



17 October 2023

Kia ora

Your Official Information Act request, reference: GOV-027853

Thank you for your request of 19 September 2023, asking for the following information under the Official Information Act 1982 (the Act).

I request all policies, manuals, processes, guidelines, instruction documents, or any other document which describes what happens to claims and who has access to claims after (1) ACC has declined cover, (2) a claimant has requested a review of a decision to either decline cover, or not issue a deemed cover decision pursuant to section 58 of the Act, or (3) a claimant has started proceedings to appeal a decision by reviewers. When I specify who, I do not mean any particular named individual, but the roles of staff at ACC (e.g., claim assessor, recovery administrator, legal advisor, etc.). Can I ask what claim ownership means?

I request to know how and when ACC employees obtain authorization (from the claimant and the agency) to access claimant files. Does access to a claimant party file or specific claim file require a transfer of the party file or transfer of the claim file ownership, which is documented in the EOS task section. Can only one ACC employee access a claimant's party file (or claim file) at any given time: in other words, is access to a claimant's party file (and claim files) restricted to a single user at any given time? Must an ACC employee first request the claim ownership be transferred to them prior to access? Or can claims be accessed at any time by any person without any failsafe?

I request information (policies, processes, manuals, guidelines, etc) on how ACC documents that the access to claimant files is authorized by either the claimant or the agency, to mitigate against "snooping" by ACC employees. I request information as to where this information is held, and how the authorized access is documented in the claimants' party file and specific claim files.

I request information (policies, processes, manuals, guidelines, etc) on how ACC documents all internal communications regarding a claimant, including the internal communications with technical staff like the privacy team and legal counsel.

I request information (policies, processes, manuals, guidelines, etc) regarding the documentation by ACC employees for the reasons of access to claimant's files, or transfer of the files or claim ownership. How is authorized access monitored? I request documentation on how ACC maintains claimant information in a manner that protects against access by ACC employees without the claimants informed consent, or specific authorization provided by the agency.

All information provided to us by clients and providers is handled with care and respect

How we collect, secure, use and share information is governed by the Privacy Act 2020 and the Health Information Privacy Code 2020. Client information is held in files on our case management system, Eos. Each client file contains information such as the client's name, contact details, payment details, claim notes, reports, and medical records.

Eos restricts access to certain types of information

Each claim file is divided into tabs, or compartments, so contact information and payments, for example, are in different parts of the file to reports and medical records relating to the client's injury. When staff need to access a file, they only work in the tabs that hold the information they need to see to complete their task.

Access to claim files is restricted to a role, rather than to individuals

For some types of claims where there is not an assigned case owner, individual tasks are completed by a team of people (Assisted Recovery). While many staff could, in theory, access claims, they will only do so if they have been allocated a task or are a case owner. Access is the ability of an ACC staff member to view a claim file (or part of a claim file), which is available to staff if it is appropriate to their role. This includes Recovery Staff, contact centre workers, payments teams. Further information on this is outlined in the paragraph below.

Authorisation is signed via the ACC45, ACC46 or ACC6300 forms

Claim ownership is generally used to refer to a person who is primarily managing a claim, whether that is at cover assessment or managing an entitlement. However, as indicated above, access to a claimant file isn't restricted to a single person, so there is no 'transfer of ownership' to enable a new case owner to access it.

As noted above, access to a claim record is governed by role mapping and claims access checking. Role mapping sets out which staff can access Eos tabs and functions, ensuring that only staff members who need to access information for the purpose of their role can. To show which staff members have access to Eos functions, we have attached a copy of ACC's role mapping dictionary.

Staff are expected to adhere to the Code of Conduct, and access to claims is continuously monitored

The Code of Conduct sets out the expectations of staff members throughout the course of their work. The 'Conduct Claims Access Monitoring Check' is the procedure used to conduct random or 'spot check' monitoring of staff members. This document details the process followed if a 'low assurance' rating was determined as part of the procedure, which can be seen in section 4d. This tool could also be used if an allegation was made by a client.

When such an allegation is made, the matter is referred to the Customer Resolution team for assessment and possible resolution. Where there are further concerns, the matter is escalated to the Privacy, Employment Relations or the Integrity Services team to investigate.

ACC has tools available that help inform the decision on this allegation. For example, we can run a digital footprint on a client's claim as part of an investigation into inappropriate access. If an employee is found to be in breach of their employment obligations due to accessing claimant files, they will be subject to ACC's Discipline Policy. Actions taken can include warnings or dismissal.

The nine documents relevant to your request are attached and are:

- Code of Conduct
- Legal Professional Privilege Policy
- Seek Internal Guidance
- When to save emails in Eos Policy
- Add a contact
- Making sure your people have the correct access to systems
- Conduct Claims Access Monitoring Check
- Assess Claims Access Concerns
- Transition Claim

As staff names were not requested, they have been deemed outside the scope of your request and removed from the documents.

For further information, we refer you to the following OIA responses and website links:

- www.acc.co.nz/assets/oia-responses/policy-and-procedures-around-clients-information-being-shared-external-to-acc-oia-response-GOV-018135.pdf.
- www.acc.co.nz/assets/oia-responses/policy-for-client-information-record-keeping-oia-response-GOV-018052.pdf.
- www.acc.co.nz/im-injured/how-we-manage-your-claim/how-we-protect-sensitive-claims-information/.
- www.acc.co.nz/about-us/how-we-collect-and-use-your-information/how-we-use-claim-information/.

ACC is in the process of publishing policies

We have published policies related to client privacy, here: www.acc.co.nz/resources/#/subcategory/244.

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

ACC has decided 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.

Ngā mihi



Sara Freitag
Acting Manager Official Information Act Services
Government Engagement

Code of Conduct



POLICY NUMBER	1.0.0
TOPIC	Code of Conduct
OWNER	Deputy Chief Executive - People and Culture
DATE APPROVED	8 September 2022
APPROVER	Board
DATE OF NEXT REVIEW	8 September 2025

1 Code Statement

ACC is charged with the implementation of the Accident Compensation Act 2001. In fulfilling this duty, ACC's vision is to create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

As a Crown entity, ACC is part of the Public Sector and contributes to building the trust and confidence of citizens in the institutions of government.

All Public Sector organisations are expected to work with a spirit of service to the community, to make our services accessible and effective to those who need them, and to strive to make a positive difference to the wellbeing of New Zealanders.

Everyone who works for ACC has an important role to play in making sure we achieve our vision, and in ensuring we maintain our reputation and standing in the perception of the public. Our actions and behaviours must be consistent with these expectations at all times.

2 Objective

This Code governs the behaviours of all employees of ACC, to enable us to meet the expectations placed upon us as a Crown Entity. These standards are based on the standards that apply to all Public Servants, detailed in the [Te Kawa Mataaho Standards of Integrity and Conduct](#).

The Code of Conduct:

- can be used to provide coaching on appropriate conduct
- enables recognition of those who model the desired standard of conduct
- reflects and reinforces the ACC values and behaviour required
- outlines inappropriate behaviour and its consequences.

3 Scope

All ACC employees and contractors are expected to maintain the highest standards of integrity, discretion and ethical conduct when performing duties or representing ACC in any way.

All employees of ACC must read, understand, and follow our Code of Conduct.

4 Code standards

You are expected to exercise good judgement to determine what action to take in a given situation.

Your actions need to be able to withstand scrutiny from internal and external parties. Our behaviour and actions must be seen to be fair, impartial, responsible and trustworthy at all times.

In order to achieve the high standards of behaviour expected of us, as an employee or contractor you must:

Be honest and act with integrity.

In all aspects of your employment (e.g. in your work with clients and levy payers, with regard to work attendance, requests for financial reimbursement, use of sick leave etc).

Respect the rights of others.

- Treat others fairly, courteously, equally, and without discrimination or harassment
- Uphold the rights of clients, as specified in the [Code of ACC Claimants' Rights](#).
- Respect and respond to all cultures, values and beliefs, particularly Māori and minority groups
- Promote the principles of [Equal employment opportunity](#).

Perform your duties to the best of your ability.

- Prioritise your primary role as an ACC employee over any secondary interests, commitments, values or beliefs you hold personally, and declare any potential [Conflict of interest](#) immediately.
- Show commitment to a high quality of work.
- Adhere to the ACC [Health, Safety and Wellbeing policy](#) in all areas of work.
- Comply with all ACC policies, processes and standards
- Model and demonstrate [ACC values](#) and behaviours, which underpin decisions about what we do, and how we operate and behave
- Comply with the code of any professional body that you are registered or affiliated with, where this impacts upon your work with ACC
- Show initiative and creativity when resolving problems, seek to maximise productivity, and identify opportunities for improvement
- Make decisions appropriate to your role and be responsible for those decisions and the actions that result from them
- Be supportive of changes made by ACC, as change is necessary for the organisation's success
- Be supportive of your colleagues and accept your responsibilities as a team member

- Manage your personal and workplace relationships appropriately so they do not adversely affect your work.

Uphold the reputation and standing of ACC.

- Act with integrity in any personal dealings you may have with ACC as a client
- Obtain your manager's approval before commencing any activity, business interest or employment that has the potential to conflict with ACC business (e.g. acting as an advocate for a client, undertaking secondary employment)
- Ensure your behaviour in relation to [gifts and gratuities](#), managing contracts and [purchasing](#), and other sensitive expenditure does not compromise (or appear to compromise) your personal integrity or ACC's.
- Maintain appropriate professional behaviour when travelling on ACC business
- Maintain appropriate professional behaviour in any situation where you may be perceived as representing ACC.
- Have an appropriate standard of dress
- Engage with the Media team about any media enquiries you receive.
- Ensure that your behaviour will not bring ACC into disrepute.
- Advise your manager of any convictions or charges laid against you whilst employed by ACC.
- Maintain appropriate boundaries and relationships with clients and any other people you may work with.

Act in a politically neutral manner.

- Ensure that your behaviour maintains Ministerial and public confidence in the impartiality of advice given and actions taken
- Ensure that your comments do not bring ACC or the Minister into disrepute, or compromise the perception of ACC as politically neutral (e.g. stating or implying your personal view on an issue as ACC's view)
- Ensure that your personal participation in political matters does not conflict with (or appear to conflict with) your duty to act in a politically neutral manner.

Use ACC information and property appropriately.

- Be responsible for the security and confidentiality of all information that you deal with during your employment with ACC
- Use financial and non-financial information gathered by ACC and your knowledge of ACC's systems and processes only to perform ACC's business
- Treat all ACC assets and property with care and respect
- Respect the privacy of ACC's clients, staff, and stakeholders and keep their personal information confidential
- Take all reasonable steps to protect the privacy of our clients, customers, employees and other stakeholders
- Only access client, colleague, and stakeholder personal information for ACC purposes related to your role (in particular, do not access information for non-work purposes)

- Report any actual or potential privacy breaches to your manager immediately.

Act within the law.

- In particular, the Accident Compensation Act 2001, Official Information Act 1982, Privacy Act 2020, Health Information Privacy Code 2020, Human Rights Act 1993, Employment Relations Act 2000 and any other relevant legislation.

5 Accountabilities

The Deputy Chief Executive - People and Culture is responsible for ensuring organisational controls are in place in support of this policy.

6 Roles and Responsibilities

Role:	Responsibility
Employees	• Read, understand and follow this Code of Conduct. • Undertake training or confirm your understanding of the Code of Conduct when requested by ACC • Remain up to date with the current Code of Conduct expectations. • Discuss any concerns about what may be considered unacceptable behaviour with your manager. • Discuss with your manager before you take any course of action that you are not entirely sure falls within the bounds of acceptable behaviour. • If you believe someone in ACC is acting unethically, or has been involved in serious wrongdoing, you should report this confidentially through OK2Say and receive protection under the Protected Disclosure Act. For more information, visit Making a protected disclosure.
Contractors	• Maintain the highest standards of integrity, discretion and ethical conduct when performing duties or representing ACC in any way.
Managers	Managers are representatives of ACC both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors. Managers have a lead role in establishing and promoting our expected standards of behaviour and integrity. Managers are expected to conduct their behaviour, actions and decisions consistently with their duty to be fair, impartial, trustworthy and responsible at all times. As a manager you are expected to: • establish and promote ACC's expected standards of behaviour and integrity • consider your behaviour, actions and decisions in terms of the expectation to be fair, impartial, trustworthy and responsible at all times • manage employees in accordance with the Code of Conduct, and any other ACC policies, processes, standards and systems in place to support you as a manager (e.g. development programme, performance management processes) • lead, model and promote the expected standards of behaviour and integrity within the Code of Conduct and other internal policies and processes • provide employees with education and coaching on expected standards of behaviour and integrity where needed

	- represent ACC positively when interacting with staff, and deliver our policies, changes, initiatives or decisions in a manner consistent with ACC's intentions - take ultimate responsibility for work quality, actions and decisions of employees in your team by addressing concerns - manage within your capabilities and take ownership of your own development, and that of your team - manage within the delegated authorities framework as specified in the Delegations Manual
Deputy Chief Executive - People and Culture	- Monitor the effectiveness of the Code of Conduct - Ensure organisational controls are in place in support of this policy
Executive	- Model the highest standard of behaviours according to this Code of Conduct - Ensure Code of Conduct behaviours are integrated into all aspects of ACC business
Board	Approve the Code of Conduct and ensure it is consistent with ACC's strategic direction.

7 Monitoring and Oversight

Lines of Assurance:	Role	Monitoring & Oversight
1st Line	Employees and Managers	- Employees are expected to comply with the Code of Conduct. - Managers make employees aware of the Code of Conduct and monitor compliance.
2nd Line	People & Culture Group	- The People and Culture Group oversees overall compliance with this policy and obtains feedback on its effectiveness. - The Employment Relations Team provides oversight of employment relations issues, including those relating to breaches of the Code of Conduct to ensure that proper procedures are followed.
3rd Line	Assurance	- Third line functions provide independent information on the overall effectiveness of the Code of Conduct. - This includes Assurance Services' schedule of continuous assurance activities for People and Culture processes and assessment of our compliance with obligations.
4th Line	Executive	The Chief Executive and Deputy Chief Executives have overall responsibility for ensuring compliance with Code of Conduct policies and processes.
5th Line	Board	The Board approves the Code of Conduct and ensure it is consistent with ACC's strategic direction.

8 Breaches of Policy

Our Code of Conduct requires our people to comply with all our policies. Breaches of this policy may result in disciplinary action.

Behaviour or actions that are investigated and found to be in breach of the Code of Conduct may result in disciplinary action. Where breaches are found, ACC's [Disciplinary procedure](#) will be followed and the employee will have an opportunity to provide an explanation for their actions or behaviours and have the right to representation.

The action taken will depend on the severity of the breach:

- Breaches of the Code of Conduct that are deemed 'misconduct' may lead to disciplinary action up to and including a final warning.
- Breaches of the Code of Conduct that are deemed 'serious misconduct' may lead to disciplinary action up to and including summary dismissal. Summary dismissal is termination of employment without notice or prior warnings.

If any breaches normally considered to be misconduct are very serious or repeated, these may be deemed serious misconduct.

Misconduct

Misconduct occurs when an employee does something wrong (namely, breaches this Code of Conduct or other ACC policy) either by: doing something, omitting to do something, or through their behaviour.

The lists below of actions considered to be misconduct or serious misconduct are intended as a guide for employees, and are examples only. They do not constitute an exhaustive list of breaches of the Code of Conduct.

Examples of misconduct include:

- Any act of negligence harming ACC
- Disobeying a lawful and reasonable instruction from a manager
- Failure to meet the standards of performance and behaviour expected of ACC employees
- Inappropriate behaviour or relationships
- Any action which may in any way damage the relationship of trust and confidence between ACC and government, other agencies or the community
- Allowing unauthorised access to, or disclosure of, any matter or information in relation to ACC business
- Misuse of ACC internet and/or email systems
- Inappropriate use of purchasing card or expenses
- Absence from duty or place of work without proper reason or authorisation
- Repeated lateness for work, or repeated absenteeism without just cause
- Failure to comply with any ACC policy or procedure
- Any behaviour of a similar type.

Serious misconduct

Serious misconduct occurs when the misconduct could have the effect of destroying or undermining the relationship of trust and confidence between an employee and employer.

Examples of serious misconduct include:

- Dishonesty
- Theft
- Fraud
- Handling a claim relating to oneself, a relative, acquaintance or friend without the express approval of the manager, or taking a role as an advocate for a client without approval
- Corruption – accepting a bribe, inducement, reward or gift, or complying with a request or threat to use your position to provide a benefit to any person or third party, which has the effect of allowing inappropriate activity or compromising the impartial performance of your duties
- Failure to declare any activity, business interest or employment that has the potential to conflict with ACC business
- Accessing ACC information relating to family, friends, acquaintances or clients without legitimate cause
- Criminal conviction leading to imprisonment or adversely affecting your ability to carry out your work.
- Misuse or unauthorised possession or sharing of ACC property and/or information (e.g. misuse of financial information or client information)
- Harassment of anyone you work with (e.g. client, employee, contractor)
- Abusive or discriminatory statements or practices
- Assaulting or abusing another person
- Allowing work performance to be affected by drug, alcohol or substance abuse (including abuse during work hours)
- Dangerous or unsafe work practices, including non-compliance with ACC Health and safety policies, and Health and Safety legislation
- Any act that has the potential to bring ACC into disrepute
- Significant failure to comply with any ACC policy or procedural requirements
- Any behaviour of a similar type.

9 Contacts

Contact [HR Help](#) regarding this policy.

10 References

Te Kawa Mataaho [Standards of integrity and conduct](#)

Policies:

[Respectful and Inclusive Workplace](#)

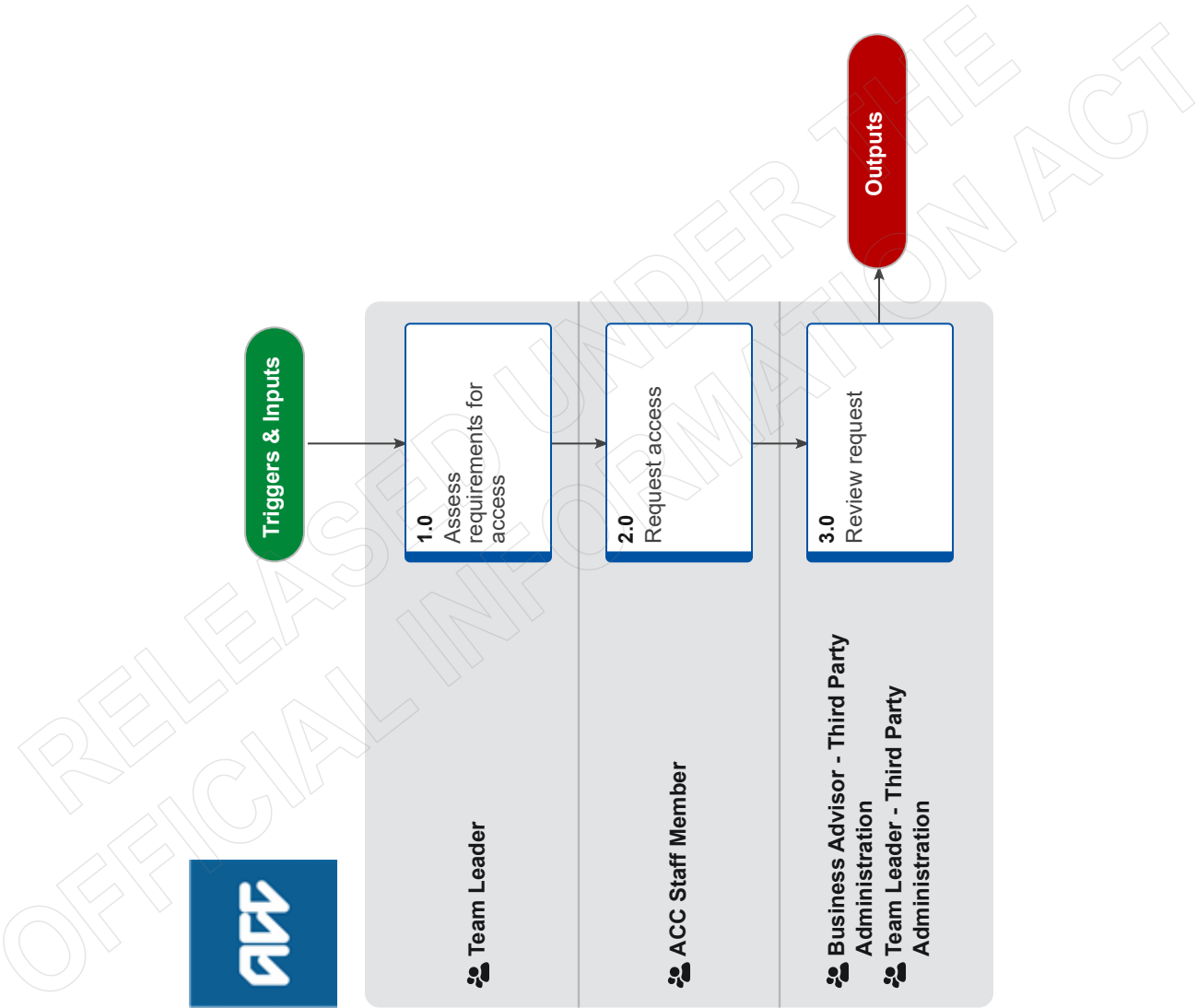
[Conflict of interest](#)

[Protected disclosure](#)
[Equal employment opportunity](#)
[Sensitive expenditure](#)
[Health, Safety and Wellbeing](#)
[Information security](#)
[Use of the Internet](#)
[Email and instant messaging](#)
Media
Social media
[Privacy](#)
[Procurement](#)
[Corporate Delegations](#)

