

Your DELETE ONE claim/ACC number is DELETE ONE
[Claim number auto] [Insert ACC number]

[Date auto]

[Client Title Auto] [Client First Name Auto] [Client
 Last Name Auto]
 [Address Line 1 Auto]
 [Address Line 2 Auto]
 [Suburb Auto]
 [Town Or City Auto] [Post Code Auto]

Kia Ora [Client first name Auto]

Supporting Effective Communication – Warning

Effective communication is essential to enable us to support clients. If your communication or behaviour with us raises concerns for ACC's ability to manage resources fairly, or the health and safety of our staff, it is no longer considered appropriate.

On <date / date range> your <describe communication/behaviour> was considered <explain why it was inappropriate>. This behaviour or communication has had an impact on ACC by <CHOOSE ONE: affecting the wellbeing of our staff / affecting our ability to support other clients / preventing ACC from having reasonable conversations about how we can support you>. We ask that in the future, your communication with ACC <insert request for future communication or behaviour be reasonable in frequency, duration, and manner>.

What happens next?

We ask that you consider this letter carefully, as future instances of communication or behaviour that is deemed inappropriate or unreasonable could result in a communication restriction being put in place. This could include limiting how or when you are able to communicate with us.

More information about this can be found in the ACC *Supporting Effective Communication* policy which can be found on our website.

If you have any questions or would like to talk to us about this letter, please get in touch using the contact details below.

Yours sincerely

[Current user name auto]
[Current user job title auto]
 Telephone: [Insert telephone number]

Your DELETE ONE claim/ACC number is DELETE ONE
[Claim number auto] [Insert ACC number]

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Kia Ora [Client first name Auto]

Supporting Effective Communication – Warning Two

Effective communication is essential to enable us to support clients. If your communication or behaviour with us raises concerns for ACC's ability to manage resources fairly, or the health and safety of our staff, it is no longer considered appropriate.

As we have already advised you on <insert date>, your communication or behaviour with ACC was inappropriate and we asked for this to change.

Unfortunately, ACC have not identified a change in your communication and behaviour. On <date / date range> your <describe communication/behaviour> was considered <explain why it was inappropriate>. This behaviour or communication has had an impact on ACC by <CHOOSE ONE: affecting the wellbeing of our staff / affecting our ability to support other clients / preventing ACC from having reasonable conversations about how we can support you>. We ask that in the future, your communication with us <insert request for future communication or behaviour be reasonable in frequency, duration, and manner>.

What happens next?

We ask that you consider this letter carefully, as future instances of communication or behaviour that is deemed inappropriate or unreasonable could result in a communications restriction being put in place. This could include limiting how or when you are able to communicate with us.

More information about this can be found in the ACC *Supporting Effective Communication* policy which can be found on our website.

If you have any questions or would like to talk to us about this letter, please get in touch using the contact details below.

Yours sincerely

[Current user name auto]

[Current user job title auto]

Telephone: [Insert telephone number]

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Your DELETE ONE claim/ACC number is DELETE ONE
[Claim number auto] [Insert ACC number]

[Date auto]

[Client Title Auto] [Client First Name Auto] [Client
 Last Name Auto]
 [Address Line 1 Auto]
 [Address Line 2 Auto]
 [Suburb Auto]
 [Town Or City Auto] [Post Code Auto]

Kia Ora [Client first name Auto]

Supporting Effective Communication – Restriction

Effective communication is essential to enable us to support clients. Your communication or behaviour continues to raise concerns for ACC's ability to manage resources fairly or the health safety of our staff, therefore this letter serves as a notification that you have been placed on a communication restriction with ACC.

On <insert date> and <insert date>, we wrote to you to let you know that your communication or behaviour with ACC was not considered appropriate and we asked for a change.

Unfortunately, ACC have not identified a change in your communication and behaviour. On <date / date range> your <describe communication/behaviour> was considered <explain why it was inappropriate>.

Communication Restrictions

The details of the communication <restriction/restrictions> <is/are> as follows:

<INSERT AS MANY OR AS FEW OF THE BELOW AS REQUIRED>

[WHEN THE CLIENT CAN HAVE CONTACT]

[OPTION 1] Correspondence with you will be on a <contact day>. If I am unavailable, another staff member will attempt to action any urgent matters. **[OPTION 1 END]**

[WHAT THE CLIENT CAN RAISE]

[OPTION 1] As you have consistently raised topics unrelated to the claim, specifically <insert raised irrelevant/inappropriate topic>. Only claim related correspondence will be replied to.

[OPTION 1 END]

[OPTION 2] Due to the excessive amount of personal information requests received by you and it being impractical for ACC to respond to each individual request, ACC will provide a file copy every <insert frequency>. **[OPTION 2 END]**

[WHO THE CLIENT CAN CONTACT - only applies to clients on email re-directions]

[OPTION 1] All correspondence with ACC will be re-directed to your <Insert person eg Recovery member title>, so that one person across ACC can coordinate a response to you. The <insert

person, eg Recovery member title> currently managing your claim will remain in place for the foreseeable future. **[OPTION 1 END]**

[HOW THE CLIENT CAN MAKE CONTACT]

[OPTION 1] Due to the inappropriate manner of your communication, all further correspondence will be by <DELETE ONE - written communication/phone> only, any <DELETE ONE - emails received from you will be filed away/calls received by you will be terminated>. This will ensure that everything is communicated clearly and efficiently. **[OPTION1 END]**

[WHERE THE CLIENT CAN MAKE CONTACT]

[OPTION 1] Due to the inappropriate manner of your communication and behaviour all further communication will now take place <insert where>. **[OPTION 1 END]**

Anything <that your Recovery Partner/ACC> considers requires an urgent response, will be responded to accordingly.

This plan and the listed <restriction/restrictions>, will remain in place until there is an improvement in your communication or behaviour. It will be reviewed every six months at a minimum to see whether the communication and behaviour has changed and to ensure the plan and restrictions remain appropriate. You will be advised of any changes made to the plan.

This applies to all claims related communication with ACC, including the management of any disputes.

ACC may disclose to third parties that this plan is in place (if the plan impacts or delays our communication with them).

What happens next?

More information about this can be found in the ACC *Supporting Effective Communication* policy which can be found on our website.

If you have any questions or would like to talk to us about this letter, please get in touch using the contact details below.

Yours sincerely

[Current user name auto]

[Current user job title auto]

Telephone: [Insert telephone number]