

02 June 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-025124

Thank you for your email of 18 May 2023, to Review Specialist [REDACTED] asking for the following information:

...a copy of...delegations as a Review Specialist within ACC, ...a document confirming my delegation that has been signed ideally by the Chief Executive Officer.

Due to the nature of your request, it was transferred to my team for response under the Official Information Act 1982 (the Act).

ACC's corporate delegations define who can make certain decisions for ACC

In a Crown Entity such as ACC, the Board has overall responsibility for the decisions of the organisation. In accordance with section 73 of the Crown Entities Act 2004, the ACC Board has delegated all the powers and functions necessary to ensure the effective day-to-day management of ACC to the Chief Executive.

ACC's Chief Executive has sub-delegated many of those responsibilities to other people within the organisation. Delegated authority is specific to a position, such as a Review Specialist. For further information on this, please refer to ACC's Board Governance Manual, here:

www.acc.co.nz/assets/corporate-documents/board-governance-manual.pdf.

Appendix 1 contains documents relevant to your request

The appendix contains the position description for a Review Specialist, in addition to the approved corporate delegations applicable to this role.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag
Acting Manager Official Information Act Services
Government Engagement

Review Specialist

ACC

PREVENTION. CARE. RECOVERY.

Te Kaporeihana Awhina Hunga Whara



Our vision is to create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

At ACC, we recognise that diversity, inclusion and accessibility is important to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals.

Our culture enables us to create an environment of involvement, respect and connection with the communities where we work - benefitting individual employees and all our clients across New Zealand.

Position Purpose

The Review Specialist is responsible for managing the end to end dispute resolution process when customers disagree with a decision made by ACC. This includes early dispute resolution and representation at review hearings.

Review Specialists use their expertise in understanding complex clinical and technical information, to critically evaluate the decision issued by ACC as per legislative and internal processes. This involves engagement with decision makers across all areas of ACC including Cover, treatment, rehabilitation, entitlements, compensation and payments, Technical and Clinical.

Review Specialists are responsible for identifying the issues disputed and working with external and internal customers to negotiate a resolution that is appropriate for all parties while factoring in relevant legislation and internal processes. Review Specialists engage effectively with the customer to understand the issues and look for resolution.

Where early resolution cannot be reached, ACC Review specialists are responsible for presenting and representing ACC with external Review Providers to a high standard in Conciliation and Review hearings.

Key Accountabilities and Outcomes

- Objectively evaluate all information across all functions of ACC including cover, treatment, rehabilitation, entitlements, compensation and payments to either support or challenge the original decision considering relevant regulations, legislation, Caselaw and ACC operational policy.
- Identify appropriate resolution opportunities after completing an assessment of the issue and thorough risk analysis.
- Deliver an exceptional customer service for a caseload of customers, through listening to understand and providing communication at a level that delivers on or exceeds customer expectations.
- Work collaboratively with decision makers to determine when further information is required during the reconsideration process and co-ordinate the obtaining of this additional information.
- Determine when Alternative Disputes Resolution may be appropriate and represent ACC in the Alternative Disputes process as required.

- Maintain knowledge of recent Review and Court outcomes along with any changes to operational policy as a result of case law.
- Where resolution cannot be reached internally,
 - participate in case conferences with the external Reviewer, customer & their legal representative if appointed;
 - prepare high quality written submissions outlining the basis of the decision at review, referencing ACC legislation and relevant Case Law;
 - represent ACC in Review Hearings
- Ensure that customers, decision makers and other stakeholders are kept fully informed of the process, timelines and any outcomes.
- Proactively work to improve frontline decision making and highlight trends by providing feedback to decision makers and those who have provided decision guidance where appropriate.
- Identify reviewer directions and timeframes, notifying appropriate decision makers and implementing directions where required.
- Take the opportunity when providing advice to provide education and coaching to decision makers to reduce the likelihood of ACC receiving review applications in the future.
- Identify & feedback areas of opportunity for improvement across ACC in how we work and deliver information to our clients, to improve trust and confidence in ACC by everyday New Zealander's

Key Working Relationships

Internal:

- Client Service Delivery
- Business Service Delivery
- Operations Services
- Legal Services

External:

- Clients and their support network
- Accredited Employers
- Reviewer Services
- Client Advocates and Legal representatives
- Other government or private agencies

ACC Behaviours



Accountable: He tangata pono

I make considered decisions; I'm responsible for my actions, and I take practical steps to overcome challenges.