11 Policy review dates

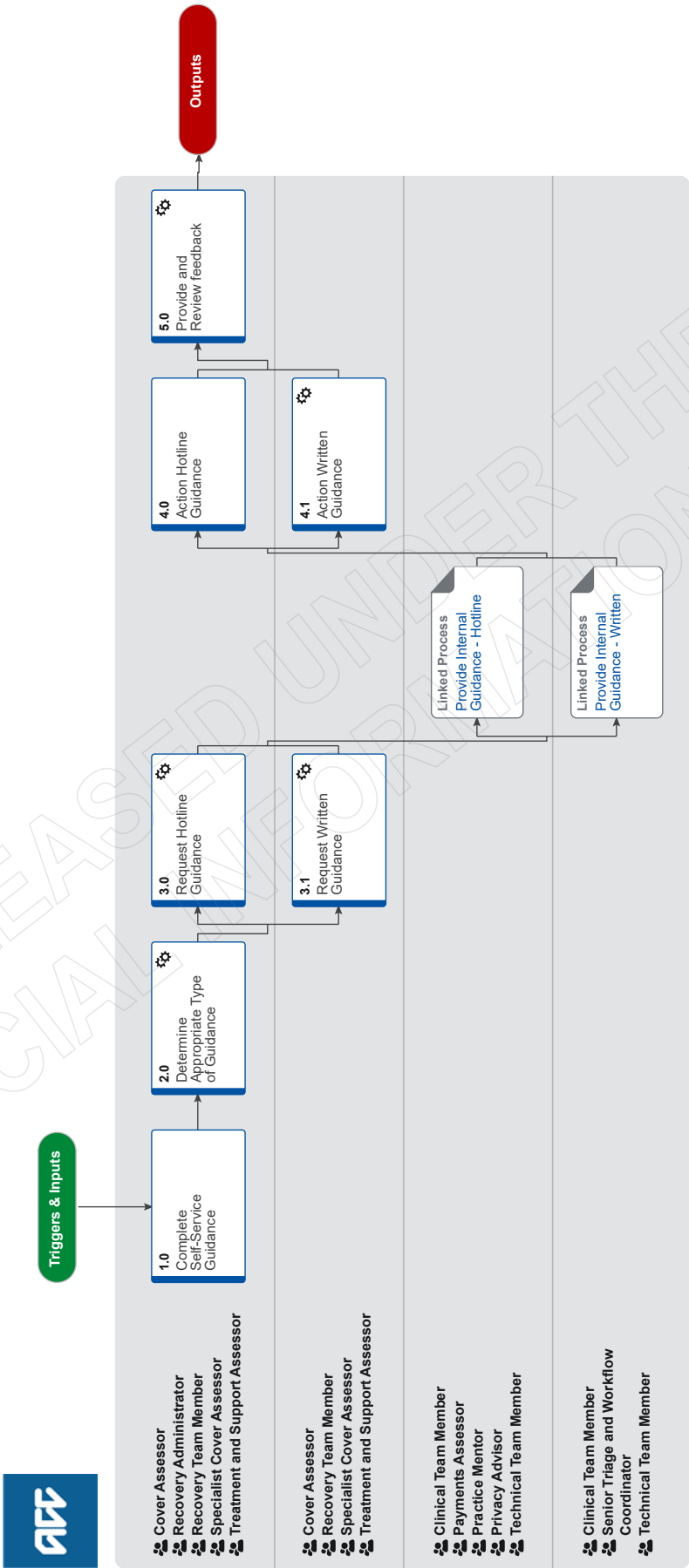
Last review: 8 September 2022

Next review: []





RELEASED UNDER THE OFFICIAL INFORMATION ACT



Summary

Objective

To assist in making decisions by receiving internal specialist guidance from a number of different areas:

- Clinical Services
- Technical Services
- Practice Mentors
- Payments
- Technical Overpayments
- Privacy

Background

Seeking internal guidance is a three tiered process:

Tier 1 - Self-Service: Using the information available on Promapp and Te Whāriki to make a decision

Tier 2 - Hotline Guidance: Guidance provided by a short (less than 15 minutes) phone call

Tier 3 - Written Guidance: Comprehensive guidance provided within a written guidance form in Salesforce, which creates a transcript in Eos

Owner

[Out of Scope]

Expert

Procedure

1.0 Complete Self-Service Guidance

Cover Assessor, Recovery Administrator, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

a Review the following on the client's claim:

- claim history and current circumstances
- read and consider relevant documents
- check for and review previous guidance
- check for and review outstanding investigations
- check for outstanding reports and/or records

b Refer to Promapp to check if next steps can be identified in using one or more of the following:

- Process pages - having knowledge of the objective, background and expected outcome of the range of services provided by ACC could help you determine the next steps to progress your client's recovery.
- Policy pages - having knowledge of legislation, payments and legal aspects of the services and supports provided by ACC could help you determine the next steps to progress your client's recovery.
- Service pages - having knowledge of the services provided by contracted Providers could help you determine the next steps to progress your client's recovery.

NOTE What if you are trying to make a cover decision?

Refer to the processes in the Make Cover Decision group in Promapp or refer to the Cover Traffic Light tool to assist in determining cover for particular injuries or injury types.

Make Cover Decision

TOOL - Add or change diagnosis decision traffic light

NOTE What if you need additional guidelines, tools and information to support case management?

Refer to the Te Whāriki site to search.

Te Whāriki Home Page

NOTE What if you need to obtain approval for services/costs outside of your delegation?

Refer to the Delegations Framework to determine whether you can approve. If approval is needed, refer to Activity 3.1 to Request Written Guidance

Delegations Framework

c Attempt to problem solve the issue with your Team Leader prior to seeking guidance, and that you have put together a question that is appropriate for clinical or technical guidance.

NOTE What kind of query is considered not appropriate for clinical or technical services?

Ensure you are not contacting an advisor or specialist asking "What are the next steps on a claim", or "Whether or not ACC can fund something", you must attempt to provide more information relevant to the client's injury.

2.0 Determine Appropriate Type of Guidance

Cover Assessor, Recovery Administrator, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

a Use the Recovery Support Decision Tree tool linked below to determine what kind of guidance you need.

Recovery Support Decision Tree

NOTE What if you are still unsure what type of guidance is needed?

Attempt to run through the decision tree tool alongside your Team Leader. If you are still unsure, contact a Practice Mentor to discuss your issue and the best way forward.

NOTE What if you need to request guidance on a Surgery claim?

If you require guidance on a Surgery claim, there are two channels, ensure you use the decision tree tool to determine which one to use:

- For invoicing and coding queries that are appropriate for hotline guidance, email your query to clinicaladvisorsurgery@acc.co.nz
- For written guidance queries:
 - If you are seeking guidance from a Principal Clinical Advisor (CAP referral), refer to the CAP referral process document under activity 3.1 (a)
 - For invoicing and coding queries that are appropriate for written guidance on a Surgery claim, use the written guidance request form in Salesforce. Once you've submitted your guidance request, update the task description with the code "TACDUN"

NOTE What if you are working in the Remote Claims Unit or requiring guidance on a Staff claim or High Profile claim?

Refer to the knowledge article below on how to request Hotline and Written Guidance for the above scenarios.

For written guidance on a Staff claim, do not raise this in Salesforce, these tasks must be created in Eos. Use the Written guidance template below and refer to the system steps for creating/sending the task.

 Remote claims, Staff and High Profile claims - Seek internal guidance

 Written guidance template for non-Salesforce users.docx

NOTE What if a provider is requesting to speak directly with a Psychology Advisor?

The following external Psychology hotline numbers can be shared with providers: Sensitive claims: 09 354 8425 Physical injury: 09 354 8426

This is for PROVIDERS ONLY and must not be released to clients.

- b** Go to Activity 3.0 to request Hotline Guidance, or Activity 3.1 to request Written Guidance.

3.0 Request Hotline Guidance

Cover Assessor, Recovery Administrator, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

- a** Prepare for requesting guidance using ISBAR (Identify, Situation, Background, Accident, Request). Continue to refer to the Recovery Support Decision Tree tool for additional things to remember/consider and tips for best practice.

Ensure you provide your full name when requesting hotline guidance.

I Identify	Who are you and where are you calling from? Who is the client: • Age • Gender	E.g. I'm Michelle, a Recovery Assistant working in Assisted Recovery in Dunedin. The client is a 23-year-old male
S Situation	What are the current covered injuries?	He has a fractured tibia/fibula
B Background	Occupation Any relevant background information e.g. previous notable injuries/claims co-morbidities if known	He is a builder, with 5 previous claims, but none for this body site or injury code
A Accident	Details of accident, date, mechanism of injury, any treatment already provided	He fell down a flight of stairs in July.
R Request	What is your question?	He is non-weight bearing and has just called asking for a seat he can sit on in the shower. He lives with his parents who are helping him at home. Should I have a shower stool delivered to the client or do I need to do a Social Rehabilitation Assessment?

 Hotline ISBAR.PNG

 Recovery Support Decision Tree

- b** If calling from Genesys Cloud, call the 'Recovery Support' queue.

Otherwise, dial extension 50118 and select one of the following options:

- Select option 1 for Clinical Services. You will then be asked to select from the following options:
 - 1 - for Clinical Advisors
 - 2 - for Psychology Advisors - sensitive claims
 - 3 - for Psychology Advisors - physical injuries
 - 4 - for Pharmaceutical Advisors
 - 6 - for Sensitive Claim Medical Advisors

- Select option 2 for Technical Services. You will then be asked to select from the following options:
 - 1 - for Transport for Independence Specialists
 - 2 - for Housing Modifications Specialists
 - 3 - for Technical Accounting Specialists
 - 4 - for Technical Specialists in relation to a Sensitive Claim
 - 5 - for General Technical Specialists

- Select option 3 for Practice Mentors.

- Select option 4 for Payments Assessors. You will then be asked to select from the following options:
 - 1 - Sensitive Claims Payments
 - 2 - Travel
 - 3 - All Other Client Reimbursements
 - 4 - Payments Assessor

- Select option 5 for Privacy Advisors

- Select option 6 for Client Administration Support related to a physical injury

- Select option 7 for Client Administration Support related to a mental injury

NOTE What if my query is regarding a mental injury claim?

All requests for guidance on mental injury claims must go to a Psychology Advisor.

NOTE What if the Hotline is not answered?

Keep trying the Hotline. If, after a few more attempts, there is still no answer add a note to the task in Eos (or update the description in Salesforce) and try again at your earliest convenience.

If you are working in Assisted Recovery, update the description to say "Attempt to call the Hotline again", before putting the task on hold so you can pull another one from the queue. Aim to complete any on hold tasks by the end of the day, taking them off hold and returning them to the queue if you're unable to do so.

NOTE What if you need advice from a Practice Mentor about a Mental Injury (MI) claim?

Recovery Partners (MI) can book a 1x1 session with a Practice Mentor ahead of time using the link after this note.

If you need advice from a Practice Mentor right away you can call ring Recovery Support, select Option 3 and the Practice Mentor will take the claim number of the claim you need support on. This will then be passed on to the Practice Mentor with Mental Injury capability to get in contact with you.

 Knowledge & Capability Bookings Calendar

- c** Go to activity 4.0 to action the Hotline Guidance.

3.1 Request Written Guidance

Cover Assessor, Recovery Team Member, Specialist
Cover Assessor, Treatment and Support Assessor

- a** Prepare for requesting guidance using ISBAR (Identify, Situation, Background, Accident, Request). Refer to the Recovery Support Decision Tree tool for additional things to remember/consider and tips for best practice.

The Decision Tree Tool references key medical information that must be on file prior to submitting a written guidance request, ensure you have attempted to request this information. Clinical and Technical staff will not be able to provide written guidance if there is insufficient information on file.

 Recovery Support Decision Tree

NOTE What are the standards needed when seeking guidance?

Refer to the Standards for Seeking Guidance and Written Guidance Questions below.

 Standards for Seeking Guidance

 Written Guidance Questions

NOTE What does a quality referral look like?

Refer to the Written guidance example below.

 Written guidance example

NOTE What if you need written guidance from a Principal Clinical Advisor (PCA) for a Surgery claim?

Refer to the CAP referral process (SF) guide below.

 CAP referral process (SF)

NOTE What if you need to request written guidance where there is a CAP referral in progress?

Call the Surgery team on 83566 to discuss whether additional question(s) can be added to the existing CAP referral. Note: CAP will not answer questions regarding ongoing incapacity.

 Principal Clinical Advisor consideration list

 Delegations Framework

- b** Check the necessary supporting documents and information is on the claim.

NOTE What if there are documents and/or information missing on the claim?

Refer to the Request Clinical Records process.

 **PROCESS** Request Clinical Records

- c** In Salesforce, select the 'Recovery Support' tab and 'Create Guidance'. Follow the steps and complete the fields on the written guidance form.

If there are relevant documents on file you want the advisor/specialist to review, collate them into a document group entitled 'Written Guidance document group' in Eos, and reference the name and date in the 'Documents or contacts relating to the request' section. Ensure you also note if documents from multiple claims have been added to the group.

If there are relevant contacts on file you want the advisor/specialist to review, ensure you specify the date and contact description in the 'Documents or contacts relating to the request' section.

If you need to add any particular information regarding who the guidance request should go to (i.e. If this needs to go to a specific specialist discipline), specify this information in the 'Triage Written Guidance' task description. (This is located inside the 'information' heading, ensure you save the change to the description)

NOTE What if the claim is for maternal birth injury?

Type "#MBI" in the 'information' heading of the 'Triage written guidance' task description.

 Recovery Support FAQs.docx

NOTE What priority should I select for my Written Guidance request?

Check the Written Guidance Priority Categories document to see whether or not your request falls into one of the P1/P2 categories. Speak with your Team Leader if you are unsure whether or not a certain scenario falls into a P1/P2 category.

Written Guidance requests falling into a P1/P2 category should be submitted as follows:

- Select 'P1 - High' or 'P2 - Medium' under 'What's the priority for this request?'
- Select relevant drop down option under 'Why is the request urgent?'

If your reason for escalation does not meet the P1/P2 categories, but your Team Leader agrees your request should be escalated, then please email with your Team Leader approval and reason for requesting escalation to:

- For Clinical Guidance, clinicaltriage@acc.co.nz
- For Technical Guidance, technical.services@acc.co.nz

Written Guidance requests not falling into a P1/P2 category should be submitted as P3 - Low.

 High and Medium Priority Categories for Written Guidance Requests

NOTE What if you want to cancel, save as a draft, or add additional information to your guidance request?

- To cancel: Go to the guidance request you have submitted and select 'Cancel Written Guidance,' then provide a reason for cancellation (i.e. if other client information was entered in the request, select the reason as 'Cancelled due to error').

Note - the information submitted in the form is not discoverable by the client until the written guidance has been accepted and a transcript is created in Eos, if you cancel, there will be no record of it on the client's file

- Save as draft: At the bottom of the written guidance form select the tick box labelled 'Save as Draft' then click 'Next', then when you are ready to complete your guidance request, go back to the written guidance request in salesforce and select 'Edit Written Guidance'

If you are saving the request as a draft because you are awaiting some additional information:

For claims assessment staff - create a follow up task in Eos to revisit the draft guidance request once the information has been received

For Recovery team members – create a reminder action in salesforce to revisit the draft guidance request once the information has been received

- If you need to add additional information to a Written Guidance request that has been sent to Triage or allocated to an advisor – select 'Additional Information to a Guidance request' on the guidance request in salesforce

NOTE What if you are a non-Salesforce user and you require written guidance?

Ensure you request your guidance via the 'Complete Internal Referral' task and then transfer the task into the Regional Clinical Advice - CENTRAL queue or the Operations Support queue.

Please use the referral template document below.

 Written guidance template for non-Salesforce users.docx

NOTE What if you require written guidance on a claim not migrated to Salesforce?

There is a system error which means Recovery Team Members cannot access Salesforce in order to make referrals on very old claims.

For very old claims where you are unable to access Salesforce in order to make a request for clinical advice, please action the referral using the NGCM pathway (see below systems steps) on EOS and mark the task as "OLDER EOS CLAIM, SF unavailable".

This label will ensure the Triage Team does not return the task due to being submitted in the wrong queue.

 (NGCM) Create Request for Written Guidance

NOTE What if you require written guidance on disentitlement for a Wilfully Self-inflicted (WSI)/suicide claim where evidence to support a decision is unclear or there are technical complexities which complicate the decision?

Request written guidance from a Psychology advisor. You need to create and fill out the relevant sections on the ACC6178 (Disentitlement for WSI or suicide claims). Ensure you leave the document as incomplete.

Complete the written guidance request form as per the current process. Select the tick box for 'Have one of the above ACC documents been completed' and indicate in your summary 'Refer to the ACC6178 document uploaded on XX/YY/ZZZZ'.

The PA will then arrange a Complex Mental Injury Panel (CMIP) comment via Technical Services. Once the Psychology Advisor and CMIP have completed their comments in the ACC6178, complete these documents and action the recommendations.

 Delegations Framework

NOTE What if you require written guidance from a Technical Accounting Specialist?

Refer to the following page for more information on Technical accounting and what information needs to be included with a written guidance request.

NB: Due to the complexity of these requests there is a 3 day Service Level Agreement for urgent (client is in financial distress) tasks and a 20 day Service Level Agreement for all other requests.

 **PROCESS** Referring to the Technical Accounting Specialists for Advice

NOTE What if you require guidance on a claim where weekly compensation has been paid for less than six months and you're considering suspending entitlements, as the covered injury has resolved?

Submit written guidance to clinical only (there is no need to tick coordinated guidance). However, if due to the complexity of the client or their situation, and technical guidance is still required, then tick the box for coordinated guidance.

NOTE What if you are working on a claim that is in 'Actioned Cases'?

Written Guidance must be requested on 'active' claim, you will need to transfer this into the appropriate queue/name.

d Go to Activity 4.1 'Action Written Guidance' once you have received your guidance.

NOTE What if you have already submitted your written guidance request, and you need to update the priority?

If you have received new information that changes the priority of the request, complete the steps below:

- Open the claim in Salesforce.
- Click on the 'Recovery Support' tab and then click on the relevant Guidance Number to open it.
- Now you should be on the 'Details' page. Click on the 'Update Guidance Priority' button to change the priority of the request.
- Check the Written Guidance Priority Categories document to see which category your request meets.
- Select 'P1 - High' or 'P2 - Medium' under 'What's the priority for this request?'
- Select the relevant drop-down P code option under 'Why is the request urgent?'

If your reason for escalation does not meet the P1/P2 categories, but your Team Leader agrees your request should be escalated, then please email with your Team Leader approval and reason for requesting escalation to:

- For Clinical Guidance, clinicaltriage@acc.co.nz
- For Technical Guidance, technical.services@acc.co.nz

 High and Medium Priority Categories for Written Guidance Requests

NOTE How do you check the progress of the task?

Click on the 'Related' tab and then click on the open task number:

- If the guidance is still with the Triage team, it will be the 'Triage Written Guidance request' task type.
- If it has already been triaged and allocated to an Advisor queue, it will be the 'Provide Written Guidance' task type.

 **PROCESS** **Provide Internal Guidance - Hotline**
Clinical Team Member, Payments Assessor, Practice Mentor, Privacy Advisor, Technical Team Member

 **PROCESS** **Provide Internal Guidance - Written**
Clinical Team Member, Senior Triage and Workflow Coordinator, Technical Team Member

4.0 Action Hotline Guidance

Cover Assessor, Recovery Administrator, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

- a** Consider the advice documented by the Advisor, Specialist or Assessor and undertake the next steps.

NOTE What if you need to clarify the guidance provided by the Advisor, Specialist or Assessor?
Message or call the Advisor, Specialist or Assessor directly to clarify the guidance.

NOTE What if you want an Advisor, Specialist, or Practice Mentor hotline comment to be removed from file or amended?

The only instances a clinical or technical comment should be removed/ deleted is when the guidance is on the wrong claim. In rare instances the Advisor may need to amend or add an addendum to the guidance. Only an Advisor's or Specialist's manager can delete their own comment, neither a frontline staff member or another advisor can delete your comment.

If the comment needs to be removed/amended ensure you reach out to the advisor or specialist who provided the guidance and include their manager in the discussion.

 Receive Written Guidance (Recovery Team Member)

4.1 Action Written Guidance

Cover Assessor, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

- a** In Salesforce, review the guidance provided on the Written Guidance request by selecting the 'details' tab.

NOTE What if you are requested to provide clarification on a guidance request?

If this is via IM or call, clarify the question directly with them.

If this is via Salesforce, open the Guidance Request and click 'Provide Clarification on Guidance Request', read the clarification question and provide the clarification. If you need to cancel or put the request on hold you can do this at this step.

If you need to request additional information in order to clarify the request, use the Request Clinical Records process. In Salesforce, extend the target date of the clarification task to later than the due date of the medical notes task. Ensure you update the task description to reflect you have requested additional information (if you are in Assisted Recovery and are returning this to the queue, update the description when you do this).

NOTE What if the written guidance is on a claim not migrated to Salesforce?

For very old claims where you are unable to access Salesforce in order to make a request for clinical advice, a written guidance referral would have been actioned using the NGCM pathway in EOS.

- If you decide to accept the written guidance or to ask for clarification on the written guidance provided, use the Review Written Guidance system steps below.

- If the Advisor had asked for clarification within the written guidance, use the Respond to Clarification Request from Advisor system steps below.

 Receive Written Guidance (Recovery Team Member)

 Respond to Clarification Request from Advisor (Recovery Team Member)

- b** Accept the guidance provided by selecting 'Accept Guidance', or request clarification if required.

NOTE What if the advice is unclear or the questions are unanswered?

Select 'Clarification Required on Guidance Provided' and input your clarification question(s).

NOTE What if you want an Advisor or Specialist's written guidance to be removed from file or amended

Comments within a Written Guidance form cannot be deleted or edited once the Advisor or Specialist has submitted their guidance.

If the wrong client's information has been included, please cancel the guidance in Salesforce and submit a new request.

NOTE What if your request for written guidance was related to transferring weekly compensation to a different claim for a further injury?

Return to 'Determine Transfer of Weekly Compensation to a new claim due to Further Injury' and continue the process.

