

Diane Salter
Public Submissions
Review of Physiotherapy and ACC
Department of Labour
PO Box 3704
Wellington

17th April 2007

Dear Ms Salter

Please find attached my submission to the Review of Physiotherapy Services and ACC.

I am happy for my submission to be made public.

Introduction:

My name is Karen Sutton. I am an Physiotherapist and owner of several physiotherapy clinics in Auckland. I qualified as a Physio in 1981. I then worked in various places before working for an AFL club in Australia. Upon return to NZ I started my own clinics.

I have worked with various international, national and local organisations including NZ Women's Soccer, Manu Samoa Rugby, Tall Ferns, Auckland Stars Basketball, NZ Breakers, and Americas Cup Syndicates and so on.

I am a member of the NZSP, APPPA and Physiotherapy NZ Trust.

I have been diligent, respectful and law abiding in my entire endeavour's which in no small part has led to my success in the Physiotherapy sector.

In general terms my dealing with ACC via my eight physiotherapy practices has been good. The incident I which to draw attention to this submission at the time seemed innocuous. However in light of subsequent events and the fact that other executive members of APPPA where randomly audited / fraud investigated around this time I have decided to send a submission in to add my perspective to the second round of submissions.

I would like to put forward a submission relating to the way ACC endeavoured to investigate one of my practices.

"Random Investigation":

Several years ago ACC phoned to make an appointment with the Clinic Manager of Kohimarama Physio Clinic in Auckland. Our Manager was told this was a friendly informal meeting to discuss our relationship with ACC.

On the morning of the scheduled meeting our Clinic Manager was sick and as a result our Office Manager called me to come and fill in for her rather than cancel the meeting. To my surprise I recognized the "ACC" employee. On further discussion I realised that Mr Paul Barraclough was indeed the same Paul Barraclough whom I knew was an ex-policeman. I have nothing personally against Paul Barraclough and in fact our supposed meeting went well as I immediately realized that ACC would hardly send a very well qualified policeman and SAS trained officer for a nice chat about our relationship with ACC. I also knew that the corporation had only recently appointed relationship managers to conduct informal "friendly" meetings.

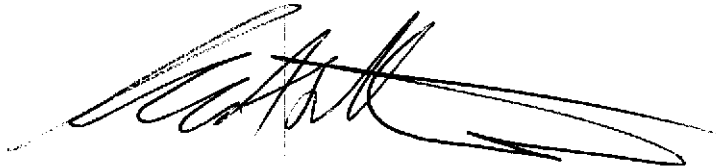
I am deeply disappointed at ACC's attempt to mislead us when it was obvious that this was a poor attempt at disguising a Fraud Investigation / Probe. Clearly Mr Barraclough was working for Risk and Assurance division of the corporation.

Needless to say Mr Barraclough could find no further reason to pursue any further investigation and actually advised me that there were areas in which we were undercharging ACC.

Review of the way in which Physiotherapy Services are funded & Accredited by ACC:

I intend to be present at the oral submissions in May to show my support for the profession but more specifically I wish to express my full support of the Physiotherapy NZ Trust's submissions.

Kind regards



Karen Sutton
Director
Kohimarama Physio
(Physio Rehab Group)