Inclusive: He tangata kotihanga

I encourage others; I respect different perspectives; I collaborate and make it easy for ideas to be shared.



Curious: He tangata mahira

I am open to new ideas; I welcome feedback and seek opportunities to improve.



Customer focused: He tangata aro kiritaki

I enable my customers to achieve the right outcomes by being responsive, clear and transparent.

Essential Experience and Qualifications

- Tertiary qualification in a relevant discipline or equivalent work experience.
- Proven ability to interpret and critically evaluate appropriate information to identify appropriate pathways.
- Ability to understand, interpret and apply policy and legislation as well as explain it in plain English.
- Exceptional interpersonal skills, particularly in relation to negotiating with customers and getting to the core of issues.
- Proven conflict resolution and problem solving skills.
- Proven ability to build rapport and trust when working in partnership with internal and external customers
- Extensive Ability to communicate effectively in writing, and in conveying decision rationale when presenting information to others.
- Sensitivity to issues related to equity, people with disabilities, and cultural and social needs and incorporate this in verbal and written communication.
- Proven ability to effectively manage varied workloads to meet service levels.
- Working knowledge of ACC and its subsidiaries and the legislative and regulatory environment governing the Corporation's activities.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

CASE & CLAIMS MANAGEMENT FEATURES DELEGATIONS

How To Use This Schedule

- A tick confirms that role has the delegated decision-making authority. If guidance is indicated the guidance section will confirm who to seek guidance from. Note, if guidance is required, then this is mandatory. In cases where it is not noted that guidance is required, you can/should still seek guidance if required. Use seek internal guidance process in Promapp
- If (if required) is noted then refer to relevant Promapp process
- Unless specified ALL delegations are GST exclusive

Resolution Services

FEATURES	ACTIONS	Review		Other		
		Review Specialist	Senior Review Specialist	Other Role specified below		
L. SOCIAL REHABILITATION	L.1 Assessments	a	Approve social rehabilitation assessments	X	X	X
		b	Approve Clinical Psychiatric Assessments / Treatments	X	X	X
		c	Approve Neuropsychology Assessments	X	X	X
		d	Approve Spinal Cord Injury reassessment Services	X	X	X
	L.2 Aids and Appliances (including Equipment, Medical Consumables, Orthoses, Assistive Technology)	a	Purchase aides and appliances and medical consumables and Assistive Technology (including repairs)	X	X	X
		b	Powerchairs and complex seating	X	X	X
		c	Requests for high cost / hobby-related / out of the ordinary equipment. E.g. hand cycles, sports wheelchairs and all-terrain powerchairs	X	X	X
		d	Contribution to increased electricity costs	X	X	X
		e	Approve or decline Orthoses (primary and replacement; Contracted and Non-contracted)	X	X	X
	L.3 Alcohol and Drug Services		Approve alcohol and drug services	X	X	X

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Resolution Services

FEATURES

ACTIONS

		Review		Other	
		Review Specialist	Senior Review Specialist	Other Role specified below	
L.4	Artificial Limbs	a	Approve or decline artificial limbs, including primary, replacement or repairs	X X X	
		b	New to market products	X X X	
	L.5	Audiology	a	Approve assessments and reports. Includes non-contracted purchasing of assessments where there is no contracted provider available locally	X X X
			b	Approve Audiology services and Hearing Aids	X X X
	L.6	Services for the Blind	a	Approve or decline services for the blind	X X X
			b	Approve clothing for social rehabilitation	X X X
	L.7	Clothing for Social Rehabilitation	a	Approve or decline concussion service	X X X
			b	Approve non-attendance	X X X
	L.8	Concussion Service - note: Clinical approval is not required for stage 1 or 2 services	a	Approve education support assessments	X X X
			b	Approve education support	X X X
	L.9	Education Support	a	Approve education support assessments	X X X
			b	Approve education support	X X X

NB: Education support for a Child or Adolescent that has not had a Support Needs Assessment or Education Based Assessment must seek guidance

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Resolution Services

FEATURES

ACTIONS

Review

Other

Review Specialist

Senior Review Specialist

Other Role specified below

L.10 Extended Discretion

Approve extended discretion entitlements
Provisions affected:
Attendant care to a client who is overseas
Aids and Appliances
Home help
Child care
Transport for Independence

X

X

X

L.11 Housing Modifications

a

Agreement to housing modifications

X

X

X

b

Approve costs associated with admin, design, project mgmt. and specialist fees - e.g. engineering