 **PROCESS** Determine Transfer of Weekly Compensation to a new claim due to Further Injury

 Add an Eform

- C** Once the guidance has been accepted a transcript will be created in Eos.

NOTE What if guidance indicates it's appropriate to suspend entitlements where weekly compensation has been paid for less than six months, as the injury has resolved?

Copy and complete the decision rationale template below and paste this into a NGCM General Task (in Eos). Assign it to a leader from your hub. Message them to let them know it's there.

- Decision type SUSPEND ENTITLEMENTS DECISION
- Who was consulted [eg. Recovery Support hotline guidance from Practice Mentor received 10/03/23 and Written guidance from Clinical Advisor received 24/03/23]
- Rationale for the final decision [(e.g. Suspend all entitlements as Clinical guidance has confirmed the client's covered injury has resolved) or (Suspend all entitlements as Clinical guidance has confirmed the client's covered injury has resolved and the reason for ongoing incapacity is non-injury related)]

The leader will review and send the task back to you within 24 hours - with either their support or if they wish to discuss further.

Once your Team Leader has endorsed the decision, create a new Salesforce contact action and copy the body of the NGCM General Task into the Outcome Summary of your Salesforce contact. Close the NGCM General Task.

Follow the relevant steps in the below page for "Stop Supports".

 **PROCESS** Stop Supports

NOTE What if guidance indicates I have sufficient information to issue a decision?

See the below page for "Issue Recovery Decision"

 **PROCESS** Issue Recovery Decision

NOTE What if I'm unable to locate my Written Guidance request?

The Written Guidance process is a cog process meaning that when one action is completed it creates a new task in the process to be actioned.

For example: Once the triage process is completed, the 'Triage Written Guidance' task will be closed and a 'Provide Written Guidance Task' is automatically created which is then assigned to the appropriate advisor.

The instructional video below provides an overview of the Recovery Support Written Guidance process in Salesforce and EOS and support in locating the various tasks in this cog process.



An overview of the Recovery Support Written Guidance process in Salesforce and EOS

5.0 Provide and Review feedback

Cover Assessor, Recovery Administrator, Recovery Team Member, Specialist Cover Assessor, Treatment and Support Assessor

- a** If applicable, provide feedback on the guidance received.

NOTE How do you provide feedback on the Hotline guidance you have received?

In Salesforce, navigate to the Recovery Support tab and select the 'Provide Feedback' option. On the Provide Feedback form, complete the mandatory question and comments sections, and submit your feedback.

NOTE How do you provide feedback on written guidance?

When you accept the written guidance in Salesforce, you will get the option to provide feedback, select this option, and complete the mandatory fields.

- b** If applicable, review feedback on the guidance request you submitted.

NOTE What if you want to review some feedback you have received?

You will be notified you have received feedback by getting an alert notification from the "bell" icon in Salesforce. If you select this you will be able to review the feedback.

Alternatively, if you select the nine dots in the top left corner of the Salesforce window, and search for "Feedback", you can select this Feedback option.

From here you can select the drop down arrow to show different list views which display feedback from a range of dates.

NOTE What if you are a Team Leader and you want to subscribe to a feedback report?

Complete the steps below in Salesforce:

- Select 9 dots to the left of “Work Load Management”
 - Type in “Reports”
 - Select “All Folders’ and then “Feedback Reports”
 - Open the new report “ My Team’s Feedback – Last 7 days”
 - Click the down arrow at the top right of the report and select subscribe
 - Schedule when you want the report subscription email e.g. 9am on a Monday every week. Confirm recipient being added and run report as = “Me”
 - Result will be an email to your inbox at that time/day, with a link to the report in Salesforce
 - Last step will be to use the Team Leader filter, to narrow the results to your team members i.e. use the name your Salesforce user is set up with
-



Summary

Objective

If the client sends an email regarding a specific claim, upload it as a 'Contact' to that claim, otherwise upload it to Party level.

Uploading emails to the appropriate Party record:

- enables us to gather information more easily if the client requests a review or appeal
- provides a date and time stamp
- provides context for the email
- helps us manage requests from clients for their personal information
- provides greater integrity and accuracy of information
- provides a complete and accurate record of our contact with the client or party.

Owner [Out of Scope]

Expert

Policy

1.0 Rules

- a** You must upload all correspondence to the appropriate Party record in Eos, including emails to and from a client, provider or employer. This includes:
- general correspondence regarding our processes
 - specific information about how we manage claims
 - correspondence about the active management of a particular claim
 - evidence of a decision or activity regarding the file, including internal emails where the case is discussed.

Emails saved in Eos must be a complete record of correspondence with the client and include:

- the date and time it was sent
- the name of the sender and the receiver.

You must save all appropriate emails into Eos, regardless of the number of emails sent and received on a topic.

You must delete emails from Outlook once they have been saved into Eos.

You must secure all legally privileged information after uploading it to prevent the documents from printing when someone asks for a copy of their claim file.

- Verify an Existing Provider, Vendor or Facility Email Address
- File an inbound email (Te Whāriki)
- Email and instant messaging policy (Te Pātaka)

2.0 Exceptions

- a** The attached table shows which email communications you are not required to save into Eos. If you're not sure whether to save an email into Eos, talk to your team manager.

If the source is...	then you don't need to save...
internal	• information relating to an ACC investigation • legally privileged information, including: • any correspondence between ACC offices and ACC Legal Services • any advice from ACC Legal Services • information from Government Services regarding: • the Ombudsman, Privacy Commissioner or Health and Disability Commissioner • a complaint • ministerial correspondence • allocations, spreadsheets or dual management lists • requests for claims management staff, with the correct delegation, to reopen a claim • duration tool and case list filters • meeting invitations to discuss claim-related information • team manager coaching notes related to specific claims • lists of claims for panels
external	• information requests about provider claims • requests for information from providers about: • claim details required to facilitate client treatment and invoicing • the progress of any prior approvals for treatment • vendor enquiries about invoice payments for client services

Exceptions - Email in EOS.PNG

Add a contact

Published 28/04/2023

Introduction

Use these instructions to record details of a communication with an external party as a Contact.

Contacts are used to record details of communications with external parties. It's important to record contacts so that other staff members are able to see all of the communications relating to a claim or party.

You can also record details about internal discussions or meetings related to a claim or a party, using the contact reason 'Contact with Internal Party'.

When adding a contact to a claim, the client is the default party for all new contacts

How to:

Introduction

- Add a client Contact
- Add a non-client contact using the search function
- ^ Add a non-client contact using the Participants function
- Quick steps
- Add a contact to the Weekly Compensation sub case

Add a client Contact

Step 1

Open the claim or party record and go to the **Contacts** tab. Click **Add**.

Add Contact through Party Record TS100594

Add Contact through Claim TS100595

Step 2

Enter the contact details.

Step 3

Select the **reason**, **method of contact**, **outcome** (if required) and **direction** from the drop-down lists.

- The '**Claimant Care Notes**' reason should be selected only if there is a valid reason for not disclosing a contact as part of the print Claim File report, for example when managing risky clients.
- See [Contact reasons and recommended use](#) for more information.

Step 4

Enter the date or click on the calendar icon to select a date and click **OK**.

Click the appropriate tab for the party type you are contacting and enter search criteria. Click **Search**.

Add Non-Client Contact TS100600

Add a non-client contact using the search function

Step 1

Open the claim and go to the **Contacts** tab. Click **Add**.

Step 2

Click the **magnifying glass** (search icon) next to the **Party** field to associate the other party with the contact.

Step 3

Click the appropriate tab for the party type you are contacting and enter search criteria. Click **Search**.

Add Non-Client Contact TS100600

Add a non-client contact using the Participants function

Quick steps

1. Open claim. Go to the **General** tab
2. Select the party from **Participants** (Note claim number)
3. Click **View Party**
4. Go to **Contacts** tab. Click **Add**
5. Click **magnifying glass** next to **Claim**
6. Enter claim number in **Claim Number/ACC45 Number** field
7. Click **Search**.
8. Complete details in **Add Contact**. Click **OK**

Step 1

Open claim and go to the **General** tab and select the appropriate party from **Participants** list view.

- Make a note of the associated claim number.

Add Non-Client Contact through Participants in Case Details TS100603

Step 2

Click **View Party** to display the party record.

View Party Record TS100605

Step 3

Go to the **Contacts** tab and click **Add**.

Step 4

Click the **magnifying glass** (search icon) next to the **Claim** field to display the **Case Search** screen.

Step 5

Enter the claim number in the **Claim Number/ACC45 Number** field

Add Non-Client Contact Claim Search TS100608

Step 6

Click **Search** to populate the **Claim** field with the number.

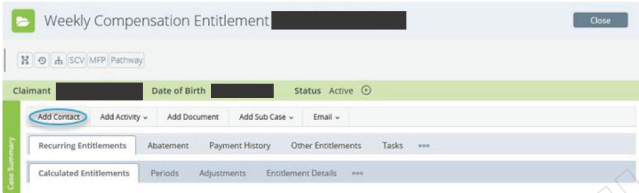
Step 7

Complete the details in **Add Contact**. Click **OK**.

Add a contact to the Weekly Compensation sub case

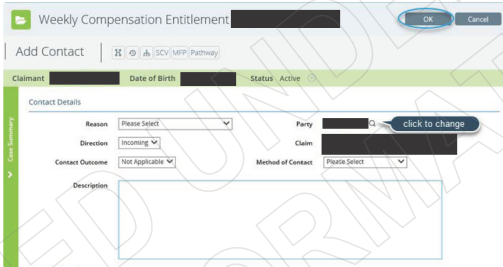
Step 1

Open the Weekly Compensation sub case then select Add Contact from the menu.



Step 2

Complete the contact details. If the Party is the client and all other information is completed, click OK. The contact has been added and the procedure ends. Otherwise continue to Step 3.



Step 3

Click the magnifying glass to view a list of other participants that can be selected.

If the Participant is ...	then ...
listed	select the Participant from the list then click OK . The Party field is updated.
not listed	select Add . Complete the details on the Add Participants Page. Click Find Party .
	Complete the related search criteria then click Search .
	Select a participant from the search results then click OK . The Party Search screen is displayed and the participant has been added to the list of Participants.
	Select the Participant from the list then click OK . The Party field is updated.

Step 4

Complete any remaining contact details then click **OK**. The contact has been added to the contacts on the **Contacts** tab.

[Out of Scope]

Claims

EOS Online Topic

Contact Managing Contacts

Information Type

System Steps

Relates To

Claim



Making sure your people have the correct access to systems

[Out of
Scope] Rehabilitation and Treatment Por 1000822

We now have new processes and resources to make it easier for leaders to request and grant access to the systems their people need.

To support this, we've updated our Role Mapping Dictionary, produced a new System Access Report for the Eos (managing client claims) and MFP (Medical Fees Processing) systems, and established a new [Internal Systems Support Team \(ISST\)](#) to manage access to our systems.

A new [eLearning module](#) explains the new process.

Please check the access to Eos and MFP your people currently have

All People Leaders have been asked to check the System Access Report against the Role Mapping Dictionary, to make sure the access their people have to the Eos and MFP systems is appropriate for their roles.

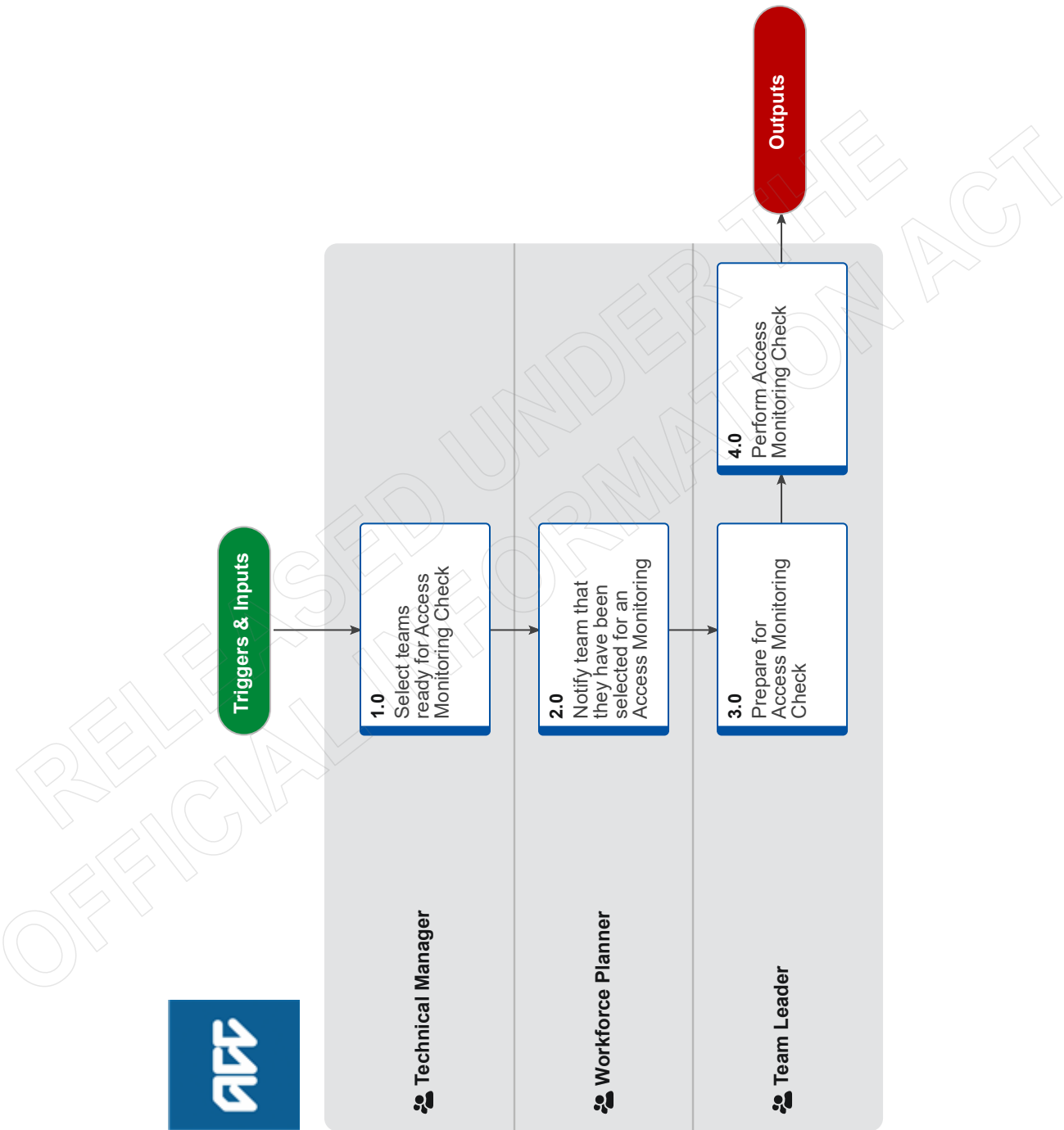
To do this, you need to complete following:

- Review the [System Access Report](#), to see if your people have access to Eos and/or MFP. (Note: This may have been granted for a previous role.)
 - If no names appear, no further action is required.
- If people from your team are listed in the System Access Report, please check the [Role Mapping](#) Dictionary to confirm that this access is appropriate.
 - If the information matches and this **access is appropriate**, no further action is required.
 - If you are **not sure if access is appropriate**, use this process [Request Access to Eos and MFP](#) (Step 3) or check the Role Mapping Dictionary again once it has been updated in February 2023.*
 - If you believe **access is not appropriate**, use this process [Request Access to Eos and MFP](#) (Step 4) to follow the System Steps 'Request Updated Eos & MFP Access for an Existing User'.

*Most roles requiring access to Eos and MFP have been added to the Role Mapping Dictionary, and we expect the remaining roles to be validated by February 2023.

Going forward, you'll be prompted to check the System Access Report and Role Mapping Dictionary whenever someone joins your team (either new to ACC or moving from another team). Please allow at least five days when requesting access to Eos and/or MFP, and always refer to the latest version of the Role Mapping Dictionary to avoid delays.

Our work to develop our role maps and improve how we manage access to Eos and MFP is another of the initiatives that will strengthen our approach to privacy and how we manage our access to and use of personal information. This mahi will help us to act as kaitiaki or guardians of the personal information that is entrusted to us.



Summary

Objective

Perform an Access Monitoring Check as part of ACC's commitment to ensuring client personal information is only accessed for appropriate reasons.

Background

We consider ourselves to be kaitiaki (guardians) of any personal information we receive. It is our responsibility to treat personal information as a taonga – to care for and use it only for its intended purposes. Respecting the personal information and privacy of ACC's clients, staff, and stakeholders is a core value and behaviour required of all ACC people.

To ensure we meet these responsibilities for our clients, we regularly monitor how our people are accessing client's personal information through our claims management systems. This will provide assurance that staff behaviour in managing personal information is meeting our high expectations and any instances of concern are followed up on.

Owner

[Out of Scope]

Expert

Procedure

1.0 Select teams ready for Access Monitoring Check

Technical Manager

- a In Team Selection tool, refresh data to confirm six team names for access check.

NOTE Teams are selected at least two weeks prior to the beginning of the month during which the checks are to be performed.

NOTE What if Workforce Planning determine that capacity issues require a reduction in teams selected for a month?

In these scenarios Workforce Planning can reduce selection down to a minimum of four teams.

- b Notify the relevant Workforce Planner to notify the selected team/s.

2.0 Notify team that they have been selected for an Access Monitoring Check

Workforce Planner

- a Copy the Access Monitoring Notification into the Workplan.

Access Monitoring Notification

- b Send to the selected teams that will need to perform Access Monitoring Checks.

NOTE How are selected Teams notified?

Access Monitoring Check notifications are delivered to teams via their preferred method of delivering workplans and updates to teams. This may vary across different functions.

NOTE How far in advance do selected teams need to be notified?

Teams must be notified two weeks prior to the beginning of month in which they are required to perform the checks.

3.0 Prepare for Access Monitoring Check

Team Leader

- a Review the Client Information Access Review Tool to ensure it includes all team members in the team, and that their access information is recorded in the tool.

Client Information Access Review Tool

Leader Instructions for Access Monitoring Tools

NOTE What if you have a team member who does not have any access information in the Client Information Access Review Tool?

These team members can be excluded from the checks.

- b Schedule a suitable time with each team member to complete the Access Monitoring Check together.

NOTE Can you use an existing coaching time?

You may want to complete the check as part of existing coaching conversations you have in place with your staff member (ie CXQ conversation).

NOTE How long do you need to perform the checks?

The checks should take appropriately 15 minutes to complete per team member but could take longer depending on the quantity and complexity of access information to review.

4.0 Perform Access Monitoring Check

Team Leader

- a Meet with your team member at the scheduled time.

- b Talk your team member through the objective and process of the Access Monitoring Check.

- c Review and discuss the information presented for each claim in the Client Information Access Review Tool with your team member, assessing them against the Access Monitoring Criteria.

Access Monitoring Criteria

NOTE What if the reason for access is obvious to you as a Leader?

It is important to still have a conversation with your Team Member to reinforce our positive privacy culture. It is important our people understand that their access of client information is visible, and why these checks happen. It can be an opportunity to celebrate great practice, or to inform coaching conversations if you see opportunities for development.

NOTE What if there are multiple actions on a claim within a session?

Review all activity as a collective set of actions leading to an outcome. The question needing to be answered in these situations was whether the access to the claim was a for valid reason.

NOTE What if a claim has been accessed in more than one session during the time period captured in the Access Report?

Complete a separate check for each session.

- d** Record the findings of each claim access using the Client Information Access Validation Tool.

 Client Information Access Validation Tool

 Leader Instructions for Access Monitoring Tools

NOTE When should you record your findings in the Client Information Access Validation Tool?

Record your findings in the Client Information Access Validation Tool as you are conducting the checks with your Team Member. This is more efficient than conducting the check and capturing your findings at a later date.

NOTE What if you are capturing commentary in the Client Information Access Validation Tool?

The commentary you input will be visible and likely reviewed by representatives from Performance, Privacy, and Integrity Services. The content you enter should be clear and understandable. If this is not the case, you will likely be contacted to provide clarification.

NOTE What if a check has resulted in a Low Assurance rating?

This does not mean that access to the claim was inappropriate, just that we cannot provide clear evidence backing up a valid business reason for access using our current systems and tools. Depending on the reason for assigning a Low Assurance rating you may also want to take additional steps or actions to work with the Team Member to fill knowledge gaps or reinforce best practice behaviors.

In the Client Information Access Monitoring Validation Tool only select Follow Up Required if you believe follow up is required with Integrity Services or Employment Relations. If your Team Member will benefit from some activity, such as coaching, then this is not required to be captured in this tool.

NOTE What if you have concerns about access to a claim?

This does not automatically mean that access to the claim was inappropriate, but that the access is currently unexplained and requires further validation due to a concern raised during the check. Proceed to 'Assess Claims Access Concerns'

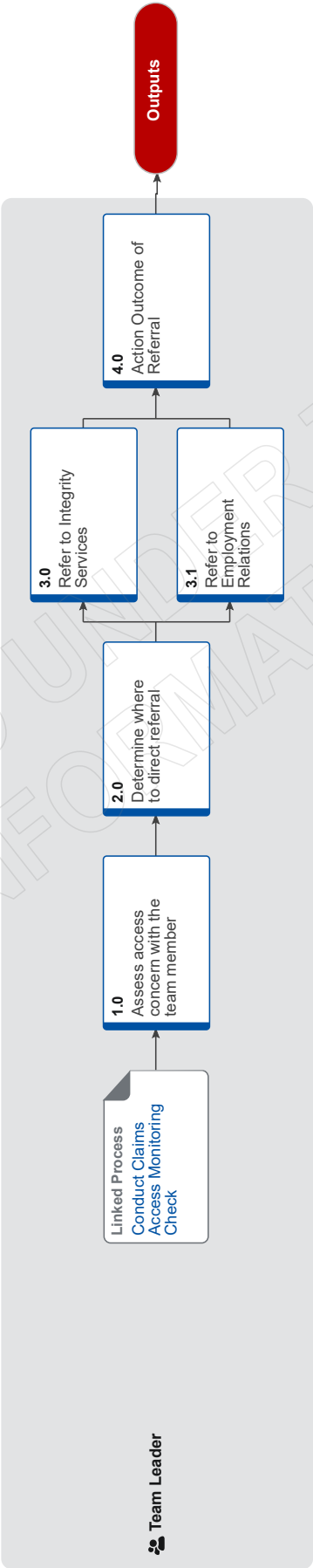
 **PROCESS** Assess Claims Access Concerns

NOTE What if you haven't captured the appropriate level of information in the Client Information Access Validation Tool?

