



20 March 2023

Anthony Jordan

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Kia ora Anthony

Your Official Information Act request, reference: GOV-023602

Thank you for your email of 28 February 2023, asking for the following information under the Official Information Act 1982:

1. *Process the ACC uses to assess potential staff suitable for the position they are intending to fill*
2. *Process the ACC uses to follow through overseeing quality to ensure staff are fulfilling their obligations*
3. *Process the ACC uses to correct Staff where they are lacking Quality and Ability in their employed Position*

Please find the relevant ACC processes attached as an appendix

This includes:

- Disciplinary procedure
- Discipline Policy
- Performance Improvement Policy
- Recruitment, Appointment and Engagement Policy
- Remuneration and Performance Policy
- Supporting Performance Plan

Recruiting and assessing performance of staff (questions 1 and 2)

Our Recruitment, Appointment and Engagement Policy applies when ACC is assessing candidates for vacant positions. The Remuneration and Performance Policy provides the basis for assessing how our staff are performing in their roles.

If staff are not meeting performance expectations (question 3)

If a staff member is not meeting the requirements of their role, they may be required to undergo a supporting performance plan. This process involves defining the concerns around the staff member's performance, discussing these concerns with them, and creating a plan to address them. A supporting performance plan does not need to follow a template, but we have attached a suggested guide.

If this process does not address the performance concerns, the Performance Improvement Policy then applies. If their performance does not improve through the performance improvement process, then ACC may be required to take disciplinary action (with reference to its Discipline Policy and Disciplinary procedure).

Please note we have not included staff names in the attached documents as these are considered outside of the scope of your request.

As this information may be of interest to other members of the public

ACC may decide to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch
You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



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