X

X

X

c

Approve housing modifications (from 01/02/2022, first two **minor** modifications per claim are managed by suppliers

X

X

X

Repairs and Maintenance to home modifications
Extended discretion Policy applies

X

X

X

d

Approve alternative accommodation; including temporary accommodation post discharge

X

X

X

L.12 Home and Community Support Services (including contracted, non-contracted and private)

NB: Use L.12.a when there is an assessment with FIM/SCI guidelines - or for extensions when there have been no change following the same assessment and approval

If there has not been an assessment using FIM or SCI guidelines then L.12.d-h apply

a

Care hours are within the FIM guidelines or Spinal Cord injury guidelines (if these guidelines have been used in the assessment), or not required where the advice is expected, and there is clear evidence of planned actions, interventions and closing the loop practice to bring support within guidelines

X

X

X

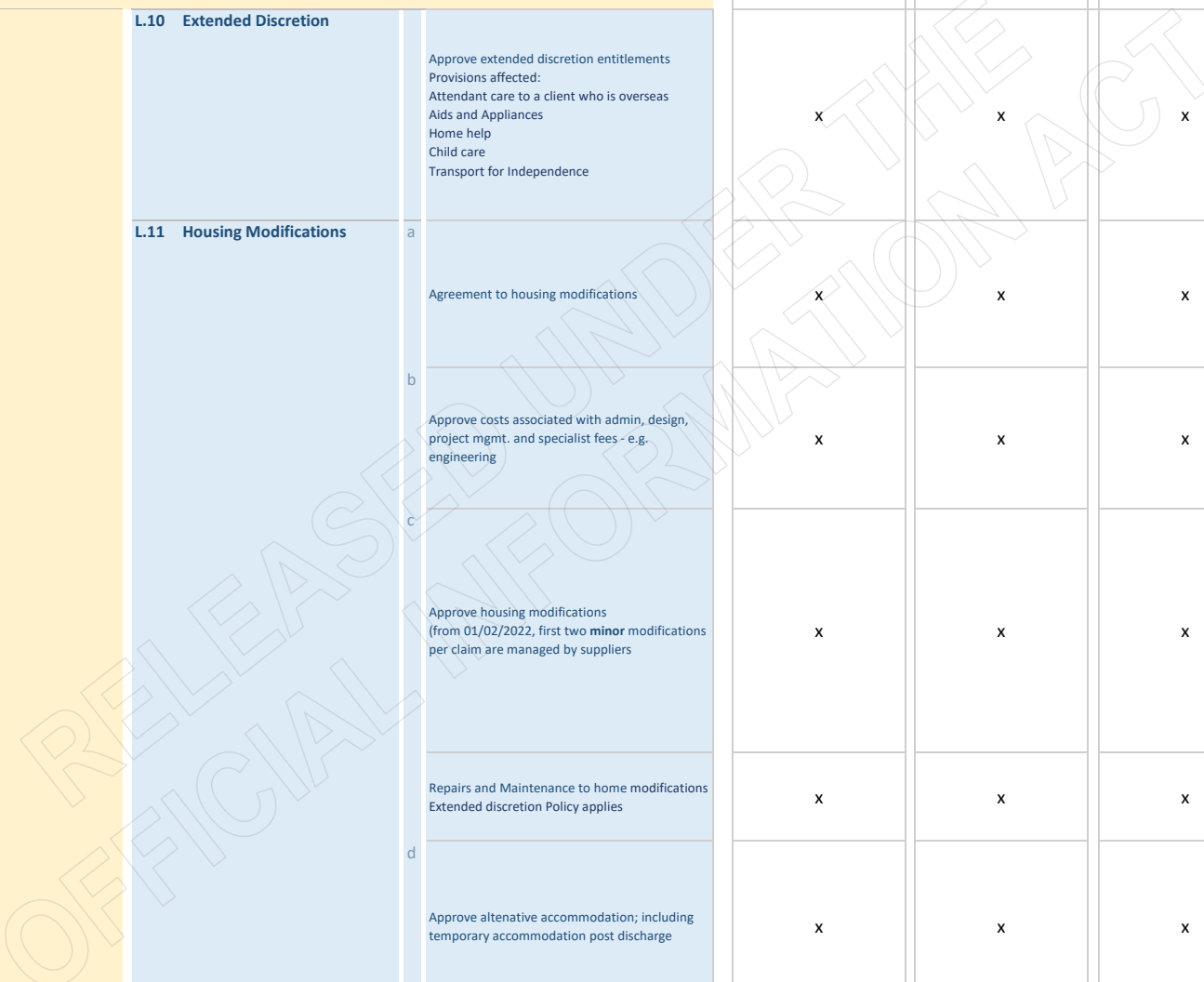
b

For claims for children or adolescents where:
* an increase/decrease to a child's attendant care support package of 7 hours a week or more
* Recommendations of 4 hours, or more, attendant care per day for a child
* Recommendation for overnight support (active nights, intermittent night support or sleepover)