The Performance team who monitor submissions in the Client Information Access Validation Tool may seek clarification from you directly, or this may be picked up as part of a conversation with your Client Service Leader.



RELEASED UNDER THE OFFICIAL INFORMATION ACT



Team Leader

Summary

Objective

Assess claims access concerns raised during Access Monitoring Checks and determine whether a referral to Integrity Services or Employment Relations is required.

Background

If an Access Monitoring Check finds concerns around access to a claim there is a need to further assess this access and make a determination as to whether a referral to Integrity Services or Employment Relations is required.

Owner

[Out of Scope]

Expert

Procedure

PROCESS

Conduct Claims Access Monitoring Check

Team Leader

1.0 Assess access concern with the team member

Team Leader

- a Ask the team member to explain why they accessed the claim in an instance where you have identified a concern.

NOTE How should you ask the team member to explain their reasons for access?

The purpose of this conversation is to understand the staff members version of events.

This must be asked in a non-confrontational and non-judgmental way, and should be an exploratory conversation in nature. There are many valid reasons why a team member may have accessed a claim, even if it cannot be evidenced with the systems and processes in place.

- b Capture your findings in the Client Information Access Validation Tool.



Client Information Access Validation Tool



Leader Instructions for Access Monitoring Tools

- c Determine if the reasons provided by the team member are valid or not.

NOTE How do you make this determination?

Refer to Claims Access Criteria.

You must also exercise your judgement if the reasons provided are valid or not valid or you have ongoing concerns about the reasons for access.

As a Team Leader who has high visibility of the workloads, work types, relevant processes, experience, expertise, and other attributes of the team environment, you must make a reasonable and fair assessment based on the explanation provided by the staff member, taking into account the factors listed above or any other evidence that is available.



Access Monitoring Criteria

NOTE What if you decide that the reasons provided are valid and so a referral is not required?

You may also want to take action to address knowledge gaps or reinforce best practice.

This process ends.

NOTE What additional kinds of information could be used to help make a determination?

- Access to Integrity Services advice and guidance to enable additional self-powered validation.
- Access to peer reviews by suitably qualified practitioners to verify the reasons
- Request additional footprint reporting to establish a wider data set that may be indicative of access trends.
- Benchmarking against similar roles or functions to establish normalised access behaviour.

2.0 Determine where to direct referral

Team Leader

- a Discuss your findings with your Line Manager and together and confirm that a referral is required.

NOTE What if you decide that the reasons provided are valid and so a referral is not required?

You may also want to take action to address knowledge gaps or reinforce best practice.

This process ends.

- b Determine whether the referral should be directed to Integrity Services or to Employment Relations.

NOTE When should you direct the referral to Integrity Services?

A referral should be made to Integrity Services where the access concern identified requires additional specialised assessment.

NOTE When should you direct the referral to Employment Relations?

A referral should be made direct to Employment Relations only in situations where there is clear evidence of deliberate inappropriate access by the team member, or where the team member has made a direct admission of deliberate inappropriate access.

3.0 Refer to Integrity Services

Team Leader

- a Draft a referral email to Integrity Services using the subject heading 'Access Monitoring IS Support'.

NOTE What information do you need to include in the referral email?

- The team members name and role
- Access points that cause concern
- Details of additional validation steps completed and the results
- Why concerns persist
- Any conflicting or unusual explanations for the access
- Details of discussion held with you Line Manager, including rationale for referral.

- b Send the referral to Integrity Services via the email address integrity.insights@acc.co.nz.

3.1 Refer to Employment Relations

Team Leader

- a** Draft a referral email to HR Help using the subject heading 'ER Support'.

NOTE What information do you need to include in the referral email?

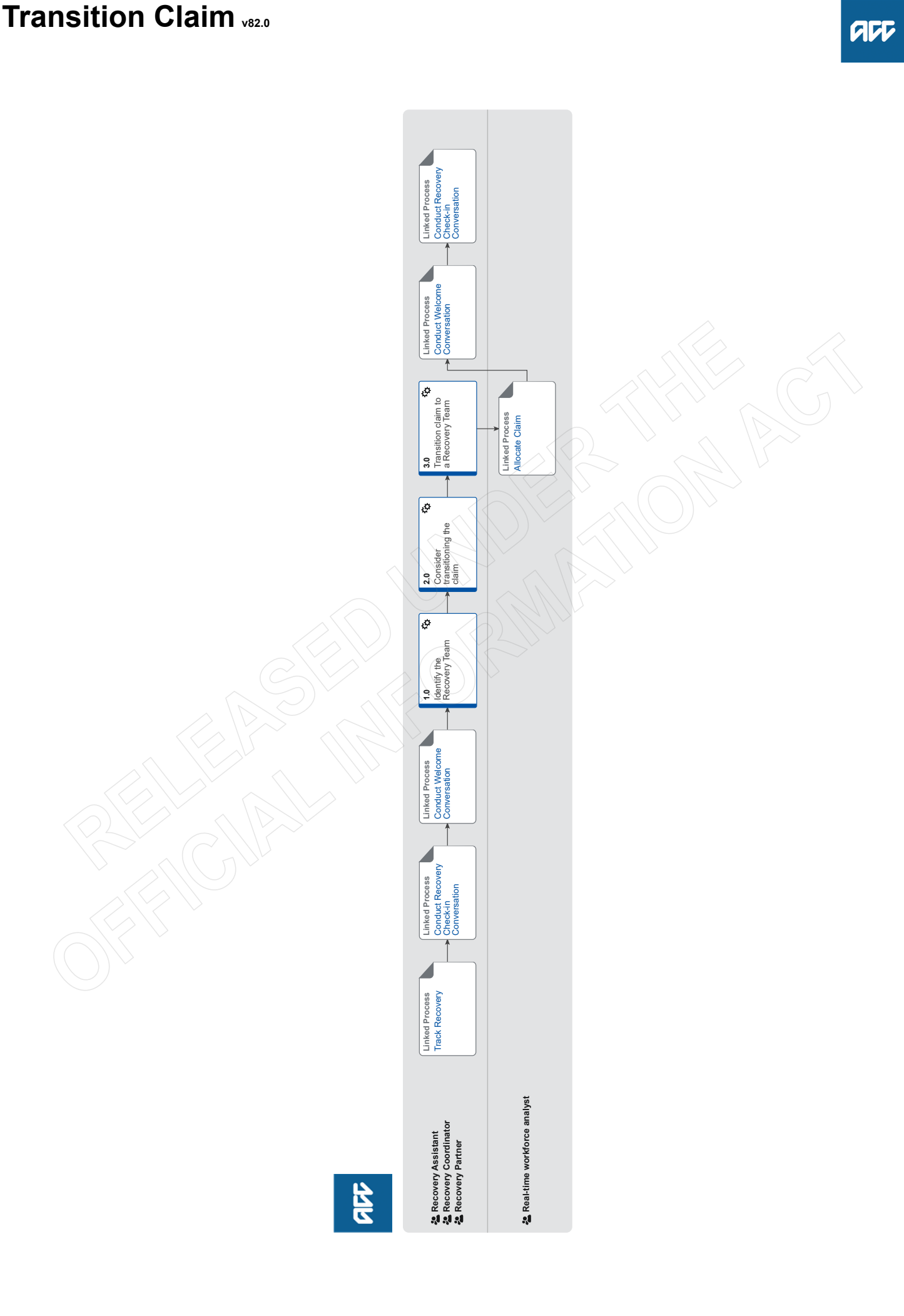
- The team members name and role
- Access points that cause concern
- Details of additional validation steps completed and the results
- Why concerns persist
- Any conflicting or unusual explanations for the access
- Details of discussion held with you Line Manager, including rationale for referral.

- b** Send the referral to Employment Relations via the email address HRHelp@acc.co.nz.

4.0 Action Outcome of Referral

Team Leader

- a** Receive outcome of the assessment from Integrity Services or Employment Relations.
- b** Action any activities as required, including changing the Assurance rating assigned in the Client Information Access Validation Tool if instructed.
-



Summary

Objective

To review and consider transitioning a clients to another recovery team so that they receive the right level of support for their needs, at the right time.

Background

Clients will transition between recovery teams throughout the life of their claim. This might happen when:

- they progress with their recovery
- their situation changes
- new information becomes available.

Transitioning a client to a new recovery team takes place when the current team is no longer the best option for supporting their needs. Recovery team members should use their discretion when making this decision, drawing on Promapp guidance, provider feedback, and recovery support as required.

Owner

[Out of Scope]

Expert

Procedure



PROCESS

Track Recovery

Recovery Assistant, Recovery Coordinator, Recovery Partner



PROCESS

Conduct Recovery Check-in Conversation

Recovery Assistant, Recovery Coordinator, Recovery Partner



PROCESS

Conduct Welcome Conversation

Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Identify the Recovery Team

Recovery Assistant, Recovery Coordinator, Recovery Partner

- Review the claim for information about a change in the client's circumstances and support needs.

NOTE What if the claim is due to be closed within the next week?

The claim does not need to be transitioned. This process ends.

NOTE What if the client has another open claim with Escalated Care Pathways?

If the claim is not a musculoskeletal injury then the claim should continue to be managed by a Recovery Team Member. If it is for a musculoskeletal injury, contact the ECP Team on 77097 to discuss.

The ECP Team will review with you, and may contact the ECP Provider managing the other claim to see if they also need to manage the additional claim. If they are going to do this, they will create a general task in EOS to track the progress and outcome. While you are waiting for an outcome, you should refrain from transitioning the claim unless there is an urgent request that needs assessment by a particular Recovery Team Member skillset.

If the ECP Provider needs to manage the additional claim, the ECP Team will update and transfer the claim to the ECP queue in EOS. If the Provider does not need to manage the additional claim, the ECP Team will update the task description to reflect this and close the general task. The claim can be transitioned if the ECP Provider is not going to take on the claim.

NOTE What if you are in Assisted Recovery and need to determine which Assisted Recovery cohort should manage the claim?

This is for claim transitions between Assisted Recovery cohorts only. For transitions into Assisted Recovery, see step 1.0 b.

- To enable you to make an informed decision on which is the correct Recovery Team review GUIDELINES Choosing the Right NG Recovery Team and NG GUIDELINES Whole of Person Guidelines and Allocations Rules.



GUIDELINES Choosing the right Recovery Team



Whole of Person Guidelines

NOTE What if your client is newly injured?

Hold off on considering a transition until more information is available, sometimes injuries are not as significant as first thought or clients make faster recoveries and may not need to transition to a different recovery team.

NOTE What if a treatment injury claim is accepted for cover for a mesh injury?

- If the Engagement Model Decision results state to send to Partnered, this claim will be transferred to Te Ara Tika.
- If the Engagement Model Decision results state to send to Assisted, Enabled or Supported, this claim will be transferred to Supported Recovery.
- For existing clients in Assisted Recovery - unless it is determined the client needs a higher level of support, these claims can remain in Assisted Recovery. If the client does require 1:1 support then normal transition guidelines should be followed.
- For existing clients in Supported Recovery or Partnered Recovery - if it is determined that the client needs some specialised support then the Recovery Team Member can discuss this with their Team Leader before the claim is transitioned to:
 - if transitioning to Supported Recovery, the claim will be assigned to a Recovery Coordinator who has been identified to manage mesh injury claims.
 - if transitioning to Partnered Recovery, the claim will go to Te Ara Tika.

NOTE What if there are claims managed by Third Party Administrators either through the Accredited Employer Programme or TPA Non-Work Service?

ACC should not be proactively offer to manage these alongside other ACC claims:

- For work related injuries managed under the Accredited Employer Programme, these claims will continue to be managed by the Accredited Employer or their nominated Third Party Administrator.
- For non-work related injuries managed by Third Party Administrators, these claims will continue to be managed by the nominated Third Party Administrator, however clients can opt out of this at any point and ACC can assume management of the claim if the clients wishes to opt out contact tpasupport@acc.co.nz or DDI 45394 they will facilitate the opt out and claim return.

NOTE What if it is a Work-Related injury and claimant is employed by an Accredited Employer

Go to the Identify and Transfer Work-Related Injury Claim to Accredited Employer (AE) Process.

-  **PROCESS** Identify and Transfer Work-Related Injury Claim to Accredited Employer (AE)

NOTE What if it is a Non-Work-Related injury and the claimant is employed by an Accredited Employer

Go to the Identify and Transfer Non-Work-Related Injury Claim to Third-Party Administrator (TPA) process.

-  **PROCESS** Identify and Transfer Non-Work-Related Injury Claim to Third-Party Administrator (TPA)

NOTE What if the client has an actively managed Physical Injury claim and Complex Mental Injury claim in Assisted?

- If the client's needs are stable or require minimal support, both claims can be effectively managed by Assisted Recovery. The client does not need to be transitioned. For further information refer to the Whole of Person Guidelines and Allocation Rules.

- If the client's mental health deteriorates and their needs change and they require one on one support, this claim could be considered for transition and Whole of Person may apply. Refer to the Whole of Person Guidelines and Allocation Rules below.

NOTE What if the client has an actively managed Complex Mental Injury claim and Complex Physical Injury claim?

Both claims need to be managed by the Recovery team member managing the Complex Physical Injury.

NOTE What if the client has multiple claims requiring management?

All claims need to be managed by the individual or team that can best support their needs. For further information refer to the Whole of Person Guidelines and Allocation Rules.

NOTE What if the client is to remain with the same team but has a request related to their Recovery Team member's location?

For CMI claims: if at any time (including migration) the client identifies that they do not wish to be managed by their geographically located team record the conversation in a future dated contact. As this is customer engagement also record it in the Cultural area of the Recovery Plan with the client's preferred method of communication. The client can also be transferred to their local region if they move and request local management. Send an email to WFM@acc.co.nz requesting a change of Recovery Team member in addition to completing this process.

For Physical Claims - These will only be transferred if it will result in the best possible outcome for the client. The decision to transfer a client is based on their need and is made by Recovery Team Members with team leader approval. On the agreement that a claim can be allocated locally, rationale is noted on the claim and the Team Leader should agree on the named Recovery Team Member to receive the allocation, they then complete the Submit Claim Movement survey located in the WFM-Supported sharepoint this will ensure that claims go via the capability streaming tool.

NOTE What if the client has an active Care Indicator?

Recovery Team Member to review the Care Indicator prior to transition and discuss with their Team Leader as required to ensure any risks are identified and appropriate action taken.

NOTE What if the client has an active Vulnerable indicator?

Recovery Team Member to review the Vulnerable indicator and discuss with their Team Leader as required to ensure any risks are identified and appropriate action taken. Clients with Vulnerable indicators cannot be managed in Assisted or Enabled.

NOTE What if you are a Recovery Partner considering transitioning a client into or out of a capability stream?

Transition to the engaging in work team, will happen after the Recovery Team member has had a conversation with their Team Leader. Transitions are required to have Team leader agreement and this be noted on the claim. See page 10 of GUIDELINES Choosing the right Recovery Team for points to be discussed with Team Leader.

NOTE What if you are a Recovery Partner considering transitioning a client into or out of Hāpai?

Notify your Team Leader if you believe your Māori clients will be best supported in Hāpai. Your Team Leader will contact the Hāpai Team leader to discuss capacity and potential transition to a Kaihāpai.

If a decision is made to transition into Hāpai, See page Transition a claim into or out of Hāpai for more information and ensure that you add the Hāpai indicator.

 Hāpai - Transition Claims

 Add a Hāpai Indicator

 Transition Guidelines Between Assisted Recovery Cohorts

2.0 Consider transitioning the claim

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Contact the client to discuss moving their claim to another team and understand the clients preference.

For guidance on how to conduct this conversation refer to NG SUPPORTING INFORMATION Having Recovery Team Transition Conversation and NG FAQ Transitioning a Client to Another Recovery Team.

NOTE What if there is another claim being managed by another team/person?

Consider Whole of Person management and follow the process as set out in the Whole of Person Guidelines.

 Whole of Person Guidelines

 NG FAQ Transitioning a Client to Another Recovery Team

 NG SUPPORTING INFORMATION Having Recovery Team Transition Conversations

NOTE What if you are unsure a transition is needed?

Make sure you have a conversation with your team leader to clarify if a transition is needed BEFORE you discuss with the client.

NOTE What if the client doesn't agree to be transitioned?

- Record your conversation with the client as a contact on the claim.
- Discuss with your leader how to approach the transition conversation at the next Recovery Check In.
- Add a note in the description field to the next Recovery Check In to remind you to if appropriate considering revisiting transitioning the client.

This process ends.

NOTE What if you are a Recovery Coordinator or Partner and are unable to contact the client?

- Attempt a maximum of 2 contacts over 2 full working days before leaving a voicemail or sending a notification to request client contact.
- If you are unable to reach the client, extend the task for additional 2 working days and note in the task description that this is the 2nd attempt to contact the client.
- On the task due date and if there is been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach then by phone letter.
- Extend the task date as appropriate to take into account postal delivery and note in the task description this is the 3rd attempt to contact the client and the CM04 letter has been sent.
- On the task due date and if there is no contact from the client and they are continuing to receive support, discuss with your team leader to determine next steps. You may also consider seeking internal guidance.
- If you're in Partnered and no contact is made with the client after three attempts, you must contact the provider, GP or other verified contact on the claim.

NOTE What if you are a Recovery Assistant and are unable to contact the client?

Recovery Assistants must make at least one attempt to contact the client to discuss the transition. If contact is unsuccessful this needs to be documented in the reminder action created in the steps 2.0b

NOTE What if the client has a Complex Mental Injury and is being transitioned from Partnered to Assisted Recovery?

- Client has an accepted claim
- The client does not have an active vulnerable indicator
- There are no risks noted in the report or by the provider
- The client is actively engaged in their therapy and well supported
- The client is receiving non complex supports and not financial support i.e. weekly compensation
- The client is not under 18 years of age

The decision to transition the claim is done collaboratively and must be discussed with the client and/or provider prior to transition.

- b** Based on the discussion you have had with the client, determine if they should be transitioned to a different Recovery Team which can better support their needs.

NOTE What if the client is in Supported or Partnered Physical Injury and is 16 years or younger?

Team Leader approval for the transition must be obtained prior to the transition to Assisted Recovery. Email your Team Leader the claim number, summary of the client situation and rationale for transition, with clear evidence that you have considered:

- The client's whole situation including ease of communication with parents/guardians, current living situation and other indicators described in Note 1a of Referring children in potentially vulnerable situations.
- The stability of the current injury must be clear, with Clinical Services hotline input if the injury is not clearly progressing / resolving Seek Internal Guidance.

Team Leaders will consider the clinical needs, social needs and likelihood of a stable and sustainable return to independence for the child. Team Leader will respond by email with Approval or Declinature and recommended next steps.

If approved, update Life Areas in Salesforce with the date of the approval noting "Transition to Assisted Recovery Approved". File the email away to the claim.

If declined, update the Recovery Plan to include recommended next steps.

 Referring children in potentially vulnerable situations

 Seek Internal Guidance

NOTE What if you have determined the doesn't need to be transitioned?

The client remains with the current Recovery Team. This process ends.

NOTE What if there is an unmanaged Mental injury claim that is impacting the current managed claim?

If recommendations have been made for support to be provided or considered on a claim with a sensitive indicator, follow the below steps:

- 1) The Recovery Team Member managing the physical injury claim should contact the client and discuss the recommendations.
- 2) Offer the client an opportunity to speak with a Recovery Partner to discuss what ACC support could be considered under the sensitive claim.
- 3) If the client agrees to having this conversation with the Recovery Partner, create an NGCM call back request task on the client's party record with the following details
 - a. What has prompted this contact request
 - b. Brief summary of the client's situation
 - c. Contact to be made with client to discuss supports under sensitive claim and re-opening this.
4. Link the claim number to the task and transfer to the Partnered Recovery Department queue for allocation.

For the Recovery Partner:

- 5) Contact the client to discuss support and re-engaging under the sensitive claim.
- 6) If the client agrees to engage in support or wishes to continue with agreed next steps under the sensitive claim, the Recovery Partner should then consider whether whole of person conversation is appropriate now or once an engagement form has been received.

See Whole of Person Guidelines below.

- 7) Ensure the claim is open and assign to you if the client has agreed to engage in support.

If the client does not wish to engage with support under the sensitive claim, advise the Recovery Coordinator or Recovery Assistant of this outcome. Record your contact and close the task. Claim can be transfer into Actioned cases.

NOTE What if you consider the claim should transferred to the Remote Claims Unit (RCU)?

Go to (NGCM) Transition claim into Remote Claims Unit (RCU) process.

 **PROCESS** Transition client into Remote Claims Unit (RCU)

NOTE What if you consider the claim should be transferred to the Wellington Central Branch/ Te Ara Tika team?

Go to (NGCM) Transition Claim to Te Ara Tika.

 **PROCESS** Transition Claim to Te Ara Tika

 Whole of Person Guidelines

NOTE What if you have received a 'General' task requesting a claim be transferred to Escalated Care Pathway (ECP)?

Close open tasks on the Recovery Plan. Transition the claim and the 'General' task received from ECP to 'Escalated Care Pathway' department queue for the ECP team to manage using the following system steps.

