbeing Plan;
- the kiritaki is returning for treatment under a Wellbeing Plan.

Please refer to the Sensitive Claims Service Operational Guidelines available on our website: www.acc.co.nz/resources. Return the completed report to sensitiveclaimsreports@acc.co.nz.

1. Kiritaki details

Kiritaki name: Mary Smith

Date of birth: 17/09/2001

Contact details/safe contact where appropriate:

2. Current situation and impacts

The purpose of this section is to provide an understanding of the current situation and clinical presentation of the kiritaki, placing their treatment into the context of their current circumstances. The injury and non-injury situation for the kiritaki can cause psychological, emotional, and behavioural changes – which is important to understand.

ACC8534 Cover and Wellbeing Plan

This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is planning their recovery from a covered mental health injury.

ACC8535 Cover and Wellbeing Plan and young person

This report is for a kiritaki (client) who was aged 18 years or younger at the time of their injury. This report should be completed during the Cover and Wellbeing Plan process in collaboration with the kiritaki, an authorised representative, and the young person.

Please refer to the Sensitive Claims Service Operational Guidelines available on our website: www.acc.co.nz/resources. Return the completed report to sensitiveclaimsreports@acc.co.nz.

Part A: Kiritaki information

1. Kiritaki details

Kiritaki name:

Date of birth:

Contact details/safe contact where appropriate:

2. Consent to

Mary continues to experience comorbid anxiety and depression. She continues to experience difficulties with her work and social life. She continues to experience difficulties with her work and social life. She continues to experience difficulties with her work and social life.

ACC8542 Progress Report

This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is reporting on their progress since the Cover and Wellbeing Plan or Wellbeing Plan. This report should be completed by the Lead Service Provider in collaboration with the kiritaki (client) who is reporting on their progress since the Cover and Wellbeing Plan or Wellbeing Plan.

Please refer to the Sensitive Claims Service Operational Guidelines available on our website: www.acc.co.nz/resources. Return the completed report to sensitiveclaimsreports@acc.co.nz.

1. Kiritaki details

Kiritaki name:

Date of birth:

Contact details/safe contact where appropriate:

Claim number:

2. Current situation and impacts

The purpose of this section is to provide an understanding of the current situation and clinical presentation of the kiritaki, placing their treatment into the context of their current circumstances. The injury and non-injury situation for the kiritaki can cause psychological, emotional, and behavioural changes – which is important to understand.

Please focus on the changes that have occurred since the previous report was written. If there have been no changes, please note N/A.

a. Please describe any changes to the presentation of the kiritaki. This should include a description of changes in the intensity or frequency of the mental injury symptoms. Please provide a description of the current emotional, behavioural, and social functioning of the kiritaki, any vulnerability factors, eg socio-economic factors, disability, mental health factors, and any changes to their medication and overall health and wellbeing.

b. Please describe any changes for the kiritaki in their psychosocial stressors and any changes to their chronic illness, eg depression, anxiety, and any changes to their medication and overall health and wellbeing.

SMART

goals

SMART Goals were first conceptualised by George Doran (1981) as a frame of five criteria of an effective and efficiently accomplished work end-state.

- S**pecific
- M**easurable
- A**chievable
- R**elevant
- T**ime-bound



SMART Goals... The acronym...?

- S**imple, specific with a stretch, sensible, significant..?
- M**eaningful, motivating, manageable..?
- A**cceptable, achievable, attainable, agreed, assignable?
- R**eviewable, relative, realistic, results-oriented...?
- T**ime-focused, timely, time-specific, time-scaled, time-conscious, time-phased, time-limited, timed, toward you want, truthful.

SMART Goals for ACC Sensitive claims

Specific

Measurable

Action-Oriented

Realistic

Time-bound

SMART Goals

Specific

Is the goal specific?

- Is it clear what the goal is and how it relates to the kiritaki?
- Does it describe what the kiritaki will be able to do differently or better if they achieve the goal?
- Is the goal linked to the covered mental injury, or addressing a barrier to treatment?

SMART Goals

M measurable

Is the goal measurable?

- How will they measure change?
- Is an objective measure (e.g. scale or tool) provided?
- If an objective measure is not available or appropriate, has a subjective measure or kiritaki report been suggested instead?
- What is the expected frequency or reduction of the symptoms when treatment is completed for this goal?

SMART Goals

Action-Oriented

Are actions/ strategies/ techniques described that show how the goal will be achieved?

- Are there behavioural, communicative or cognitive steps outlined to achieve this goal? For example, what will the kiritaki do? Specific strategies such as follow safety plan to reduce self-harm, use mindfulness exercises, use identified Cognitive Behavioural Therapy (CBT) strategies.

SMART Goals

Realistic

Does the goal appear to be realistic for this kiritaki?