X

X

X



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FEATURES ACTIONS

<p>For claims for Children and Adolescent please only use line L.12.b</p>	c	Higher hourly rates for non-contracted agency and private caregivers
	d	Home help; child care; Level 1 Attendant care For L1 attendant care for children and Adolescent only use line L.12.b
	e	Oversight Supervision by family For claims for children and Adolescent only use line L.12.b
	f	Delivered Meal Service
	g	Nursing services
	h	Attendant care by family - intermitant night support (level 1 attendant care) For claims for children and Adolescent only use line L.12.b
	j	Level 2 Attendant care For claims for children and Adolescent only use line L.12.b
	k	Sleepover care For claims for children and Adolescent only use line L.12.b
	l	Case conference

Resolution Services

Review		Other
Review Specialist	Senior Review Specialist	Other Role specified below
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X



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Resolution Services

FEATURES

ACTIONS

Review

Other

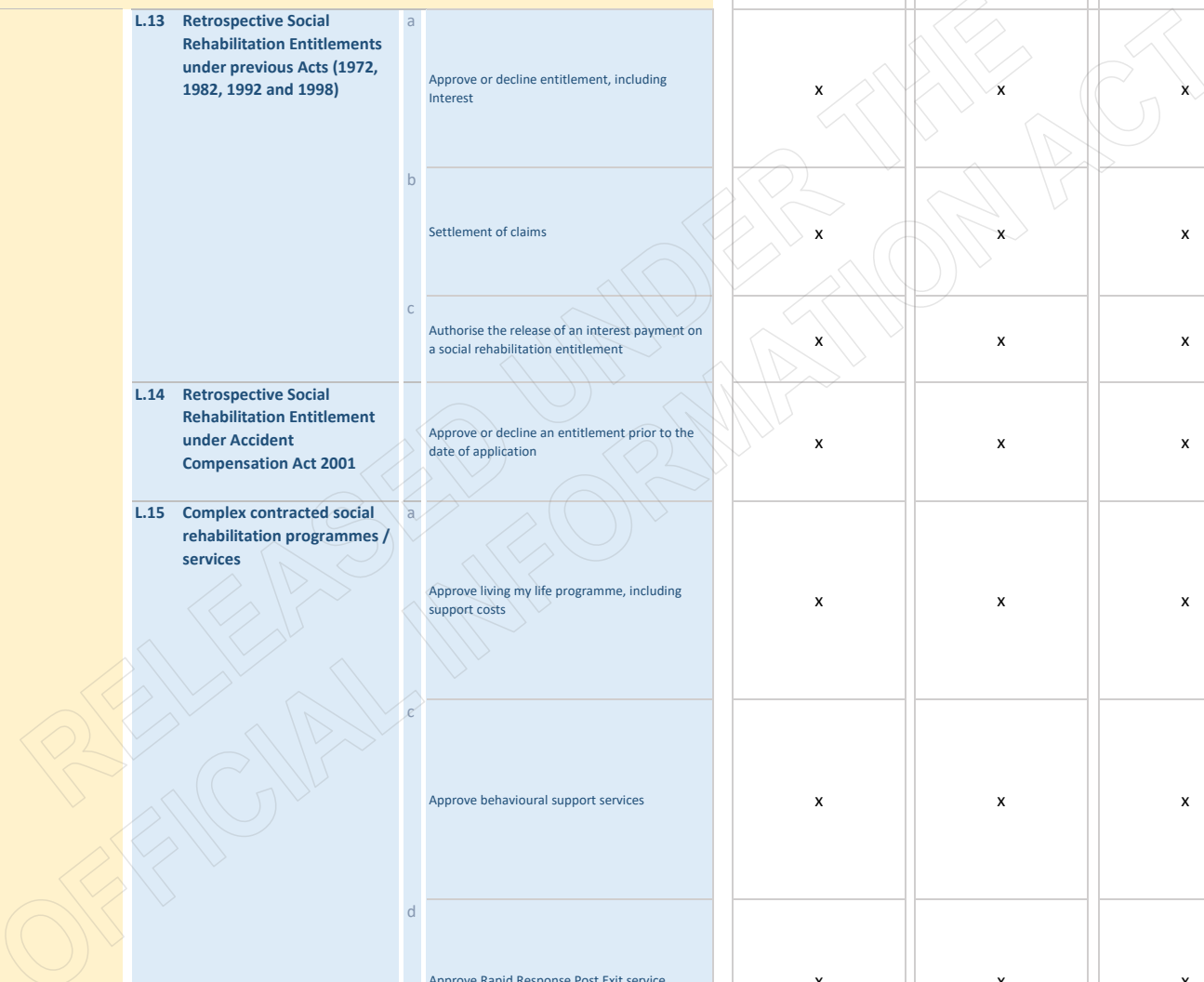
Review Specialist

Senior Review Specialist

Other Role specified below

L.13 Retrospective Social Rehabilitation Entitlements under previous Acts (1972, 1982, 1992 and 1998)	a	Approve or decline entitlement, including Interest	
	b	Settlement of claims	
	c	Authorise the release of an interest payment on a social rehabilitation entitlement	
	L.14 Retrospective Social Rehabilitation Entitlement under Accident Compensation Act 2001		Approve or decline an entitlement prior to the date of application