If you need to contact or transfer a call to the ECP team you can call 07 848 7097 or email ECPTeam@acc.co.nz

3.0 Transition claim to a Recovery Team

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Prepare the claim for transition. Follow the below appropriate note, these steps must be completed:

NOTE What if you are preparing the claim to transition to Supported or Partnered?

- Check shared inbox and file away any emails (see system steps below)
- Ensure no outstanding emails on the claim
- Ensure filing away is completed and document list is tidy
- Complete all actions due
- Complete all urgent or overdue work required (Including referrals and emails)
- Life Areas updated
- Recovery goal updated
- Client is aware of and happy to transition (if not successfully able to contact this is noted in the task)

NOTE What if you are preparing the claim to transition to Assisted?

- Filing away completed and documents are tidy (see system steps for filing away below)
- All actions completed.
- All urgent or overdue work required is complete (including referrals and emails).
- Life areas updated.
- Recovery goal updated.
- No tasks overdue or due within 48 hours.
- Stakeholders (employer, provider etc) informed and information is updated i.e. participants.
- Remove any unnecessary Reminder tasks (i.e. waiting for report to arrive).
- Client is aware of and happy to transition.

If the client requires no further rehabilitation go to the Identify a Client for No Further Rehabilitation process.

 **PROCESS** Identify a Client for No Further Rehabilitation

 NGCM Filing Away - System Steps

NOTE What if the Recovery Plan requires updating?

Go to the Create or Update Recovery Plan process

 **PROCESS** Create or Update Recovery Plan

- b** Complete transition by following the below appropriate note:

NOTE What if you are transitioning a claim to Supported or Partnered

From the Salesforce Recovery Plan, add a Reminder Action and set the action due date to today then enter the following information into the description field:

- Send a notification to the client advising them of your contact details (Management team change notification).
 - Provide your rationale for transitioning the claim.
 - If applicable, state next actions.
 - In Eos, transfer the claim to the appropriate department queue. See Transfer a claim system steps below.
- *If the information exceeds the reminder character limit of 1500 characters then record the rationale for the transition in the 'Engagement' life area and note this in the reminder action.

If you are transitioning the claim to Partnered Recovery and need to advise if the claim needs to be allocated to the Mental Injury or Physical Injury team please email WFM@acc.co.nz

NOTE What if you are transitioning a claim to Assisted

- Notify provider/employer (if appropriate) of the transition and provide Assisted Recovery's details.
- In Salesforce, in the engagement life area record the transition rationale.
- In Eos, transfer the claim to Assisted Recovery.
- Ensure you have provided the client with Assisted Recovery's contact details either via phone, email or text notification.

 Transfer a claim (Eos Online Help)

 Create a Notification - System Steps

NOTE What if the client is continuing to receive one to one management but being transitioned to a new Recovery Coordinator/Partner?

Prepare the claim for transition as per the above preparation note.

From the Salesforce Recovery Plan, add a Reminder Action and set the action due date to today then enter the following information in the description field:

- Send 'Management team change' notification to the client
- Provide your rationale for transitioning the claim
- If applicable, state next actions.
- Email WFM@acc.co.nz if there are any allocation requirements (eg. location, gender, cultural capability)

NOTE What if your client is transitioning from Supported or Partnered Recovery and receives Medical Consumables through Community Client/Onelink?

Ensure any 'work items' awaiting approval are processed prior to transitioning the claim and that relevant Providers/Assessors are aware of the change of Recovery Team to ensure they select the correct approver for future requests.

NOTE What if the client is being transitioned from Enabled to Assisted?

I am a Recovery Administrator:

- In Eos, transfer the claim to the Assisted Recovery Department queue.
- Send 'Management team change' notification to the client with Assisted's contact details.
- If the claim has been incorrectly put in Enabled Recovery and a Welcome Conversation is required to complete the initial set up, create a NGCM Welcome Conversation task in Eos. Note in the description the reason for the transition.
- If the claim needs to be transitioned due to no longer meeting Enabled criteria (refer to Choosing the right Recovery Team), create the Recovery Plan in Salesforce. Add a Recovery Check In action (see create or update Recovery plan) and note in the description the reason for the transition.

I am a Recovery Assistant:

- In Eos, transfer the claim to the Assisted Recovery Department queue.
- Send 'Management team change' notification to the client with Assisted's contact details.
- If the claim has been incorrectly put in Enabled Recovery and a Welcome Conversation is required to complete the initial set up, attempt Welcome Conversation and set up the Recovery Plan accordingly.
- If the claim needs to be transitioned due to no longer meeting Enabled criteria (refer to Choosing the right Recovery Team), attempt a full Recovery Check in, if the client is an earner collect all Employment information e.g. Job title, job tasks and contact details for Manager and update the Recovery Plan accordingly.
- If the client is an earner attempt Employer Welcome Conversation and update life areas with relevant information.

 **PROCESS** Create or Update Recovery Plan

NOTE What if the client is being transitioned to Enabled?

- In Salesforce, complete all actions on the Recovery Plan timeline and mark as 'complete' or 'no longer relevant' (it is preferred that there are No open tasks for on-going claims management for clients with claims in Enabled Recovery).
- In Eos, transfer the claim to Enabled Recovery Department queue.
- Send 'Management team change' notification to the client.

 Transfer a claim (Eos Online Help)

NOTE What if you're transferring a claim from BAU to a Recovery Team?

In Eos, transfer the claim.

 Move a claim from BAU to NGCM

 Run or Edit Engagement Model Decision (EMD)

 **PROCESS** **Allocate Claim**
Real-time workforce analyst

 **PROCESS** **Conduct Welcome Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

 **PROCESS** **Conduct Recovery Check-in Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

Role type (Last updated 02/10/2023)	Eos Access				
Search for role type below using this >>> dropdown filter button	Eos User Types	Eos Queues (previously Eos Departments)	Eos Job Title	For MAC Team's use only: Department (Free-text field)	For MAC Team's use only: Default Department
Accounts Officer (Finance) (with standard access)	Access All Reports, Finance Persona, Manage Financials	Finance EOS Payment Support- with supervisor permission	Accounts Officer	Financial Accounting & Systems	Specialised & Corporate Units
Accounts Officer (Finance) (with additional access options)	Access All Reports, Finance Persona, Manage Financials Optional: Access Sensitive Claims	Finance EOS Payment Support- with supervisor permission Optional: Remote Claims Unit	Accounts Officer	Financial Accounting & Systems	Specialised & Corporate Units
Accounts Payable Officer	Finance Persona	N/A	Accounts Payable Officer	Financial Accounting & Systems	Specialised & Corporate Units
Accounts Receivable Officer	Finance Persona, Manage Financials	Finance EOS Payment Support - with supervisor permission	Accounts Receivable Officer	Financial Accounting & Systems	Specialised & Corporate Units
Accredited Employer Specialist	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Option: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims, Insurer Liaison Manager ACC_RP304_EMPLOYER_CLAIM_STATEMENT	N/A	Accredited Employer Specialist	Accredited Employers Programme	Specialised & Corporate Units
Actuarial Advisor	Actuarial Persona	N/A	Actuarial Advisor	Actuarial Services	Specialised & Corporate Units
Actuarial Analyst	Actuarial Persona	N/A	Actuarial Analyst	Actuarial Services	Specialised & Corporate Units
Actuary	Actuarial Persona, Access all reports	N/A	Actuary	Actuarial Services	Specialised & Corporate Units
Administrator - Middleware	System Administration, Enquiry Only Persona Optional: Access Sensitive Claims	N/A	Administrator - Middleware	Digital Workspace & Engineering	Specialised & Corporate Units
Advanced Analytics Analyst	Enquiry Only Persona	N/A	Advanced Analytics Analyst	Advanced Analytics	Specialised & Corporate Units
Advisor - Govt Engagement	Government Engagement Persona Optional: Access Sensitive Claims	N/A	Advisor	Govt Engagement	Specialised & Corporate Units
AEP Advisor	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Option: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims, Insurer Liaison Manager ACC_RP304_EMPLOYER_CLAIM_STATEMENT	N/A	AEP Advisor	Accredited Employers Programme	Specialised & Corporate Units
Analyst - Actuarial Services	Actuarial Persona	N/A	Analyst	Actuarial Services	Specialised & Corporate Units
Analyst - Performance & Intelligence	Enquiry Only Persona	Treatment Injury Centre - with supervisor permission	Analyst	Performance & Intelligence	Specialised & Corporate Units
Analyst - Workforce Management	Enquiry Only Persona - (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work Related Gradual Process,	Analyst	Analytics and Reporting	Specialised & Corporate Units
Application Administrator	Business Partnerships Persona	N/A	Application Administrator	Business Partnerships	Specialised & Corporate Units
Assistant Accountant	Access All Reports, Finance Persona, Manage Financials Optional: Access Sensitive Claims	Finance EOS Payment Support - with supervisor permission	Assistant Accountant	Financial Accounting & Systems	Specialised & Corporate Units
Associate Business Analyst - Shared Capability	Enquiry Only Persona Optional: Access All Reports, Access Sensitive Claims, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator,	Optional: Assisted Recovery, Assisted Recovery - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Managed Claims - with supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases	Associate Business Analyst	Shared Capability	Specialised & Corporate Units
Business Advisor - Corporate & Finance	Access Sensitive Claims, Review Specialist, Enquiry Only Persona	Customer Resolution – with supervisor permission, Legal Services – with supervisor permission,	Business Advisor	DCE Office - Corporate & Finance	Specialised & Corporate Units
Business Advisor - DCE Office Service Delivery	DCE Office Persona Optional: NGCM Recovery Partner, Access Sensitive Claims	Optional: BAU Actioned Cases - with supervisor permission, Managed Claims - with supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases	Business Advisor	DCE Office - Service Delivery	Specialised & Corporate Units
Business Analyst - Business Partnerships	Business Partnerships Persona	N/A	Business Analyst	Business Partnerships	Specialised & Corporate Units
Business Analyst - Resolution Services	Enquiry Only	Assisted Recovery, Assisted Recovery - Actioned Cases, Elective Services Centre, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton SC - Quality Assurance, Hamilton Service Centre - with supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases	Business Analyst	Resolution Services	Customer Resolution
Business Analyst - Shared Capability	Enquiry Only Persona	N/A	Business Analyst	Shared Capability	Specialised & Corporate Units
Business Intelligence Consultant	Enquiry Only Persona	N/A	Business Intelligence Consultant	Information & Technology	Specialised & Corporate Units

Business Intelligence Consultant	Access All Reports,Enquiry Only Persona Option: Access Sensitive Claims	N/A Optional: Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases – with supervisor permission, Dunedin Branch - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Invercargill Branch - Actioned Cases, Managed Claims – with supervisor permission, NGCM Actioned Cases, Operations Support – with supervisor permission, Timaru Branch - Actioned Cases	Business Intelligence Consultant	Business Intelligence	Specialised & Corporate Units
Business Process Improvement Analyst	Enquiry Only Persona	N/A	Business Process Improvement Analyst	BPI	Specialised & Corporate Units
Business Process Improvement Lead	Enquiry Only Persona	N/A	Business Process Improvement Lead	BPI	Specialised & Corporate Units
Business Representative	Access All Reports, Business Partnerships Persona	N/A	Business Representative	Business Partnerships	Specialised & Corporate Units
Business Representative – Payments	Centre Manager, Team Manager - Processing Centre	Approve Entitlements to \$3million, Centre Manager - Processing Centre, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications,	Business Representative	Payments	Centralised Weekly Compensation
Business System Analyst	System Administration, Enquiry Only Persona Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Access to any Eos Department Queue is approved	Business System Analyst	Digital Workspace & Engineering	Specialised & Corporate Units
Case Administrator	NGCM Recovery Partner	Auckland Branch - Actioned Cases, BAU Actioned Cases - with supervisor permission, Managed Claims - with supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases	Case Administrator	Partnered Recovery	Managed Claims
Coordinator - DCE Office Service Delivery	DCE Office Persona Optional: Access all reports	N/A	Coordinator	DCE Office - Service Delivery	Specialised & Corporate Units
Channel Support Advisor	Customer Experience Representative Persona	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound Dept, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Channel Support Advisor	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres
Channel Support Advisor (with sensitive claims access)	Customer Experience Representative Persona, Access Sensitive Claims	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound Dept, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Channel Support Advisor	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres
Chief Clinical Officer & Head of Health Partnerships	Health/Clinical Enquiry Only Persona	Treatment Injury Centre - with supervisor permission, Regional Clinical Advice - Central - with supervisor permission, Corporate Clinical Advice - with supervisor permission	Chief Clinical Officer & Head of Health Partnerships	Health Partnerships	Specialised & Corporate Units
Payments Officer (with standard access)	Claims Officer Payments Persona	Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton Service Centre - with Supervisor permission, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Hutt Processing Centre - with Supervisor permission, Northern Service Centre - with Supervisor permission	Payments Officer	Invoicing and Payments	Payments/Processing
Payments Officer (with additional access options)	Claims Officer Payments Persona Optional: Access Sensitive Claims	Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton Service Centre - with Supervisor permission, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Hutt Processing Centre - with Supervisor permission, Northern Service Centre - with Supervisor permission Optional: Elective SC Claimant Reimbursement, NGCM Reimbursement, Northern Service Centre - Actioned Cases, Northern Service Centre - Administrator	Payments Officer	Invoicing and Payments	Payments/Processing
Client Service Leader (with standard access)	NGCM Client Leader	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence , H_Assisting Independence, W_Assisting Independence, Assisted Recovery, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Practice Mentor Services, Supported Recovery, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Client Service Leader	Managed Claims	Managed Claims
Client Service Leader (with additional access options)	NGCM Client Leader Optional: Access Sensitive Claims, Access Staff Claims, Access All reports	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence , W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes Optional for Client Admin CSL: Hamilton Service Centre and Dunedin Service Centre, Client Information Requests, Recovery Administration Optional: Maternal Birth Injury	Client Service Leader	Managed Claims	Managed Claims
Client Service Leader - ECP	Treatment and Support Assessor, Access all reports, NGCM Client Service Leader	Assisted Recovery, Escalated Care Pathway - with Supervisor permission, Escalated Care Pathway - Actioned Cases, Managed Claims - with Supervisor permission	Client Service Leader	Service Operations Administration	Managed Claims
Client Service Leader (Te Ara Tika & MI Access)	NGCM Client Leader, Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims, NGCM Recovery Administrator	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Te Ara Tika - with Supervisor permission	Client Service Leader	Te Ara Tika	Te Ara Tika
Client Service Leader - Payments (with additional access options)	Access Sensitive Claims, Access Staff Claims, Access All reports, Access High Profile Client Claims, Approve Debt write-off to \$100,000, Payments Assessor Persona, Payments Leader, Approve Entitlements in Eos up to \$500,000	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Weekly Compensation Staff and High Profile - with Supervisor permission Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Client Service Leader	Payments	Centralised Weekly Compensation
Client Service Leader - Payments (for remote claims use only)	Access Sensitive Claims, Access Staff Claims, Access All reports, Access High Profile Client Claims, Access Remote Claims, Approve Debt write-off to \$100,000, Payments Assessor Persona, Payments Leader, Approve Entitlements in Eos up to \$500,000	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Remote Claims - Actioned Cases, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Approval Remote, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Remote Claims Unit - with Supervisor permission, Weekly Compensation Remote, Weekly Compensation Staff and High Profile - with Supervisor permission Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Client Service Leader	Payments	Centralised Weekly Compensation
Client Service Leader - Supported Recovery	NGCM Client Leader	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Client Service Leader	Supported Recovery	Managed Claims
Client Service Leader - Treatment & Support, Lodgement and Cover (with standard access)	NGCM Client Leader, Access All Reports	Assisted Recovery, A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, BAU Actioned Cases - with supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with supervisor permission, NGCM Actioned Cases, Partnered Recovery, Practice Mentor Services, Supported Recovery, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes	Client Service Leader	Treatment & Support	Elective Services Centre
Client Service Leader Treatment & Support, Lodgement and Cover (with additional access options)	NGCM Client Leader, Access All Reports Optional: Access Sensitive Claims, Access Staff Claims, Access All reports, Access Remote Claims, Approve PIC to \$500,000, Access High Profile Client Claims, ACC_OPEN_LDGCCLAIM_AUTOMATION, Work Performer Tasks- with WPFailure1 and WPFailure2 roles	Assisted Recovery, A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, BAU Actioned Cases - with supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with supervisor permission, NGCM Actioned Cases, Partnered Recovery, Practice Mentor Services, Supported Recovery, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes Optional: ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Client Verification, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin Service Centre - with Supervisor permission, Elective Service Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Manual Streaming Required, Partnered Recovery - Actioned Cases, Partnered Recovery, Process Tasks, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery - Actioned Cases, Supported Recovery, Te Ara Tika, Te Ara Tika – Actioned Cases, TIC - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks - with Supervisor permission, Work Related Gradual Process	Client Service Leader	Treatment & Support	Elective Services Centre

Clinical Advice Manager (with standard access)	NGCM Clinical Advisor, NGCM Recovery Leader also Centralised Clinical - with one or more of the following roles: Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central - with Supervisor permission, Centralised Clinical - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Clinical Advice Manager	Clinical Services	Centralised Clinical
Clinical Advice Manager (with additional access options)	NGCM Clinical Advisor, NGCM Recovery Leader also Centralised Clinical - with one or more of the following roles: Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor Optional - Access High Profile Client Claims, Access Sensitive Claims, Access Staff Claims	BAP Queue - Central - with Supervisor permission, Centralised Clinical - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Clinical Advice Manager	Clinical Services	Centralised Clinical
Clinical Advisor (with standard access)	NGCM Clinical Advisor Persona, also Centralised Clinical - with the following role: Clinical Advisor	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Clinical Advisor	Clinical Services	Centralised Clinical
Clinical Advisor (with additional access options)	NGCM Clinical Advisor Persona, also Centralised Clinical - with the following role: Clinical Advisor Optional roles: Medical Advisor Psychological Advisor Pharmaceutical Advisor Principal Clinical Advisor Optional - Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Treatment Injury Centre - with Supervisor permission Optional - National Serious Injury Service	Clinical Advisor	Clinical Services	Centralised Clinical
Clinical Advisor (for remote claims use only)	NGCM Clinical Advisor Persona, Access Remote Claims Optional - Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims,	N/A	Clinical Advisor	Clinical Services	Centralised Clinical
Clinical Public & Education Advisor	Health/Clinical Enquiry Only Persona	N/A	Clinical Public & Education Advisor	Clinical Governance & Quality	Specialised & Corporate Units
Clinical Publications & Education Coordinator	Health/Clinical Enquiry Only Persona	Treatment Injury Centre with supervisor permission	Clinical Publications and Education Coordinator	Clinical Governance & Quality	Specialised & Corporate Units
Clinical Quality & Governance Manager	Health/Clinical Enquiry Only Persona	Treatment Injury Centre - with supervisor permission	Clinical Quality & Governance Manager	Clinical Governance & Quality	Specialised & Corporate Units
Clinical Quality Advisor	Health/Clinical Enquiry Only Persona	Treatment Injury Centre - with supervisor permission	Clinical Quality Advisor	Clinical Governance & Quality	Specialised & Corporate Units
Cloud Engineer	Enquiry Only Persona	N/A	Cloud Engineer	Digital Workspace & Engineering	Specialised & Corporate Units
Collections Associate	Collections Legal Persona	N/A	Collections Associate	Collections and Recoveries	Debt Management Unit
Collections Associate - Client	Debt Manager, Access Sensitive Claims, Collections Legal Persona	Debt Management Unit - with supervisor permission	Collections Associate	Collections and Recoveries	Debt Management Unit
Collections Officer	Collections Legal Persona	N/A	Collections Officer	Collections and Recoveries	Debt Management Unit
Compliance Advisor	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Optional: Access Staff Claims, Access High Profile Client Claims, Insurer Liaison Manager, sensitive claims	N/A	Compliance Advisor	Accredited Employers Programme	Specialised & Corporate Units
Consultant - SAS	Enquiry Only Persona	N/A	Consultant - SAS	Development Practice	Specialised & Corporate Units
Contact Centre Operations Manager	NGCM Client Leader	Hamilton & Dunedin Inquiry Service Centres Hamilton & Dunedin Inquiry Service Centres Inquiry Service Centre - Outbound ISC Dunedin - Administration ISC Dunedin - Management ISC Hamilton - Administration ISC Hamilton - Management	Contact Centre Operations Manager	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres
Contract Administrator	Access All Reports, Health Procurement Persona Optional: Service Item Taxonomist	N/A	Contract Administrator	Health Sector Commissioning	Specialised & Corporate Units
Coordinator - Corporate & Finance	Access All Reports, Legal Advisor, Enquiry Only Persona Optional: Access Remote Claims Access Sensitive Claims	Legal Services - with supervisor permission	Coordinator	DCE Office - Corporate & Finance	Specialised & Corporate Units
Cover Assessor (with standard access)	Cover Assessor Persona	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process	Cover Assessor	Cover Assessment	Cover Triage
Cover Assessor (with additional access options)	Cover Assessor Persona Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process Optional: Registration Centre - Sensitive Engagement Optional: Staff Claims Unit	Cover Assessor	Cover Assessment	Cover Triage
Customer Administration Manager	Policy Persona	N/A	Policy Administration Specialist	Policy Administration	Specialised & Corporate Units

