

Project Overview

Recently ACC has been redesigning our Home and Community Support Service to provide a more holistic, client-centred, strengths based approach to support services. As part of the redesign, ACC wants to use better information to understand how our services are going.

Together, we've been working with our providers to explore new ways of collecting and using information to understand how our services are working for the people who receive them. While we have some ideas about how we could collect and use more meaningful information, we understand that the people who use the service can provide us with the best insights.

Background

ACC currently uses a series of tools to understand the outcomes our services are delivering. While these tools help us to understand aspects of the service, such as how many people complete their service in a year, we know that these don't tell us the whole picture.

With the redesign of the Home and Community Support Service, ACC has the opportunity to better understand the outcomes the service is delivering for clients. To do this, we have been investigating different ways of collecting and using information to understand what's working well for clients and what could be improved. For example, we've been investigating a series of ways we would collect information, such as via a client satisfaction survey, a quality of life questionnaire, and stories from clients and providers.

What do we want to do

We are committed to working with our clients to develop more meaningful ways of measuring our services. We've already spoken with providers of the service, and ACC staff, but we understand that the best way of developing client centred measures is to hear from the people that use the service.

We are now at the stage where we can speak with people who receive home and community services to understand their experiences and outcomes of our services, and help shape the way we measure the service. To do this, we are planning to hold a half-day workshop with clients. The workshop will be framed around three overarching questions:

- What information could we use to better understand client's experiences with home and community support service?
- What information is appropriate to collect?
- How could this information best be collected?

Next Steps

We're seeking 10-12 people who are currently using home and community support services to attend a half day workshop in Auckland. Specifically, we're seeking clients who:

- have used Home and Community Support Services for 6months or longer and;
- have a serious injury or non-serious injury.

Workshop details

| WHERE | WHEN | TIMES |
|---|--------------|------------|
| Human Experience Design Centre ACC 70 Plunket Avenue, Manukau Auckland 2140 | 07 June 2019 | 10am – 2pm |

As a say thank you, attendees of this workshop will be gifted a Koha of \$180.

If you, or within your network who meets the above criteria, would like to take part in this workshop, please provide their contact details to Karin.McKenzie@acc.co.nz by Friday 24 May 2019.