



Examples of SMART Goals

The examples provided in this document are meant to help you as you develop SMART goals for kiritaki (clients). SMART goals are included in the Cover and Wellbeing Plan and Wellbeing Plan for the Sensitive Claims Service. Goals in these plans should be specific, measurable, action-oriented, relevant, and timebound (SMART), focussing on the impacts of the covered injuries on kiritaki. More information is available on page 15 of the <https://www.acc.co.nz/assets/provider/Sensitive-Claims-Service-Report-Guidelines.pdf>.

We've provided three types of examples of SMART goals:

- exemplary (will be accepted by ACC recovery team)
- average (acceptance will be dependent on the quality of the other information provided in the report)
- doesn't meet report quality criteria (will be returned by ACC recovery team)

Exemplary examples

Recovery Goal 1	
Goal Description	Reduce PTSD symptoms as measured by a decrease in PCL-5 score from 58 to 30 or less within 30 weeks.
How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	It will promote improved mood and improved self-efficacy as well as reduce intrusive experiences that are currently causing distress. Many of <Kiritaki Name>'s somatic complaints are related to system activation, hyperarousal and continuous hypervigilance and therefore, reducing PTSD symptomology will promote a sense of claim and wellbeing.



How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	Engagement in weekly or fortnightly sessions of EMDR and prolonged exposure therapy. Complete between sessions exercises (bodywork) as assigned. Practice mindfulness and PRM exercises daily. Provide psychoeducation about PTSD and its treatment including trauma-related education around neurology. Teach and practice cognitive restructuring techniques.
How will progress towards this goal be measured?	Reduction of outcome data on PCL-5 and IES-R. Goal is to drop below clinical cut off (30).
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name>, Lead Provider, 20 hours to be completed within a 35-week period

Pros: It has a clear goal and meets all SMART criteria, has a baseline of kiritaki presentation to judge improvements against and a target to reach. It also specifies a duration (even if this ends up being an estimate) and the actions that will be taken to achieve the goal.

Cons: The language is clinical and may not be easily understood by non-clinical ACC recovery teams.

Recovery Goal 2	
Goal Description	Learn strategies to self-regulate strong emotions.
How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	The goal is for <Kiritaki Name> to improve her ability to manage anxiety and distress, resulting in a reduction of avoidance behaviours in social settings.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	<Kiritaki Name> will acquire skills to manage her emotions in various contexts, such as relaxation techniques, mindfulness practices, and methods to reduce arousal and associated anxiety. Through a combination of CBT and Acceptance and Commitment Therapy (ACT), <Kiritaki Name> will acquire tools to tackle these challenges.



How will progress towards this goal be measured?	Self-reports during sessions and psychometric testing (i.e. DASS21) “I would use strategies to regulate my emotions and remain engaged in the situation instead of leaving early. This would help me feel more positive about myself and with others during social interactions.”
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name> 18 months

Pros: It covers all SMART categories and specifies the approaches that will be used to drive the outcome, and specific measures of progress. A nice touch is the kiritaki quote about what she would like to be able to say as an outcome. Also, while the timeframe is long, it is specific.

Cons: It does not include a current Depression, Anxiety, and Stress Scale (DASS21) score, which would have provided an easy baseline to report progress against.

Average examples

Recovery Goal 3	
Goal Description	To provide a safe therapeutic space to talk about and process mental health difficulties as they arise for <Kiritaki Name>. To develop a therapeutic rapport.
How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	<Kiritaki Name> will feel safe to open up about her difficulties. She will feel that her issues are not dismissed and she will hopefully develop a template of safety and trust within the therapeutic relationship.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	- To provide consistent (weekly/fortnightly) therapy sessions – make session regular and consistent to develop sense of safety and predictability - To provide clear boundaries and expectations in therapy



	<ul style="list-style-type: none">- To meet <Kiritaki Name> where she is at and move at a pace that feels safe for her- Establish and maintain a therapeutic environment where <Kiritaki Name> feels safe to discuss her mental health challenges- Build trust and rapport through active listening and validation of experiences
How will progress towards this goal be measured?	<ul style="list-style-type: none">- Track <Kiritaki Name>'s comfort level in discussing difficult topics- Monitor engagement and openness in therapy sessions- Note frequency and depth of mental health discussions- Review progress and therapeutic relationship at 3-month intervals
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name> 6 months +

Pros: It provides a clear outcome for the goal, how progress will be measured and the steps to achieve the goal. It also explains why the goal is important.