Customer Experience Representative or Senior Customer Experience Representative (with standard access)	Customer Experience Representative Persona	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Customer Experience Representative or Senior Customer Experience Representative	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres
Customer Experience Representative or Senior Customer Experience Representative (with sensitive claims access)	Customer Experience Representative Persona, Access Sensitive Claims	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Customer Experience Representative or Senior Customer Experience Representative	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres
Customer Feedback Specialist	Customer Feedback Persona	N/A	Customer Feedback Specialist	Voice of the Customer	Specialised & Corporate Units
Customer Host	Business Support	Assisted Recovery, Assisted Recovery - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Inbound Document Management, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases	Customer Host	Service Operations Administration	Managed Claims
Customer Insights Analyst	Enquiry Only Persona	N/A	Customer Insights Analyst	Advanced Analytics	Specialised & Corporate Units
Customer Insights Analyst (Evaluation & Evidence)	Enquiry Only Persona	N/A	Customer Insights Analyst	Evaluation & Evidence	Specialised & Corporate Units
Customer Response Lead	Enquiry only	N/A	Customer Response Lead	DCE Office - Service Delivery	Specialised & Corporate Units
Database Administrator - Oracle	Enquiry Only Persona	N/A	Database Administrator - Oracle	Service Support	Specialised & Corporate Units
Data Insight Analyst	Integrity Services Persona	N/A	Data Insight Analyst	Integrity Services	Specialised & Corporate Units
Data Insight Support	Integrity Services Persona	N/A	Data Insight Support	Integrity Services	Specialised & Corporate Units
Data Technology Designer	Access All Reports, Enquiry Only Persona	N/A	Data Technology Designer	Data Technology	Specialised & Corporate Units
Data Tech Specialist	Enquiry Only Persona	N/A	Data Tech Specialist	Data Technology	Specialised & Corporate Units
Data Technology Specialist	Enquiry Only Persona	N/A	Data Technology Specialist	Data Technology	Specialised & Corporate Units
Data Technology Specialist - Business Intelligence	Enquiry Only Persona	N/A	Data Technology Specialist	Business Intelligence	Specialised & Corporate Units
Data Warehouse Developer	Enquiry Only Persona	N/A	Data Warehouse Developer	Data Technology	Specialised & Corporate Units
Design & Implementation Senior Analyst	Enquiry Only	N/A	Design & Implementation Senior Analyst	Workplace Safety	Specialised & Corporate Units
Desktop Platform Engineer	System Administration, Enquiry Only Persona	N/A	Desktop Platform Engineer	Digital Workspace & Engineering	Specialised & Corporate Units
Digital Analyst	BCSS Admin, Enquiry Only Persona	N/A	Digital Analyst	Digital and Channel Evolution	Specialised & Corporate Units
Digital Operations Manager	BCSS Admin, Enquiry Only Persona	N/A	Digital Operations Manager	Digital and Channel Evolution	Specialised & Corporate Units
Engagement & Performance Manager	Engagement and Performance Persona	N/A	Engagement & Performance Manager	Engagement and Performance	Specialised & Corporate Units
External Auditor	Optional: Access Sensitive Claims Finance Persona	N/A	External Auditor	Financial Accounting & Systems	Specialised & Corporate Units
Finance Business Partner	Finance Persona	N/A	Finance Business Partner	Finance	Specialised & Corporate Units
Financial Accountant	Access All Reports, Finance Persona, Manage Financials	Finance EOS Payment Support - with supervisor permission	Financial Accountant	Financial Accounting & Systems	Specialised & Corporate Units
Financial Accounting Manager	Finance Persona	Finance EOS Payment Support - with supervisor permission	Financial Accounting Manager	Financial Accounting & Systems	Specialised & Corporate Units
Financial Risk Specialist	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Optional: Insurer Liaison Manager	N/A	Financial Risk Specialist	Accredited Employers Programme	Specialised & Corporate Units
Fineos Consultant	Access Remote Claims, Enquiry Only Persona, System Administration	N/A	Fineos Consultant	Solution Delivery	Specialised & Corporate Units
Fineos Data Specialist	Enquiry Only Persona	N/A	Fineos Data Specialist	Solution Development	Specialised & Corporate Units
Fineos Support	Enquiry Only Persona, System Administration Optional: Access Sensitive Claims, Access Staff Claims,	Assisted Recovery - with supervisor permission, Assisted Recovery - Actioned Cases - with supervisor permission, Partnered Recovery - with supervisor permission, Partnered Recovery - Actioned Cases - with supervisor permission, Sensitive Claims Unit - with supervisor permission, Southern Area STCC - Actioned Cases - with supervisor permission, Southern Area STCC - Actioned Cases, Supported Recovery - with supervisor permission, Supported Recovery - Actioned Cases - with supervisor permission, Work Performer Tasks - with supervisor permission Optional: National Serious Injury Service	Fineos Support	Solution Development	Specialised & Corporate Units
Fineos Tester	Enquiry Only Persona	N/A	Fineos Tester	Solution Development	Specialised & Corporate Units
GovTech Graduate	Enquiry Only Persona	N/A	GovTech Graduate	Information & Technology	Specialised & Corporate Units
GovTech Graduate - Information Framework & Assurance	Enquiry Only Persona	N/A	GovTech Graduate	Information Framework & Assurance	Specialised & Corporate Units
GovTech Graduate - Integration	Enquiry Only Persona	N/A	GovTech Graduate	Integration	Specialised & Corporate Units
Head of Integrity Services	Integrity Services Persona	N/A	Head of Integrity Services	Integrity Services	Specialised & Corporate Units
Health Economist	Health/Clinical Enquiry Only Persona	N/A	Health Economist	Service Strategy & Insights	Specialised & Corporate Units
Health Partner	Health/Clinical Enquiry Only Persona	N/A	Health Partner	Health Sector Partnerships	Specialised & Corporate Units
Health Partner - Clinical	NGCM Clinical Advisor Persona also Centralised Clinical - with one of the following roles: Clinical Advisor Medical Advisor Pharmaceutical Advisor Psychological Advisor Optional: Access Sensitive Claims	Centralised Clinical - with supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with supervisor permission, Treatment Injury Centre - with supervisor permission	Health Partner	Health Sector Partnerships	Specialised & Corporate Units
Health Sector Partnerships Manager	Health/Clinical Enquiry Only Persona	N/A	Health Sector Partnerships Manager	Health Sector Partnerships	Specialised & Corporate Units
Incentives Officer	Business Incentives Persona, Data Quality Officer and ACC_CAN_RETRIEVE_EARNINGS_FROM_IR	Insurance Systems - ISI Support - with Supervisor permission	Incentives Officer	Levy Classification	Specialised & Corporate Units
Incentives Specialist	Business Incentives Persona, Data Quality Officer and ACC_CAN_RETRIEVE_EARNINGS_FROM_IR	Insurance Systems - ISI Support - with Supervisor permission	Incentives Specialist	Business Incentives	Specialised & Corporate Units
Team Manager – Incentives & Products	Business Incentives Persona	N/A	Team Manager	Business Incentives	Specialised & Corporate Units
Information Consultant	Access All Reports, Enquiry Only Persona	N/A	Information Consultant	Information Framework & Assurance	Specialised & Corporate Units
Information Management Advisor	Enquiry Only Persona	N/A	Information Management Advisor	Information Management	Specialised & Corporate Units

Insights Analyst - A&R	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims	Optional: Sensitive Claims Unit, Sensitive Claims - Case Ownership Optional: any of the below department queues: A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Case Ownership, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Staff Claims Unit - with supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation	Insights Analyst	Analytics and Reporting	Specialised & Corporate Units
Instructional Designer	PRODUCTION Eos: Sandpit Persona SANDPIT Eos: Access Sensitive claims, Claims Officer Treatment, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, NGCM Recovery Partner, Practice Mentor	PRODUCTION Eos: No departments required	Instructional Designer	Learning Design	Managed Claims
Integrated Services Case Manager - MSD	NGCM Recovery Assistant/Coordinator	Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Enabled Recovery - Actioned Cases, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Integrated Services Case Manager - MSD	Supported Recovery	Managed Claims
Integrity Advisor	Integrity Services Persona, Examining Officer, Access All Reports , ACC_CAN_RETRIEVE_EARNINGS_FROM_IR Optional: Access Sensitive Claims	N/A	Integrity Advisor	Integrity Services	Specialised & Corporate Units
Integrity Insight Analyst	Integrity Services Persona	N/A	Integrity Insight Analyst	Integrity Services	Specialised & Corporate Units
Integrity Insight Advisor	Integrity Services Persona	N/A	Integrity Insight Advisor	Integrity Services	Specialised & Corporate Units
Junior Desktop Engineer	System Administration, Enquiry Only Persona	N/A	Junior Desktop Engineer	Digital Workspace & Engineering	Specialised & Corporate Units
Junior Desktop Platform Engineer	System Administration, Enquiry Only Persona	N/A	Junior Desktop Platform Engineer	Digital Workspace & Engineering	Specialised & Corporate Units
Junior Salesforce Platform Engineer	Access Sensitive Claims, Enquiry Only Persona	N/A	Junior Salesforce Platform Engineer	Solution Development	Specialised & Corporate Units
Junior Test Engineer	Enquiry Only Persona	N/A	Junior Test Engineer	Enterprise Testing	Specialised & Corporate Units
Visual Designer	Enquiry Only Persona	N/A	Visual Designer	Insight Access	Specialised & Corporate Units
Lead Business Analyst - Shared Capability	Enquiry Only Persona	N/A	Lead Business Analyst	Shared Capability	Specialised & Corporate Units
Lead Desktop Engineer	Enquiry Only Persona	N/A	Lead Desktop Engineer	Digital Workspace & Engineering	Specialised & Corporate Units
Lead Internal Integrity Specialist	Integrity Services Persona	N/A	Lead Internal Integrity Specialist	Integrity Services	Specialised & Corporate Units
Lead Test Analyst	Enquiry Only Persona	N/A	Lead Test Analyst	Enterprise Testing	Specialised & Corporate Units
Lead Test Engineer	Access All Reports, Enquiry Only Persona	N/A	Lead Test Engineer	Enterprise Testing	Specialised & Corporate Units
Learning Curriculum Specialist	PRODUCTION Eos: Sandpit Persona SANDPIT Eos: Access Sensitive claims, Claims Officer Treatment, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, NGCM Recovery Partner, Practice Mentor	PRODUCTION Eos: No departments required	Learning Curriculum Specialist	Learning Design	Managed Claims
Learning Facilitator	PRODUCTION Eos: Sandpit Persona SANDPIT Eos: Access Sensitive claims, Claims Officer Treatment, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, NGCM Recovery Partner, Practice Mentor	PRODUCTION Eos: No departments required SANDPIT Eos: Assisted Recovery, Assisted Recovery - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases	Learning Facilitator	Learning Delivery	Managed Claims
Legal Administrator	Access All Reports, Access Remote Claims, Access Sensitive Claims, Enquiry Only Persona, Legal Advisor	Legal Services – with supervisor permission	Legal Administrator	DCE Office - Corporate & Finance	Specialised & Corporate Units
Legal Manager – Litigation	Enquiry Only, Access Remote Claims	Legal Services - With Supervisor permission	Legal Manager – Litigation	Legal Services (in HR as Scheme & Commercial)	Specialised & Corporate Units
Legal Recoveries Officer	Debt Manager, Collections Legal Persona	Debt Management Unit - with supervisor permission	Legal Recoveries Officer	Collections and Recoveries	Debt Management Unit
Levy Assessor	Levy Persona	N/A	Levy Assessor	Levy Classification	Specialised & Corporate Units
Incentive & Product Lead	Business Incentives Persona	N/A	Levy Advisory Manager	Business Incentives	Specialised & Corporate Units
Levy Classification Advisor	Levy Persona	N/A	Levy Classification Advisor	Levy Classification	Specialised & Corporate Units
Lodgement Administrator (with standard access)	Lodgement Administrator Persona	ACC General Tasks, Actioned Cases - Registration, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required - with Supervisor permission, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Work Performer Tasks	Lodgement Administrator	Cover Assessment	Hamilton Registration Centre or Dunedin Registration Centre

Lodgement Administrator (with additional access options)	Lodgement Administrator Persona Optional: Access Sensitive Claims if Registration Centre - Sensitive Engagement is required Optional: Access High Profile Client Claims, Access Staff Claims	Actioned Cases - Registration, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required - with Supervisor permission, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Work Performer Tasks Optional: with Sensitive Claims Access approval, Registration Centre - Sensitive Engagement Optional: with Staff Claims Access approval, Staff Claims - Actioned Cases, Staff Claims - Administration, Staff Claims Unit Optional: with Access High Profile Client Claims approval, Te Ara Tika, Te Ara Tika – Actioned Cases Optional: Maternal Birth Injury	Lodgement Administrator	<i>Cover Assessment</i>	<i>Hamilton Registration Centre or Dunedin Registration Centre</i>
Management Accountant	Finance Persona	N/A	Management Accountant	<i>Finance</i>	<i>Specialised & Corporate Units</i>
Manager Clinical Services (with standard access)	NGCM Clinical Advisor Persona, NGCM Recovery Leader, Access Sensitive Claims also Centralised Clinical - with all the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central - with Supervisor permission, Centralised Clinical with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Manager Clinical Services	<i>Health Partnerships</i>	<i>Specialised & Corporate Units</i>
Manager Clinical Services (with additional access options)	NGCM Clinical Advisor Persona, NGCM Recovery Leader also Centralised Clinical - with all the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor Optional: Access High Profile Client Claims, Access Sensitive Claims, Access Staff Claims	BAP Queue - Central - with Supervisor permission, Centralised Clinical with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Manager Clinical Services	<i>Health Partnerships</i>	<i>Specialised & Corporate Units</i>
Manager DCE Office	Access High Profile Client Claims, Access Sensitive Claims Optional: Principal Advisor	N/A	Manager DCE Office	<i>DCE Office - Service Delivery</i>	<i>Specialised & Corporate Units</i>
Manager Enablement and Delivery	Access all reports, Integrity Services Persona	N/A	Manager Enablement and Delivery	<i>Integrity Services</i>	<i>Specialised & Corporate Units</i>
Manager - Govt Engagement	Government Engagement Persona	N/A	Manager	<i>Govt Engagement</i>	<i>Specialised & Corporate Units</i>
Manager Health Sector Engagement & Performance	Access All Reports, Health/Clinical Enquiry Only Persona	Corporate Clinical Advice - with supervisor permission	Manager Health Sector Engagement & Performance	<i>Clinical Oversight & Engagement</i>	<i>Clinical</i>
Manager Integrity Insights	Integrity Services Persona	N/A	Manager Integrity Insights	<i>Integrity Services</i>	<i>Specialised & Corporate Units</i>
Manager Integrity Response	Access all reports, Integrity Services Persona	N/A	Manager Integrity Response	<i>Integrity Services</i>	<i>Specialised & Corporate Units</i>
Manager Integrity Risk Advisory	Integrity Services Persona	N/A	Manager Integrity Risk Advisory	<i>Integrity Services</i>	<i>Specialised & Corporate Units</i>
Manager Knowledge & Capability	Enquiry Only	N/A	Manager Knowledge & Capability	<i>Knowledge & Capability</i>	<i>Managed Claims</i>
Manager Operations Integration	NGCM Client Leader Optional: Access Sensitive Claims	N/A	Manager Operations Integration	<i>Operations Integration</i>	<i>Specialised & Corporate Units</i>
Manager Operations Payments	Access Sensitive Claims, Approve Entitlements to \$3million, Enquiry Only	N/A	Manager Operations Payments	<i>Payments</i>	<i>Centralised Weekly Compensation</i>
Manager Partnered Recovery	Enquiry Only, Access Sensitive Claims	N/A	Manager Partnered Recovery	<i>Partnered Recovery</i>	<i>Managed Claims</i>
Manager Performance	Enquiry Only Persona	N/A	Manager Performance	<i>Performance & Intelligence</i>	<i>Specialised & Corporate Units</i>
Manager Assisted Recovery	Enquiry Only	Assisted Recovery	Manager Assisted Recovery	<i>Assisted Recovery</i>	<i>Managed Claims</i>
Manager - Service Design & Transition	Enquiry only	N/A	Manager - Service Design & Transition	<i>Service Design & Transition</i>	<i>Specialised & Corporate Units</i>
Manager Service Support	Enquiry Only Persona	N/A	Manager Service Support	<i>Service Support</i>	<i>Specialised & Corporate Units</i>
Manager - Strategic Clinical Advice & Governance	NGCM Clinical Advisor Persona, NGCM Recovery Leader, Access Sensitive claims also Centralised Clinical - with all the following roles: Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central - with Supervisor permission, Centralised Clinical - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Manager - Strategic Clinical Advice & Governance	<i>Health Partnerships</i>	<i>Specialised & Corporate Units</i>
Manager Technical Services (with standard access)	Manager Technical Services, NGCM Technical Advisor, NGCM Recovery Leader, Team Manager, Access All Reports, Principal Advisor	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Manager Technical Services	<i>Technical Services</i>	<i>Centralised Technical</i>
Manager Technical Services (with additional access options)	Manager Technical Services, NGCM Technical Advisor, NGCM Recovery Leader, Team Manager, Access All Reports, Principal Advisor Optional: Access Sensitive Claims, Access High Profile Client Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Manager Technical Services	<i>Technical Services</i>	<i>Centralised Technical</i>
Manager Triage and Workflow (with standard access)	NGCM Clinical Advisor Persona, NGCM Recovery Leader also Centralised Clinical - with all the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central, Centralised Clinical - with Supervisor permission, Centralised Technical, Corporate Clinical Advice, Customer Resolution, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Operations Support, Regional Clinical Advice - Central	Manager Triage and Workflow	<i>Clinical Services</i>	<i>Centralised Clinical</i>

Manager Triage and Workflow (with additional access options)	NGCM Clinical Advisor Persona, NGCM Recovery Leader also Centralised Clinical - with all the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor Optional: Access Sensitive Claims	BAP Queue - Central, Centralised Clinical - with Supervisor permission, Centralised Technical, Corporate Clinical Advice, Customer Resolution, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Operations Support, Regional Clinical Advice - Central	Manager Triage and Workflow	Clinical Services	Centralised Clinical
Manager Workforce Management	Centre Manager, Workforce Planner Persona ACC NGCM ADD NGCM TASKS	Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Managed Claims - with supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases,	Manager Workforce Management	Workforce Management	Managed Claims
Maori Health Services Advisor (with standard access)	Maori Health Persona	N/A	Maori Health Services Advisor	Maori Health	Specialised & Corporate Units
Maori Health Services Advisor (with Sensitive Claims access)	Maori Health Persona, Access Sensitive Claims	N/A	Maori Health Services Advisor	Maori Health	Specialised & Corporate Units
Medical Advisor (with standard access)	NGCM Clinical Advisor Persona also Centralised Clinical - with the following role: Medical Advisor	Centralised Clinical - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Medical Advisor	Clinical Services	Centralised Clinical
Medical Advisor (with additional access options)	NGCM Clinical Advisor Persona also Centralised Clinical - with the following role: Medical Advisor Optional additional roles: Clinical Advisor Psychological Advisor Pharmaceutical Advisor Principal Clinical Advisor Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Centralised Clinical - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Medical Advisor	Clinical Services	Centralised Clinical
Medical Advisor (for remote claims use only)	NGCM Clinical Advisor Persona, Access Remote Claims Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	N/A	Medical Advisor	Clinical Services	Centralised Clinical
Site Operations Leader	Business Support	Managed Claims - with Supervisor permission	Site Operations Leader	Service Operations Administration	Managed Claims
Operational Policy Advisor	Enquiry only	N/A	Operational Policy Advisor	Technical Services	Technical Services
Operations Analyst - Business Partnerships	Business Partnerships Persona	N/A	Operations Analyst	Business Partnerships	Specialised & Corporate Units
Operations Analyst – Product Management	Enquiry Only Persona	N/A	Operations Analyst	Product Management	Specialised & Corporate Units
Operations Analyst - Performance & Intelligence	Performance Client Persona Access All Reports, Access High Profile Client Claims, Access Sensitive Claims	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases, BIS - ER Calculation Requests, C_Assisting RTW1, C2_Assisting RTW2, Centralised Weekly Compensation, Centralised Weekly Compensation Approvals, Client Payment Self Service, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, D_Assisting RTW1, D2_Assisting RTW2, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre, Elective Services Centre - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Service Centre, Hearing Loss Claims, Managed Claims, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC-Triage and Allocation, Treatment Injury Centre, W_Assisting RTW1, W2_Assisting RTW2, Welcomes, Work Related Gradual Process Optional: Centralised Permanent Injury Compensation, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Insurance Systems - ISI Support, Permanent Injury Compensation - Referrals, Sensitive Claims - Actioned Cases	Operations Analyst	Performance & Intelligence	Specialised & Corporate Units
Operations Analyst - Practice Mentor (with standard access)	Practice Mentor, NGCM Recovery Assistant/Coordinator,	Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton REG - Cover Assessment, Hamilton Registration Centre, Managed Claims with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases	Operations Analyst	Knowledge & Capability	Managed Claims
Operations Analyst - Practice Mentor (with additional access options)	Practice Mentor, NGCM Recovery Assistant/Coordinator, Optional: Access Sensitive Claims	Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton REG - Cover Assessment, Hamilton Registration Centre, Managed Claims with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases Optional: Sensitive Claims - Actioned Cases	Operations Analyst	Knowledge & Capability	Managed Claims
Operations Coordinator	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Optional: Insurer Liaison Manager	N/A	Operations Coordinator	Accredited Employers Programme	Specialised & Corporate Units
Operations Manager	Access All Reports, AE Claims Administrator, Operations Manager Optional: Insurer Liaison Manager	N/A	Operations Manager	Accredited Employers Programme	Specialised & Corporate Units
Payments Assessor (with standard access)	Payments Assessor Persona	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Payments Assessor	Payments	Centralised Weekly Compensation