	L.15 Complex contracted social rehabilitation programmes / services	a	Approve living my life programme, including support costs
		c	Approve behavioural support services
		d	Approve Rapid Response Post Exit service
		L.16 Inpatient Rehabilitation Services	a
	b		Approve TBI residential rehabilitation

X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X



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FEATURES	ACTIONS
	<p>c</p> <p>Approve Spinal Cord Injury Active Rehabilitation</p> <hr/> <p>d</p> <p>Approve active rehabilitation crisis care</p> <hr/> <p>e</p> <p>Approve residential rehabilitation support / care</p> <p>NB: Interim Residential Support with a non-contracted provider does not required Technical Guidance</p> <hr/> <p>Residential rehabilitation services for sensitive claims</p> <hr/> <p>f</p> <p>Approve palliative care - both inpatient and community</p> <hr/> <p>g</p> <p>Approve costs of temporary accomodation post discharge</p> <hr/> <p>h</p> <p>Funding for Elderly Victims of Crime (EVOC) Services</p> <hr/> <p>L.17 Training for Independence</p> <p>a</p> <p>Approve or decline cost of Training for Independence. Excludes provider travel</p> <hr/> <p>b</p> <p>Approve Training for Independence Advisory Service</p> <hr/> <p>L.18 Transport for Independence / Motor Vehicles</p> <p>a</p> <p>Approve driving lessons</p>

Resolution Services		
Review		Other
Review Specialist	Senior Review Specialist	Other Role specified below
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X