- Thinking critically, does the goal seem realistic when considering the pace, intensity, duration, resources and the personal context of the kiritaki?
- Are there barriers that need to be addressed first before working on this goal can begin?

SMART Goals

Time-bound

Is there a specific estimated timeframe for when the goal will be completed?

- Is the timeframe clear, e.g. 1 month, a range of no more than 6 months, or a clear ‘up to X months’?
- Is it clear whether the goals will be undertaken concurrently or sequentially?

ACC8541 Wellbeing Plan

Recovery goal 1

Goal description

How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?

Develop an understanding of trauma responses through psychoeducation on trauma across the first 4–6 sessions.

Mary will be able to understand the experiences she has regularly as responses to the trauma she has experienced which will hopefully facilitate self-validation whilst also providing a window of awareness to engage in more effective ways of coping particularly when highly distressed.

How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.

Psychoeducation on trauma responses, validating experiences, developing a joint formulation of her difficulties, practise skills learnt and problem solving barriers to their use.

How will progress towards this goal be measured?

Increased capacity to empathise with herself and link events and experiences across her week to the trauma explanations and formulation. This will be predominantly measured in their perceived capacity to do this during discussions about events but will also be tracked on a weekly diary card noting levels of distress and self rated self-validation each day.

Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?

Me, their Psychologist 6 hours

4- 6 sessions over 1-2 months

Recovery goal 2

...ance skills and emotion regulation skills

Recovery goal 2

Goal description

How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?

Develop distress tolerance skills and emotion regulation skills across the course of treatment but with a focus on acquisition in the first 6 months (26 weeks), and then ongoing generalisation after that.

Given Mary's difficulties with big emotions sometimes posing a risk to herself and affecting her capacity to work and relate to people, I would hope that developing greater distress tolerance will help her to get through moments of big emotion without making them worse perhaps retaining jobs and maintaining relationships more effectively. Whilst emotion regulation skills will help manage vulnerabilities like sleep difficulties and alcohol use to reduce the frequency and/or intensity of high emotionality.

How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.

Teaching distress tolerance and emotion regulation skills alongside interpersonal effectiveness and mindfulness skills in a group skills programs offered locally.
Reinforcing and applying (generalising to her environment) the skills taught in the group program through individual therapy

How will progress towards this goal be measured?

Discussion and diary card will be used to monitor the intensity and frequency of painful emotions and effective coping as well as ineffective strategies such as alcohol use.
The Difficulties with emotion Regulations (DERS) scale will be utilise to track effective and less effective ways of coping.

Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?

Emotion Skills Group

Me, their Psychologist 20 hours

26 week group over 6 months from next entry point to group.

ACC8541 Wellbeing Plan

Recovery goal 3

Goal description

How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?

Reduce the frequency and intensity of the trauma symptoms.

Without trauma symptoms Mary should be able to engage effectively in potential jobs or training experiences, her sleep would be better and not interrupted by nightmares, and she would have a more hopeful view of a life worth living.

How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.

Once the above goals have had some progress and the client has some behavioural stability, e.g. not engaging in any suicidal behaviour or alcohol use to try manage emotions for a couple of months, we will utilise Foa's prolonged exposure (PE) protocol for PTSD. This will likely take 3 months of weekly separate sessions.

How will progress towards this goal be measured?

Client's self report of trauma symptoms frequency and impact on dairy card PCL-5 & IES

Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?

Me, their Psychologist 18 hours

Anticipate 2-3 months of preparation and then 3 months of intensive treatment, followed by 3- 6 months of generalisation and maintenance.

Recovery goal 4

Recovery goal 3	
Goal description	Reduce the frequency and intensity of the trauma symptoms.
How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	<p>Without trauma symptoms Mary should be able to</p> <ul style="list-style-type: none"> • engage effectively in potential jobs/training • improve her sleep • Reduce nightmares • Develop more hopeful view of a life worth living.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	<p>Once goals 1 & 2 have had some progress and the client has some behavioural stability:</p> <ul style="list-style-type: none"> • Foa's prolonged exposure (PE) protocol for PTSD. • Active exposure in and out of session by client. • This will likely take 3 months of weekly separate sessions.
How will progress towards this goal be measured?	<ul style="list-style-type: none"> • Client's self report of trauma symptoms frequency and impact on dairy card • PCL-5 • IES
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	Me, their Psychologist, 18 hours over 3 months

Goal 4 ... of the trauma symptoms.

Online Resources

All of the sensitive claims resources and forms

<https://www.acc.co.nz/resources#/subcategory/372>

SMART Goal examples

<https://www.acc.co.nz/assets/provider/SCS-SMART-goal-examples.pdf>



**Ko te pae tawhiti whāia kia tata,
ko te pae tata whakmaua kia tīna**

**Seek the distant horizons, and
cherish those you attain**



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.