Payments Assessor Level 2 (with standard access)	Payments Assessor L2 Persona, Approve Debt Write Off to \$20,000	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Payments Assessor	Payments	Centralised Weekly Compensation
Payments Assessor (with additional access options)	Payments Assessor Persona Optional: Access Sensitive Claims Optional: Access Staff Claims, Access High Profile Client Claims Optional: Access Remote Claims	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action Optional: Weekly Compensation Staff and High Profile (with Supervisor permission) Optional: Remote Claims Unit (with Supervisor permission), Remote Claims - Actioned Cases, Weekly Compensation Remote, Weekly Compensation Approval Remote Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Payments Assessor	Payments	Centralised Weekly Compensation
Payments Assessor Level 2 (with additional access options)	Payments Assessor L2 Persona, Approve Debt Write Off to \$20,000 Optional: Access Sensitive Claims Optional: Access Staff Claims, Access High Profile Client Claims Optional: Access Remote Claims	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action Optional: Weekly Compensation Staff and High Profile (with Supervisor permission) Optional: Remote Claims Unit (with Supervisor permission), Remote Claims - Actioned Cases, Weekly Compensation Remote, Weekly Compensation Approval Remote Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Payments Assessor	Payments	Centralised Weekly Compensation
Performance Advisor	Performance Client Persona Optional: Access Sensitive Claims	Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, Optional: Centralised Permanent Injury Compensation, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Hamilton REG - Cover Assessment, Hearing Loss Claims, Permanent Injury Compensation - Referrals, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Administration, TIC - Case Ownership, TIC-Triage and Allocation, Work Related Gradual Process Optional: Sensitive Claims - Actioned Cases	Performance Advisor	Performance & Intelligence	Specialised & Corporate Units
Performance Analyst	Enquiry Only Persona Optional: Access Sensitive Claims	N/A	Performance Analyst	Performance & Intelligence	Specialised & Corporate Units
Performance Lead	Enquiry Only Persona	N/A	Performance Lead	Performance & Intelligence	Specialised & Corporate Units
Performance Manager	Performance Client Persona	N/A	Performance Manager	Performance & Intelligence	Specialised & Corporate Units
Performance Monitoring Advisor	Performance Provider Persona, Team Leader - Service Centre Optional: Access Sensitive Claims, Access High Profile Claims, Risk of Harm	N/A	Performance Monitoring Advisor	Performance & Intelligence	Specialised & Corporate Units
Performance Reviewer	Access All Reports, Enquiry Only Optional: Access Sensitive Claims, Risk of Harm	N/A	Performance Reviewer	Performance & Intelligence	Specialised & Corporate Units
Pharmaceutical Advisor (with standard access)	NGCM Clinical Advisor Persona, Access Sensitive Claims also Centralised Clinical - with the following role: Pharmaceutical Advisor	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Pharmaceutical Advisor	Clinical Services	Centralised Clinical
Pharmaceutical Advisor (with additional access options)	NGCM Clinical Advisor Persona, Access Sensitive Claims also Centralised Clinical - with the following role: Pharmaceutical Advisor Optional roles: Clinical Advisor Medical Advisor Psychological Advisor Principal Clinical Advisor Optional: Access Staff Claims, Access High Profile Client Claims	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Pharmaceutical Advisor	Clinical Services	Centralised Clinical
PhD Student for Treatment Injury	Enquiry Only Persona	N/A	PhD Student for Treatment Injury	Performance & Intelligence	Specialised & Corporate Units
Operations Administrator	Policy Persona	N/A	Policy Administrator	Policy Administration	Specialised & Corporate Units
Operations Specialist	Policy Persona	N/A	Policy Administration Specialist	Policy Administration	Specialised & Corporate Units
Portfolio Advisor	Portfolio Persona Optional: Access Remote Claims, Access Sensitive Claims, Access All reports	Optional: Assisted Recovery, Assisted Recovery - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Case Ownership, Sensitive Claims - Client Contact, Sensitive Claims - Clinical Referral, Sensitive Claims - Technical Referral, Sensitive Claims Unit - with supervisor permission	Portfolio Advisor	Recovery Services	Specialised & Corporate Units
Portfolio Advisor - NASO	Enquiry Only	N/A	Portfolio Advisor	NASO	Specialised & Corporate Units
Portfolio Manager	Portfolio Persona	Optional: ACC General tasks	Portfolio Manager	Recovery Services	Specialised & Corporate Units

Portfolio Manager – Resolution Services	NGCM Technical Advisor, NGCM BAU Access, Review Specialist	Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Portfolio Manager	Resolution Services	Customer Resolution
Portfolio Performance Advisor	Performance Provider Persona	N/A	Portfolio Performance Advisor	Performance & Intelligence	Specialised & Corporate Units
Principal Solicitor - Scheme	Access All Reports, Legal Advisor Optional: Access Remote Claims, Access Sensitive Claims	Legal Services - with supervisor permission	Principal Solicitor	Legal Services (in HR as Scheme & Commercial)	Legal Services
Product Manager - Service Strategy & Insights	Team Manager, NGCM Clinical Advisor Persona	BAP Queue - Central - with supervisor permission, Centralised Clinical - with supervisor permission, Corporate Clinical Advice, Elective Services Centre - with supervisor permission, National Serious Injury Service - with supervisor permission, Regional Clinical Advice - Central - with supervisor permission,	Product Manager	Service Strategy & Insights	Specialised & Corporate Units
Product Owner - Digital Workspace & Engineering	Enquiry Only Persona	N/A	Product Owner	Digital Workspace & Engineering	Specialised & Corporate Units
Product Owner – BP Product Management	Enquiry Only Persona	N/A	Product Owner	BP - Product Management	Specialised & Corporate Units
Product Owner – Product Management	Enquiry Only Persona Optional: Release Manager	N/A	Product Owner	Product Management	Specialised & Corporate Units
Product Owner - Digital and Channel Evolution	Enquiry Only Persona Optional: Access All Reports	N/A	Product Owner	Digital and Channel Evolution	Specialised & Corporate Units
Product Owner - Service Strategy & Insights	Health/Clinical Enquiry Only Persona Optional: Triage and Workflow Coordinator, Clinical Advisor	Optional: Centralised Clinical - with supervisor permission, Elective Services Centre - with supervisor permission	Product Owner	Service Strategy & Insights	Specialised & Corporate Units
Product Owner SF - Product Management	Enquiry Only Salesforce Persona Optional: Release Manager	N/A	Product Owner	Product Management	Specialised & Corporate Units
Provider Monitoring Manager	Team Manager, Enquiry Only Persona	N/A	Provider Monitoring Manager	Performance & Intelligence	Specialised & Corporate Units
Practice Mentor (with standard access)	Practice Mentor, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, Practice Mentor Services - with Practice Mentor role	A_Assisting RTW1, A_Assisting Independence, A2_Assisting RTW2, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C_Assisting Independence, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Sensitive Claims - with Supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes	Practice Mentor	Knowledge & Capability	Managed Claims
Practice Mentor (with sensitive claims access)	Practice Mentor, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, Practice Mentor Services - with Practice Mentor role, Access Sensitive Claims	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C_Assisting Independence, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Recovery Administration, Sensitive Claims - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes	Practice Mentor	Knowledge & Capability	Managed Claims
Practice Mentor - Claims Assessment (with standard access)	Practice Mentor, Lodgement Administrator Practice Mentor Services - with Practice Mentor role	Accidental Death Claims - with Supervisor permission, Actioned Cases - Registration, Hamilton Service Centre - Work Injury Inquires - with Supervisor permission, Hearing Loss Claims - with Supervisor permission, Cover Triage, Centralised Permanent Injury Compensation, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation SPO, Dental Claims, Elective SC - Pharmaceutical, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Northern Service Centre, Registration Centre - Information Required, Registration Centre - Low Complex Dunedin, TIC - Administration, TIC - Case Ownership, TIC-Triage and Allocation, Work Related Gradual Process,	Practice Mentor	Knowledge & Capability	Managed Claims
Practice Mentor - Claims Assessment (with additional access options)	Practice Mentor, Lodgement Administrator Practice Mentor Services - with Practice Mentor role	Accidental Death Claims - with Supervisor permission, Actioned Cases - Registration, Hamilton Service Centre - Work Injury Inquires - with Supervisor permission, Hearing Loss Claims - with Supervisor permission, Cover Triage, Centralised Permanent Injury Compensation, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation SPO, Dental Claims, Elective SC - Pharmaceutical, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Northern Service Centre, Registration Centre - Information Required, Registration Centre - Low Complex Dunedin, TIC - Administration, TIC - Case Ownership, TIC-Triage and Allocation, Work Related Gradual Process, Optional: Maternal Birth Injury	Practice Mentor	Knowledge & Capability	Managed Claims
Practice Mentor - Payments (with standard access)	Eos Production: Payments Assessor, Lodgement Administrator Eos Sandpit: Payments Assessor, Lodgement Administrator, NGCM Recovery Partner, NGCM Recovery Leader	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, Hamilton Service Centre - with Supervisor permission, NGCM Reimbursement, Provider Registration, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action,	Practice Mentor	Knowledge & Capability	Managed Claims
Practice Mentor - Payments (with sensitive claims access)	Eos Production: Payments Assessor, Access Sensitive Claims, Lodgement Administrator Eos Sandpit: Payments Assessor, Access Sensitive Claims, Lodgement Administrator, NGCM Recovery Partner, NGCM Recovery Leader	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Weekly Compensation Sensitive Claims, Weekly Compensation Sensitive Claims Approvals	Practice Mentor	Knowledge & Capability	Managed Claims
Pricing Analyst	Enquiry Only Persona (MacTeam Untick - Enabled for workflow)	N/A	Pricing Analyst	Analytics and Reporting	Specialised & Corporate Units
Principal Advisor A&R	Enquiry Only Persona (MacTeam Untick - Enabled for workflow)	N/A	Principal Advisor	Analytics and Reporting	Specialised & Corporate Units
Principal Advisor Customer Response	Enquiry only, Access Sensitive Claims	N/A	Principal Advisor Customer Response	DCE Office - Service Delivery	Specialised & Corporate Units
Principal Advisor Operations Integration	NGCM Recovery Leader, Principal Advisor Optional: Manager Housing and Vehicles	N/A	Principal Advisor	Operations Integration	Specialised & Corporate Units
Principal Advisor Partnered Recovery	Enquiry Only	N/A	Principal Advisor	Partnered Recovery	Managed Claims
Principal Advisor – Payments	Access Sensitive Claims, Access Staff Claims, Access All reports, Access High Profile Client Claims, Approve Debt write-off to \$100,000, Payments Assessor Persona, Payments Leader, Approve Entitlements in Eos up to \$500,000	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Weekly Compensation Staff and High Profile - with Supervisor permission, Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Principal Advisor	Payments	Centralised Weekly Compensation
Principal Advisor Privacy & Ethics	Privacy Persona	N/A	Principal Advisor Privacy & Ethics	Privacy Team	Specialised & Corporate Units
Principal Advisor – Resolution Services	Review Specialist, NGCM Technical Advisor, NGCM BAU Access, NGCM Recovery Leader, Access Staff Claims, Access High Profile Client Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Treatment Injury Centre – with supervisor permission	Principal Advisor	Resolution Services	Customer Resolution
Principal Advisor Safety Response	Team Leader	N/A	Principal Advisor Safety Response	Operations Integration	Specialised & Corporate Units
Principal Advisor Specialist Claims	NGCM Client Leader	Accidental Death Claims, Actioned Cases - Registration, Assisted Recovery, BAU Actioned Cases, Cover Triage - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Enabled Recovery, Hamilton SC - Actioned Cases, Hamilton SC - Quality Assurance, Hamilton Service Centre, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Administration, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process Optional: Maternal Birth Injury	Principal Advisor Specialist Claims	Cover Assessment	Cover Triage
Principal Clinical Advisor (with standard access)	NGCM Clinical Advisor Persona, also Centralised Clinical - with the following role: Principal Clinical Advisor	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Elective SC – Clinical Advisors, Treatment Injury Centre - with Supervisor permission	Principal Clinical Advisor	Clinical Services	Centralised Clinical

Principal Clinical Advisor (with additional access options)	NGCM Clinical Advisor Persona, also Centralised Clinical - with the following role: Principal Clinical Advisor Optional roles: Medical Advisor Clinical Advisor Psychological Advisor Pharmaceutical Advisor Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Centralised Clinical - with Supervisor permission, Elective Services Centre - with Supervisor permission, Elective SC - Clinical Advisors, Treatment Injury Centre - with Supervisor permission	Principal Clinical Advisor	Clinical Services	Centralised Clinical
Privacy Advisor or Senior Privacy Advisor (with standard access)	Privacy Persona Secured Action: ACC_RP301_SCHEDULE_OF_CLAIMANT_INJURIES	N/A	Privacy Advisor or Senior Privacy Advisor	Privacy Team	Specialised & Corporate Units
Privacy Advisor or Senior Privacy Advisor (with additional access options)	Privacy Persona Secured Action: ACC_RP301_SCHEDULE_OF_CLAIMANT_INJURIES Optional: Access Sensitive Claims, Access High Profile Client Claims	N/A	Privacy Advisor or Senior Privacy Advisor	Privacy Team	Specialised & Corporate Units
Procurement Assistant	Procurement Persona	N/A	Procurement Assistant	Procurement	Specialised & Corporate Units
Product Owner	Maori Health Persona	N/A	Maori Product Owner	Maori Health	Specialised & Corporate Units
Provider Registration Administrator	Provider Registration Persona	Provider Vendor Support - with Supervisor permission	Provider Registration Administrator	Provider Registration	Provider Vendor Support
Provider Servicing Manager	Centre Manager, Centre Manager - Processing Centre, Team Manager - Processing Centre, Access Staff Claims, Approve Entitlements to \$3million, Provider Registration Persona	Elective Services Centre - with Supervisor permission, Northern Service Centre - with Supervisor permission, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - Actioned Cases, Northern Service Centre - Administration, Northern Service Centre - Case Ownership, Northern Service Centre - Management	Manager Provider Servicing	Provider Servicing	Payments/Processing
Provider Servicing Specialist	Team Manager - Service Centre, Provider Registration Persona	Northern Service Centre - with Supervisor permission	Provider Servicing Specialist	Provider Servicing	Payments/Processing
Psychology Advisor (with standard access)	NGCM Clinical Advisor Persona, Access Sensitive Claims also Centralised Clinical - with the following role: Psychological Advisor	BAP Queue - Central - with Supervisor permission, Centralised Clinical - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Psychology Advisor	Clinical Services	Centralised Clinical
Psychology Advisor (with additional access options)	NGCM Clinical Advisor Persona, Access Sensitive Claims also Centralised Clinical - with the following role: Psychological Advisor Optional Roles: Medical Advisor Clinical Advisor Pharmaceutical Advisor Principal Clinical Advisor Optional: Access Staff Claims, Access High Profile Client Claims	BAP Queue - Central - with Supervisor permission, Centralised Clinical - with Supervisor permission, Treatment Injury Centre - with Supervisor permission	Psychology Advisor	Clinical Services	Centralised Clinical
Psychology Advisor (for remote claims use only)	NGCM Clinical Advisor Persona, Access Sensitive Claims Optional: Access Staff Claims, Access High Profile Client Claims	N/A	Psychology Advisor	Clinical Services	Centralised Clinical
Real Time Analyst (WFM)	Access Sensitive Claims, Business Support, Real Time Analyst Persona Assisted Recovery - with Sensitive Claims Assistant role, Recovery Administration – with Sensitive Claims Administrator role ACC_NGCM_ADD_NGCM_TASKS Client Information Requests – Large/Complex Files, Client Information Requests – Small File Queue	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton & Dunedin Inquiry Service Centres, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Northern Service Centre - Administration, Northern Service Centre - Actioned Cases, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work Related Gradual Process	Real Time Analyst	Workforce Management	Managed Claims
Real Time Analyst (for Call Centre)	Real Time Analyst Persona ACC_NGCM_ADD_NGCM_TASKS	CSR - Provider Help Line, Customer Service Officer, Customer Service Representative, Elective SC - Pharmaceutical, Elective Services Centre - with supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with supervisor permission, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - with supervisor permission, Northern Service Centre - Actioned Cases Optional: ACC General Tasks, Client Verification, Inquiry Service Centre - Outbound	Real Time Analyst	Workforce Management	Managed Claims

Recovery Administrator (additional access when helping with payments - Please ensure you raise a request to get access permanently removed when no longer supporting payments)	REMOVE: NGCM Recovery Administrator, Business Support, NGCM Recovery Assistant/Coordinator ADD: Payments Assessor Persona Additional option (if supporting as a Lvl 2 Payments Assessor): Approve Debt Write Off to \$20,000	Leave existing and ADD: Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Recovery Administrator	<i>Recovery Administration</i>	<i>Managed Claims</i>
Recovery Administrator (additional access when helping with payments – switching back to Recovery Administrator work)	REMOVE: Payments Assessor Persona, (Optional) Approve Debt Write Off to \$20,000 ADD: NGCM Recovery Administrator, Business Support, NGCM Recovery Assistant/Coordinator	If likely to help out again with Payments: Leave existing If no longer doing any Payments work then: REMOVE Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Recovery Administrator	<i>Recovery Administration</i>	<i>Managed Claims</i>
Recovery Administrator (with standard access)	NGCM Recovery Administrator, Business Support, Edit Launch Pad Recovery Plan, NGCM Recovery Assistant/Coordinator ROLES: Client Information Requests -Small Queue File role, Client Information Requests -with Large/Complex/role	Accidental Death Claims, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Client Information Requests - with Supervisor permission, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Inbound Document Management, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Northern Service Centre - with Supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, Treatment Injury Centre - with Supervisor permission	Recovery Administrator	<i>Recovery Administration</i>	<i>Managed Claims</i>
Recovery Administrator (with additional access options)	NGCM Recovery Administrator, Business Support, Edit Launch Pad Recovery Plan, NGCM Recovery Assistant/Coordinator ROLES: Client Information Requests - Small Queue File role, Client Information Requests -with Large/Complex/role If Recovery Admin MI add: Access Sensitive Claims, Recovery Administration - with Sensitive Claims Administrator role, Assisted Recovery - with Sensitive Claims Assistant role Optional: Access High Profile Client Claims Optional: Manage PIC	Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Client Information Requests - with Supervisor permission, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Inbound Document Management, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Northern Service Centre - with Supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, Treatment Injury Centre - with Supervisor permission Optional: Centralised Permanent Injury Compensation + User type: Manage PIC, Sensitive Claims - Actioned Cases Optional: A_Assisting RTW1, A2_Assisting RTW2, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence - 45042, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, W_Assisting RTW1, W2_Assisting RTW2, Welcomes Optional (if supporting and training in CAA workflow): Dunedin DC - Actioned Cases, Work Related Gradual Process	Recovery Administrator	<i>Recovery Administration</i>	<i>Managed Claims</i>
Recovery Administrator - ECP (with standard access)	NGCM Recovery Administrator	Assisted Recovery, Escalated Care Pathway - Actioned Cases, Escalated Care Pathway - with Supervisor permission, Managed Claims - with Supervisor permission	Recovery Administrator	<i>Service Operations Administration</i>	<i>Managed Claims</i>
Recovery Administrator - ECP (with additional access options)	NGCM Recovery Administrator Optional: Access High Profile Client Claims, Access Staff Claims	Assisted Recovery, Escalated Care Pathway - Actioned Cases, Escalated Care Pathway - with Supervisor permission, Managed Claims - with Supervisor permission	Recovery Administrator	<i>Service Operations Administration</i>	<i>Managed Claims</i>
Recovery Administrator – Supporting TPA (with standard access)	NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, Edit Launch Pad Recovery Plan, Insurer Liaison Manager, ACC_EDIT_EXTERNALLYMANAGED_INDICATOR ROLES: Client Information Requests -Small Queue File role, Client Information Requests -with Large/Complex/role	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery - Actioned Cases, Assisted Recovery, Auckland Branch - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Blenheim Branch - Actioned Cases, Business Support, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dunedin Branch - Actioned Cases, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin SC - Quality Assurance, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - WLG Actioned Cases, Enabled Recovery - Actioned Cases, Enabled Recovery, Gallagher Bassett Care Advantage - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, Gisborne Branch - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Hawkes Bay Branch - Actioned Cases, Hearing Loss Claims, Henderson Branch - Actioned Cases, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Hutt Processing Centre - Actioned Cases, Hutt Valley Branch - Actioned Cases, Insurer Liaison Manager, Insurer Liaison, Invercargill Branch - Actioned Cases, Levin Branch - Actioned Cases, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Masterton Branch - Actioned Cases, Midlands STCC - Actioned Cases, Nelson Branch - Actioned Cases, New Plymouth Branch - Actioned Cases, North Harbour Branch - Actioned Cases, Northern Service Centre - with Supervisor permission, Northern STCC - Actioned Cases, Northwood Branch - Actioned Cases, Palmerston North Branch - Actioned Cases, Papakura Branch - Actioned Cases, Partnered Recovery - Actioned Cases, Partnered Recovery, Porirua Branch - Actioned Cases, Recovery Administration, Rotorua Branch - Actioned Cases, Sensitive Claims - Actioned Cases, Service Needs Assessment - Actioned Cases, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery - Actioned Cases, Supported Recovery, Tauranga Branch - Actioned Cases, TIC - Actioned Cases, Timaru Branch - Actioned Cases, TPA Support - with Supervisor permission, Treatment Injury Centre - with Supervisor permission, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Waikato Branch - Actioned Cases, Wanganui Branch - Actioned Cases, Welcomes, Wellington Branch - Actioned Cases, Wellington STCC - Actioned Cases, WellNZ Limited - Actioned Cases, WellNZ Limited - with Supervisor permission, Whakatane Branch - Actioned Cases, Whangarei Branch - Actioned Cases, WorkAon - Actioned Cases, WorkAon - with Supervisor permission	Recovery Administrator	<i>Recovery Administration</i>	<i>Managed Claims</i>
Recovery Administrator - TPA (with standard access)	NGCM Recovery Administrator, NGCM BAU Access, Insurer Liaison Manager. Secured Actions: ACC_EDIT_EXTERNALLYMANAGED_INDICATOR	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland Branch - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Blenheim Branch - Actioned Cases, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Christchurch Branch - Actioned Cases, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dunedin Branch - Actioned Cases, Dunedin SC - Actioned Cases, Dunedin SC - Quality Assurance, Elective Services Centre - Actioned Cases, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - WLG Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Gallagher Bassett Care Advantage - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, Gisborne Branch - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton SC - Actioned Cases, Hawkes Bay Branch - Actioned Cases, Henderson Branch - Actioned Cases, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Hutt Processing Centre - Actioned Cases, Hutt Valley Branch - Actioned Cases, Insurer Liaison, Invercargill Branch - Actioned Cases, Levin Branch - Actioned Cases, Managed Claims - with Supervisor permission, Masterton Branch - Actioned Cases, Midlands STCC - Actioned Cases, Nelson Branch - Actioned Cases, New Plymouth Branch - Actioned Cases, NGCM Actioned Cases, North Harbour Branch - Actioned Cases, Northern STCC - Actioned Cases, Northwood Branch - Actioned Cases, Palmerston North Branch - Actioned Cases, Papakura Branch - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Porirua Branch - Actioned Cases, Recovery Administration, Rotorua Branch - Actioned Cases, Sensitive Claims - Actioned Cases, Service Needs Assessment - Actioned Cases, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, Tauranga Branch - Actioned Cases, TIC - Actioned Cases, Timaru Branch - Actioned Cases, TPA Support - with Supervisor permission, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Waikato Branch - Actioned Cases, Wanganui Branch - Actioned Cases, Welcomes, Wellington Branch - Actioned Cases, Wellington STCC - Actioned Cases, WellNZ Limited - with Supervisor permission, Whakatane Branch - Actioned Cases, Whangarei Branch - Actioned Cases, WorkAon - Actioned Cases, WorkAon - with Supervisor permission	TPA Administrator	<i>TPA</i>	<i>TPA Support</i>

