

# Understanding ACC cover

*For physiotherapists and hand therapists*

## Facilitator's guide

### Context

This guide supports you - a senior physiotherapist or hand therapist – to facilitate the group discussion in ACC's module *Understanding ACC cover – Learning module - For physiotherapists and hand therapists*. We developed the module content and the discussion session format in response to feedback from physiotherapists and hand therapists nationwide. The session qualifies for professional development and is required by the ACC Physiotherapist and Hand Therapist Services contract. It is also a useful tool to help you consider if a client has an injury that ACC may cover.

### Facilitating the module

The learning module takes about an hour to complete. You will need to set up a group discussion at a convenient location for the participating practitioners.

On the day of the discussion:

- ensure everyone has a copy of the ACC module *Understanding ACC cover – Learning module – For physiotherapists and hand therapists*.
- tell the group that:
  - the aim of the session is to help them better understand if a client is likely to qualify for ACC support when their injury or symptoms are difficult to judge.
  - during the discussion they will individually read a module case study then work through the six questions together to consider if the client is likely or unlikely to be covered by ACC. There may not be time to discuss every case study.
- we recommend you visually display the module's six questions throughout the session.

### Tips for success

Position yourself as a 'contrarian' – a devil's advocate who questions the majority view in a tactful and non-confrontational way. Techniques to help you do this include:

- actively listen to each group member's view
- carefully point out the pros and cons of those views
- present alternative perspectives, not just taken-for-granted beliefs and practices
- ask the obvious questions (e.g. why is the injury not work-related?)
- encourage participants to explain their assumptions out loud.