

NSW Government CTP Roundtable

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What helps injured people recover and how do they experience the CTP Scheme?

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The contributions of research colleagues are acknowledged

Help or hinder recovery?

- Many factors can help or hinder recovery
 - Some are obvious (for example severity of injury) and
 - Some are not (whether you are a resilient person)
- The compensation scheme can help or hinder recovery
- We have completed two studies of people with claims in the current NSW CTP Scheme
- We interviewed people over 2 years to see how they recover
- We asked people what influenced their recovery

How do people recover?

- In summary, a lot of people have time off work and many continue to report pain and limitations a long time after injury
- At eight weeks after injury
 - 1 in 4 have not returned to work
 - 45% report health is fair or poor
- At 12 months after injury
 - 30% report health is fair or poor

What helps recovery?

- a simple claims process
- clear, objective information and advice
- positive expectations for recovery
- supportive and well informed health professionals
- effective communication with insurer
- early return to usual activities
- family interest and support

What hinders recovery?

- complicated and adversarial processes
- lack of confidence about return to health
- severe pain
- severe disability
- delays in appropriate treatment
- prolonged claims process