

ACPMH track record: client case study

Client: Transport Accident Commission, Victoria

The Transport Accident Commission (TAC) is a government insurer and world leader in reducing the road toll. TAC seeks the best possible health outcomes for people in transport accidents and has achieved this through improved policy, research, prevention and practices in transport from the accident scene, and in emergency treatment and rehabilitation.

Needs

TAC identified inconsistencies and variation in the mental health treatment being received by some claimants. This ranged from not enough, to inappropriate or unnecessary treatment.

Our response

First, two senior staff from the Australian Centre for Posttraumatic Mental Health joined the TAC medical panel for two years to gain a sound understanding of the issues that needed to be addressed to improve mental health outcomes for claimants. Then together with the TAC medical panel, our team:

- Provided education for all claims officers and psychology providers about the mental health effects of transport accidents, common mental health responses and the most effective treatments and approaches to rehabilitation
- Developed and trialled standardised assessment, treatment and review forms
- Developed a mental health website for psychologists to assist them to plan treatment and use outcome measures

Results

All TAC funded psychology providers now know how best to treat people following transport accidents, are required to document how they will do this and to measure the outcomes people achieve through treatment.

www.tac.vic.gov.au/jsp/content/NavigationController.do?areaID=22&tierID=1&navID=3C7F9A937F0000010127A6BC94621629&navLink=null&pageID=976