

24 June 2020

Paul White

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Tēnā koe Paul

Your Official Information Act request, reference: GOV-005054

Thank you for your email of 26 May 2020, asking for the following information under the Official Information Act 1982 (the Act):

Please provide a copy of the current Delegations Manual used in Case Management.

Delegations Manuals used for Case and Claims Management

Please find attached two documents. The Pre-Next Generation Case Management (BAU) Case and Claims Management Delegation Schedules sets out who can complete what actions on claims. The Next Generation Case Management (NGCM) Delegation Schedule is used by ACC's new Client Service Delivery teams.

NGCM is a relatively new approach to case management, where ACC engages with clients in ways that add the most value to their recovery. NGCM is delivered through a variety of different client streams. Clients are placed in the appropriate stream and may be moved between streams as the complexity of their claims change and they need more or less assistance.

When using their delegated authority, ACC staff are expected to comply with ACC's legislation and Code of Conduct, as well as ACC's policies and processes. Various policies and processes, which are available to staff on ACC's intranet, may apply depending on what decision staff are making.

How to contact us

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services

Government Engagement & Support