Cons: The timeframe is too vague. A better timeframe would be a “6 months – initial estimate” or similar. This goal would be accepted if there are other relevant goals. However, if this was a goal after several years of therapy, it would not be acceptable and would be returned.

Recovery Goal 4	
Goal Description	<Kiritaki Name> will participate in sessions of psychoeducation around anger and anxiety management and mindfulness.



How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	<Kiritaki Name> will have increased ability to know when he is angry and be able to process his anger in healthy ways. <Kiritaki Name> will have more understanding of his protective behaviours of a fight response and how this is impacting his life.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	Therapy - Using Acceptance and Commitment Therapy mindfulness and grounding strategies and CBT. Explore in depth body base/emotional symptoms around reactions to events, and people.
How will progress towards this goal be measured?	The kiritaki will report an increased awareness of his anger and anxiety. He will have increased ability to process these emotions in healthy ways. The use of clinical judgment and observation of emotional regulation in session, with the administration of psychometrics.
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name> 1 year

Pros: It broadly meets all SMART goal criteria.

Cons: Each area in the goal is brief, making it harder to easily determine if the quality criteria has been met. Also, it does not specify which psychometrics will be used. If the information in the rest of the report was clear and detailed, this goal would be acceptable. If the rest of the report lacked detail, the report would be returned to provide clarity.

Doesn't meet criteria examples

Recovery Goal 5	
Goal Description	To keep developing self-esteem, self-confidence and self-compassion
How will the outcomes of this goal improve kiritaki functioning?	<Kiritaki Name> will identify the negative voices and will learn how to challenge 'negative words that have been spoken over her life'; the words



eg what will the kiritaki be able to do differently or better?	that fill her with self-doubt. She will learn how to confidently use self-soothing strategies (Grounding & Breathing techniques) when ‘the’ negative voices and intrusive dreams come through’ encouraging her to shift her mood from a negative state into a more positive one and have an optimistic view of her future. <Kiritaki Name> has had good ability to share her truths and story, she is beginning to understand, that she is the author of ‘her’ life and will determine what her life will ‘look like’ from here on in.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	I have found it beneficial to identify aspects in kiritaki lives to aid understanding and awareness. <Kiritaki Name> and I have already been working on this personal goal to identify her values, beliefs, and ‘the positive and negative voices’ that she has heard throughout the years; and which ones are presently guiding her thoughts today.
How will progress towards this goal be measured?	Myer’s & Briggs 16 Personality test will be completed, so she will have a clear understanding of her strengths and weaknesses. Knowing her potential and her weaknesses allows what we need to work on in our sessions. Through dialogue expressing understanding and positive change and through her wellbeing measures.
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name> over 12 months

Pros: The outcomes of the goal are stated clearly, and the techniques used are noted. Also, the timeframe is specific.

Cons: It is not clear how progress on the goal will be measured. The Myers Briggs test is a personality quiz rather than a clinical measure, the ‘wellbeing measures’ have not been specified, and it is not clear what is meant by ‘dialogue.’



Recovery Goal 6	
Goal Description	<Kiritaki Name> will begin trauma processing of the sexual assaults.
How will the outcomes of this goal improve kiritaki functioning? eg what will the kiritaki be able to do differently or better?	<Kiritaki Name> will be able to move forward from these events and build the life that she would like to live.
How will this goal be achieved? Specify the services needed and how they will be used to achieve the goal.	Talk therapy combined with trauma processing techniques such as Brainspotting and Mark Tyrell's Rewind Technique will be very effective for <Kiritaki Name> as she is very open to trying new things that may help in the long term. She will also continue with her mindfulness skills to back this up.
How will progress towards this goal be measured?	<Kiritaki Name> will no longer experience the symptoms of unprocessed trauma that have been part of her daily life for so long. I, and others around will notice a reduction in her anxiety symptoms (panic attacks, flashbacks, hypervigilance) and she will be less fearful of others. She will be more likely to engage in a positive and healthy way with those around her and start to make steps towards further education and employment.
Who will deliver the services to support this goal and what is the expected timeframe to achieve this goal?	<Lead Service Provider Name>, 12-24 months.

Pros: It includes examples of therapeutic techniques to support how the goal will be achieved.

Cons: The outcome is not clear. The measurement is based on observations from the lead provider and others and doesn't include any kiritaki self-reporting or measurement tools. Also, the timeframe is not specific enough.



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

What to expect if a report is returned due to your SMART goal:

When submitting your report, you should expect feedback from ACC that is specific and explains the reason why the SMART goal does not meet the quality criteria and has been returned. If this is not the type of feedback you receive, contact the recovery team member to request clarification.