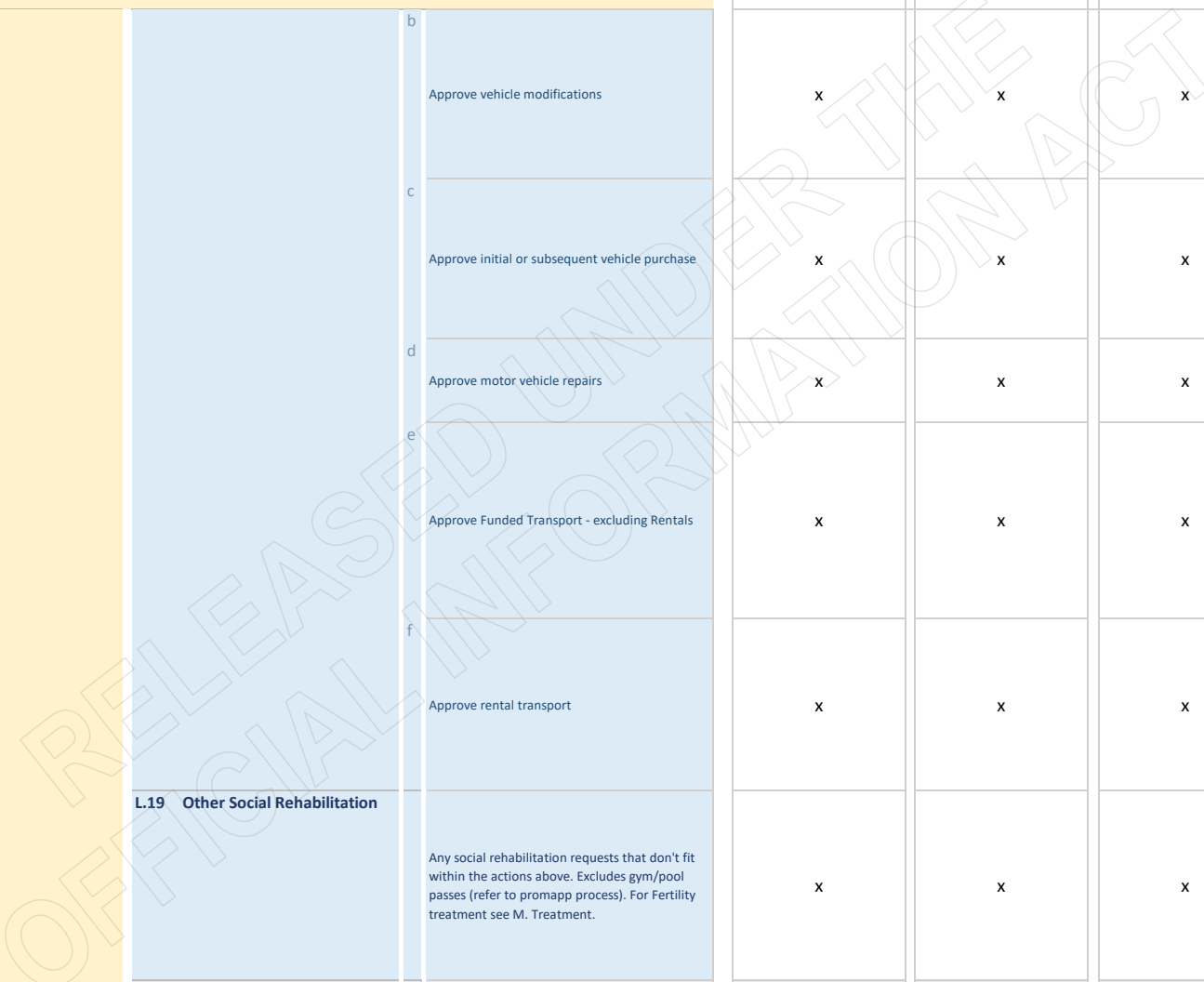
CASE & CLAIMS MANAGEMENT FEATURES
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FEATURES	ACTIONS
	<p>b</p> <p>Approve vehicle modifications</p>
	<p>c</p> <p>Approve initial or subsequent vehicle purchase</p>
	<p>d</p> <p>Approve motor vehicle repairs</p>
	<p>e</p> <p>Approve Funded Transport - excluding Rentals</p>
	<p>f</p> <p>Approve rental transport</p>
L.19 Other Social Rehabilitation	Any social rehabilitation requests that don't fit within the actions above. Excludes gym/pool passes (refer to promapp process). For Fertility treatment see M. Treatment.
L.20 Branch Intervention Payments	Use of service code BINTV01 - to support clients to achieve rehabilitation goals The maximum amount payable is \$500 (excluding GST) per claim. There is no higher delegation

Resolution Services		
Review		Other
Review Specialist	Senior Review Specialist	Other Role specified below
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
X	X	X
✓ up to \$500	✓ up to \$500	✓ Resolution Manager up to \$500



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- **Consultation** means there must be a documented consultation between final decision making authority and the other described party. All practicable efforts should be made to achieve an agreed decision. In the event agreement cannot be reached, the final decision rests with the decision-making authority and there should be clear documentation of that person's rationale.

- Unless specified ALL delegations are GST exclusive

Resolution Services

FEATURES	ACTIONS		Review		
			Review Specialist	Senior Review Specialist	
H. DISPUTE RESOLUTION, REVIEW AND APPEAL	H.1 Alternative Dispute Resolution	a	Purchase service from external party	✓	✓
		b	Award costs as per review regulations for alternative dispute resolution	✓	✓
	H.2 Dispute Resolution and Reviews	a	Management of Dispute Resolution and Review applications, including the delegation to revoke, make new decision and request area to issue the decision, following consultation with the decision maker	✓	✓
		b	Resolution agreement of disputes and review applications	✓ up to \$2,000	✓ up to \$5,000
		c	Accept or decline late lodged review application relating to 1972 or 1982 Act decisions	X	✓
	H.3 Appeals	a	Statutory appeals at District Court	X	X
		b	Statutory appeals at High Court and Court of Appeal	X	X