Recovery Administrator - TPA (with additional access options)	NGCM Recovery Administrator, NGCM BAU Access, Insurer Liaison Manager Secured Actions: ACC_EDIT_EXTERNALLYMANAGED_INDICATOR Optional: Access Sensitive Claims, Access Staff Claims	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland Branch - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Blenheim Branch - Actioned Cases, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Christchurch Branch - Actioned Cases, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dunedin Branch - Actioned Cases, Dunedin SC - Actioned Cases, Dunedin SC - Quality Assurance, Elective Services Centre - Actioned Cases, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - WLG Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Gallagher Bassett Care Advantage - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, Gisborne Branch - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton SC - Actioned Cases, Hawkes Bay Branch - Actioned Cases, Henderson Branch - Actioned Cases, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Hutt Processing Centre - Actioned Cases, Hutt Valley Branch - Actioned Cases, Insurer Liaison, Invercargill Branch - Actioned Cases, Levin Branch - Actioned Cases, Managed Claims - with Supervisor permission, Masterton Branch - Actioned Cases, Midlands STCC - Actioned Cases, Nelson Branch - Actioned Cases, New Plymouth Branch - Actioned Cases, NGCM Actioned Cases, North Harbour Branch - Actioned Cases, Northern STCC - Actioned Cases, Northwood Branch - Actioned Cases, Palmerston North Branch - Actioned Cases, Papakura Branch - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Porirua Branch - Actioned Cases, Recovery Administration, Rotorua Branch - Actioned Cases, Sensitive Claims - Actioned Cases, Service Needs Assessment - Actioned Cases, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, Tauranga Branch - Actioned Cases, TIC - Actioned Cases, Timaru Branch - Actioned Cases, TPA Support - with Supervisor permission, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Waikato Branch - Actioned Cases, Wanganui Branch - Actioned Cases, Welcomes, Wellington Branch - Actioned Cases, Wellington STCC - Actioned Cases, WellNZ Limited - with Supervisor permission, WellNZ Limited - Actioned Cases, Whakatane Branch - Actioned Cases, Whangarei Branch - Actioned Cases, WorkAon - Actioned Cases, WorkAon - with Supervisor permission Optional if approved for Staff Claims Access: Staff Claims Unit - with Supervisor permission, Staff Claims - Actioned Cases, Staff Claims - Administration, Staff Claims - Case Ownership	TPA Administrator	TPA	TPA Support
Recovery Assistant	NGCM Recovery Assistant/Coordinator	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Recovery Assistant	Assisted Recovery	Managed Claims
Recovery Assistant (MI)	NGCM Recovery Assistant/Coordinator, Access Sensitive Claims, Assisted Recovery - with Sensitive Claims Assistant role	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Sensitive Claims - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Recovery Assistant	Assisted Recovery	Managed Claims
Recovery Assistant ROG (Rehab Outcome Group)	NGCM Recovery Assistant/Coordinator	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Recovery Assistant	Assisted Recovery	Managed Claims
Recovery Coordinator	NGCM Recovery Assistant/Coordinator	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Recovery Coordinator	Supported Recovery	Managed Claims
Recovery Coordinator - ERS	NGCM Recovery Assistant/Coordinator	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery - Actioned Cases, Assisted Recovery, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery - Actioned Cases, Enabled Recovery, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery - Actioned Cases, Supported Recovery, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Recovery Coordinator	Supported Recovery	Managed Claims
Recovery Partner (with standard access)	NGCM Recovery Partner	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases	Recovery Partner	Partnered Recovery	Managed Claims
Recovery Partner (with additional access options)	NGCM Recovery Partner Optional: Access Staff Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases	Recovery Partner	Partnered Recovery	Managed Claims
Recovery Partner - MI (with standard access)	NGCM Recovery Partner, Access Sensitive Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases	Recovery Partner	Partnered Recovery	Managed Claims
Recovery Partner - MI (with additional access options)	NGCM Recovery Partner, Access Sensitive Claims Optional: Access High Profile Client Claims, Access Staff Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases	Recovery Partner	Partnered Recovery	Managed Claims
Recovery Partner - MI (for remote claims use only)	NGCM Recovery Partner, NGCM Recovery Administrator, Access Sensitive Claims, Access Remote Claims Optional: Access High Profile Client Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases, Remote Claims Unit - with Supervisor permission, Remote Claims - Actioned Cases	Recovery Partner	Partnered Recovery	Managed Claims
Recovery Partner – Te Ara Tika (with additional access)	NGCM Recovery Partner, NGCM Recovery Administrator Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Te Ara Tika - with Supervisor permission Optional: Sensitive Claims - Actioned Cases	Recovery Partner	Te Ara Tika	Te Ara Tika
Recovery Partner – Te Ara Tika (with standard access)	NGCM Recovery Partner, NGCM Recovery Administrator	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Te Ara Tika - with Supervisor permission	Recovery Partner	Te Ara Tika	Te Ara Tika
Regional Manager	Business Customer Solutions Partner Persona, ACC_RP304_EMPLOYER_CLAIM_STATEMENT	Optional: Insurance Systems - ISI Support - with supervisor access	Regional Manager	Business Engagement & Partners	Specialised & Corporate Units
Relationship & Engagement Manager Rongo Maori	Maori Health Persona, Access Sensitive Claims	N/A	Relationship & Engagement Manager Rongo Maori	Maori Health	Specialised & Corporate Units
Relationship Manager	Access All Reports, Business Customer Solutions Partner Persona, Data Quality Officer	Insurance Systems - ISI Support - with Supervisor permission	Relationship Manager	Business Engagement & Partners	Specialised & Corporate Units
Release & Deployment Manager	Enquiry Only Persona, Release Manager Optional: Release Tester	N/A	Release & Deployment Manager	Release & Deployment	Specialised & Corporate Units

Reporting Analyst	Enquiry Only Persona - (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Optional: any of the below department queues: A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Case Ownership, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Staff Claims Unit - with supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work Related Gradual Process,	Reporting Analyst	Analytics and Reporting	Specialised & Corporate Units
Research Advisor	Customer Feedback Persona	N/A	Research Advisor	Voice of the Customer	Specialised & Corporate Units
Research Advisor (Evaluation & Evidence)	Enquiry Only Persona	N/A	Research Advisor	Evaluation & Evidence	Specialised & Corporate Units
Response Analyst	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims	N/A	Response Analyst	Analytics and Reporting	Specialised & Corporate Units
Response Manager	Enquiry Only Persona (MacTeam Untick - Enabled for workflow)	N/A	Response Manager	Analytics and Reporting	Specialised & Corporate Units
Resolution Coordinator (with standard access)	Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Resolution Coordinator	Resolution Services	Customer Resolution
Resolution Coordinator (with additional access options)	Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Resolution Coordinator	Resolution Services	Customer Resolution
Resolution Coordinator (for remote claims use only)	Review Specialist, Access Remote Claims Optional: Access Staff Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Remote Claims Unit - with Supervisor permission	Resolution Coordinator	Resolution Services	Customer Resolution
Resolution Coordinator - Supporting Technical Triage	Access Sensitive Claims, Review Specialist, Triage and Workflow Coordinator	Centralised Technical, Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Operations Support, Technical Accounting Specialists	Resolution Coordinator	Resolution Services	Customer Resolution
Resolution Manager (with standard access)	NGCM Recovery Leader, Resolution Manager	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Resolution Manager	Resolution Services	Customer Resolution
Resolution Manager (with additional access options)	NGCM Recovery Leader, Resolution Manager Hamilton SC - Quality Assurance Optional: Triage and Workflow Coordinator Optional: Access Staff Claims, Access Sensitive Claims, Access High Profile Client Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance Optional: Centralised Technical, Operations Support, Technical Accounting Specialists	Resolution Manager	Resolution Services	Customer Resolution
Resolution Manager (for remote claims use only)	NGCM Recovery Leader, Resolution Manager, Access Remote Claims Optional: Access Staff Claims, Access Sensitive Claims, Access High Profile Client Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Remote Claims Unit - with Supervisor permission	Resolution Manager	Resolution Services	Customer Resolution
Resolution Portfolio Specialist (with standard access)	NGCM Recovery Leader, Resolution Manager	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Resolution Portfolio Specialist	Resolution Services	Customer Resolution
Resolution Portfolio Specialist (with additional access options)	NGCM Recovery Leader, Resolution Manager Optional: Access Staff Claims, Access Sensitive Claims, Access High Profile Client Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hamilton SC - Quality Assurance	Resolution Portfolio Specialist	Resolution Services	Customer Resolution
Resolution Specialist (with standard access)	Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Resolution Specialist	Resolution Services	Customer Resolution
Resolution Specialist (with additional access options)	Review Specialist Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Elective SC - Review, Hamilton SC - Quality Assurance	Resolution Specialist	Resolution Services	Customer Resolution
Resolution Specialist (for remote claims use only)	Review Specialist, Access Remote Claims Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective Services Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Elective SC - Review, Hamilton SC - Quality Assurance Optional: Remote Claims Unit - with Supervisor permission	Resolution Specialist	Resolution Services	Customer Resolution
Review Specialist (with standard access)	Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Review Specialist	Resolution Services	Customer Resolution
Review Specialist (with additional access options)	Review Specialist Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Review Specialist	Resolution Services	Customer Resolution
Review Specialist (for remote claims use only)	Review Specialist, Access Remote Claims Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Review Specialist	Resolution Services	Customer Resolution
Risk Advisory Specialist	Access all reports, Integrity Services Persona	N/A	Risk Advisory Specialist	Integrity Services	Specialised & Corporate Units

Safety Partner	Health Safety and Wellbeing Persona Optional: Team Leader, Access Sensitive Claims, Access High Profile Client Claims	Optional: Remote Claims Unit - with Supervisor permission	Safety Partner	Enhanced Solutions	Specialised & Corporate Units
Safety Response Coordinator (with standard access)	NGCM Recovery Partner, Access Sensitive Claims	N/A	Safety Response Coordinator	Safety Response Team	Managed Claims
Safety Response Coordinator (with additional access options)	NGCM Recovery Partner, Access Sensitive Claims Optional: Access High Profile Client Claims, Access Staff Claims	N/A	Safety Response Coordinator	Safety Response Team	Managed Claims
Salesforce Application Support (Platforms/SES/THK Team)	Enquiry Only Persona, Access Sensitive Claims	N/A	Salesforce Application Support	Solution Development	Specialised & Corporate Units
Salesforce Platform Engineer	Access Sensitive Claims, Enquiry Only Persona	N/A	Salesforce Platform Engineer	Solution Development	Specialised & Corporate Units
Scrum Master - Shared Capability	Enquiry Only Persona	N/A	Scrum Master	Shared Capability	Specialised & Corporate Units
Security Advisor	Team Leader, Access Sensitive Claims, Access High Profile Client Claims, Health Safety and Wellbeing Persona	Remote Claims Unit - with Supervisor permission	Security Advisor	Enhanced Solutions	Specialised & Corporate Units
Senior Actuary	Actuarial Persona	N/A	Senior Actuary	Actuarial Services	Specialised & Corporate Units
Senior Advisor - Govt Engagement	Government Engagement Persona Optional: Access All Reports	N/A	Senior Advisor	Govt Engagement	Specialised & Corporate Units
Senior Analyst A&R	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims, Access Staff Claims Optional access when supporting payments work: REMOVE Enquiry Only Persona and add Payment Assessor Persona	Optional: Sensitive Claims Unit, Sensitive Claims - Case Ownership Optional: any of the below department queues: A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Case Ownership, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Staff Claims Unit - with supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence,	Senior Analyst	Analytics and Reporting	Specialised & Corporate Units
Senior Assurance Advisor	Government Engagement Persona, Access All Reports	N/A	Senior Assurance Advisor	Govt Engagement	Specialised & Corporate Units
Senior Business Analyst - Shared Capability	Enquiry Only Persona	N/A	Senior Business Analyst	Shared Capability	Specialised & Corporate Units
Senior Business System Analyst	System Administration, Enquiry Only Persona Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Access to any Eos Department Queue is approved	Senior Business System Analyst	Digital Workspace & Engineering	Specialised & Corporate Units
Senior Clinical Quality Advisor	Health/Clinical Enquiry Only Persona	Treatment Injury Centre - with supervisor permission	Senior Clinical Quality Advisor	Clinical Governance & Quality	Specialised & Corporate Units
Senior Compliance Advisor	Access All Reports, AE Claims Administrator, Accred Emp Program Persona Optional: Insurer Liaison Manager	N/A	Senior Compliance Advisor	Accredited Employers Programme	Specialised & Corporate Units
Senior Customer Feedback Specialist	Customer Feedback Persona	N/A	Senior Customer Feedback Specialist	Voice of the Customer	Specialised & Corporate Units
Senior Customer Insights Analyst	Enquiry Only Persona	N/A	Senior Customer Insights Analyst	Advanced Analytics	Specialised & Corporate Units
Senior Customer Insights Analyst (Evaluation & Evidence)	Enquiry Only Persona	N/A	Senior Customer Insights Analyst	Evaluation & Evidence	Specialised & Corporate Units
Senior Data & Insights Product Designer	Enquiry Only Persona	N/A	Senior Data & Insights Product Designer	Insight Access	Specialised & Corporate Units

Senior Insights Analyst A&R	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims, Optional access when supporting payments work: REMOVE Enquiry Only Persona and add Payment Assessor Persona	Optional: Sensitive Claims Unit, Sensitive Claims - Case Ownership Optional: any of the below department queues: A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Case Ownership, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Staff Claims Unit - with supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation	Senior Insights Analyst	Analytics and Reporting	Specialised & Corporate Units
Senior Insights/Reporting Analysts – A&R (optional access when supporting payments work)	Optional: Payments Assessor Persona	Optional: Centralised Weekly Compensation – with supervisor permission, Centralised Weekly Compensation Approvals – with supervisor permission, Client Payment Self Service – with supervisor permission, Elective SC - Claimant Reimbursements, Hamilton SC - Claimant Reimbursements, Hamilton SC – Transport, NGCM Reimbursement, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Leave as is	Analytics and Reporting	Specialised & Corporate Units
Senior Integrity Insight Advisor	Integrity Services Persona	N/A	Senior Integrity Insight Advisor	Integrity Services	Specialised & Corporate Units
Senior Integrity Specialist	Integrity Services Persona Optional: Access All Reports	N/A	Senior Integrity Specialist	Integrity Services	Specialised & Corporate Units
Senior People Development Consultant	PRODUCTION Eos: Sandpit Persona SANDPIT Eos: Access Sensitive claims, Claims Officer Treatment, NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, NGCM Recovery Partner, Practice Mentor	PRODUCTION Eos: No departments required	Senior People Development Consultant	Learning Design	Managed Claims
Senior Planning & Performance Advisor	Finance Persona	N/A	Senior Planning & Performance Advisor	Finance	Specialised & Corporate Units
Senior Prevention Intelligence Advisor	Enquiry Only Persona Optional: Access Sensitive Claims	Treatment Injury Centre - with supervisor permission	Senior Prevention Intelligence Advisor	Performance & Intelligence	Specialised & Corporate Units
Senior Prevention Performance Advisor	Enquiry Only Persona	N/A	Senior Prevention Performance Advisor	Performance & Intelligence	Specialised & Corporate Units
Senior Pricing Analyst	Enquiry Only Persona (MacTeam Untick - Enabled for workflow)	N/A	Senior Pricing Analyst	Analytics and Reporting	Specialised & Corporate Units
Senior Reporting Analyst A&R	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims, Access Staff Claims Optional access when supporting payments work: REMOVE Enquiry Only Persona and add Payment Assessor Persona	Optional: Sensitive Claims Unit, Sensitive Claims - Case Ownership Optional: any of the below department queues: A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Case Ownership, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Staff Claims Unit - with supervisor permission, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation	Senior Reporting Analyst	Analytics and Reporting	Specialised & Corporate Units
Senior Research Advisor	Enquiry Only Persona	N/A	Senior Research Advisor	Insight Access	Specialised & Corporate Units
Senior Resolution Specialist (with standard access)	Senior Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Senior Resolution Specialist	Resolution Services	Customer Resolution

Senior Resolution Specialist (with additional access options)	Senior Review Specialist Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective Services Centre - with Supervisor permission, Elective SC - Review, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Senior Resolution Specialist	Resolution Services	Customer Resolution
Senior Response Analyst	Enquiry Only Persona (MacTeam Untick - Enabled for workflow) Optional: Access Sensitive Claims,	N/A	Senior Response Analyst	Analytics and Reporting	Specialised & Corporate Units
Senior Review Specialist (with standard access)	Senior Review Specialist	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Senior Review Specialist	Resolution Services	Customer Resolution
Senior Review Specialist (with additional access options)	Senior Review Specialist Optional: Access Staff Claims, Access Sensitive Claims	Customer Resolution - with Supervisor permission, Elective SC - Review, Elective Services Centre - with Supervisor permission, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission	Senior Review Specialist	Resolution Services	Customer Resolution
Senior Service Desk Analyst	System Administration, Enquiry Only Persona	N/A	Senior Service Desk Analyst	Service Support	Specialised & Corporate Units
Senior Software Engineer	Enquiry Only Persona	N/A	Senior Software Engineer	Service Support	Specialised & Corporate Units
Senior Solicitor - Litigation	Access All Reports, Legal Advisor, Access Remote Claims, Access Sensitive Claims	Legal Services - with supervisor permission	Senior Solicitor	Legal Services (in HR as Scheme & Commercial)	Legal Services
Senior Solicitor - Scheme	Access All Reports, Legal Advisor Optional: Access Remote Claims, Access Sensitive Claims	Legal Services - with supervisor permission	Senior Solicitor	Legal Services in HR as Scheme & Commercial)	Legal Services
Senior Strategy Advisor	Enquiry Only Persona	N/A	Senior Strategy Advisor	Strategy and Customer System	Specialised & Corporate Units
Senior Test Analyst	Release Tester, Enquiry Only Persona	N/A	Senior Test Analyst	Enterprise Testing	Specialised & Corporate Units
Senior Triage and Workflow Coordinator - Clinical	Triage and Workflow Coordinator, Access Sensitive Claims, Health/Clinical Enquiry Only Persona also Centralised Clinical - with the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central, Centralised Clinical - with Supervisor permission, Centralised Technical, Corporate Clinical Advice, Customer Resolution, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Operations Support, Regional Clinical Advice - Central	Senior Triage and Workflow Coordinator	Clinical Services	Centralised Clinical
Senior Triage & Workflow Coordinator - Privacy	Privacy Persona	N/A	Senior Triage & Workflow Coordinator - Privacy	Privacy Team	Specialised & Corporate Units
Senior Technical Lead (with standard access)	NGCM Technical Advisor, Service Support Lead, Access All Reports Optional: Access Staff Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Senior Technical Lead	Technical Services	Centralised Technical
Senior Technical Lead (with Sensitive Claims access)	NGCM Technical Advisor, Service Support Lead, Access All Reports, Access Sensitive Claims Optional: Access Staff Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Senior Technical Lead	Technical Services	Centralised Technical
Senior Treatment Injury Analyst	Enquiry Only Persona	Treatment Injury Centre - with supervisor permission	Senior Treatment Injury Analyst	Performance & Intelligence	Specialised & Corporate Units
Service Desk Analyst - Platform Services	System Administration, Enquiry Only Persona	N/A	Service Desk Analyst	Platform Services	Specialised & Corporate Units
Service Desk Analyst - Service Support	System Administration, Enquiry Only Persona	N/A	Service Desk Analyst	Service Support	Specialised & Corporate Units
Service Support Delivery Analyst - Service Delivery	Enquiry Only Persona	N/A	Service Support Delivery Analyst	Service Delivery	Specialised & Corporate Units
Service Support Delivery Analyst – Service Support	Enquiry Only Persona, System Administration	Access to any Eos Department Queue is approved	Service Support Delivery Analyst	Service Support	Specialised & Corporate Units
Solicitor - Litigation	Access All Reports, Legal Advisor, Access Remote Claims, Access Sensitive Claims	Legal Services - with supervisor permission	Solicitor	Legal Services (in HR as Scheme & Commercial)	Legal Services
Solicitor - Scheme	Access All Reports, Legal Advisor Optional: Access Remote Claims, Access Sensitive Claims	Legal Services - with supervisor permission	Solicitor	Legal Services in HR as Scheme & Commercial)	Legal Services
Solnet Senior Test Analyst	Enquiry Only Persona	N/A	Solnet Senior Test Analyst	Development Practice	Specialised & Corporate Units
Solution Architect	Enquiry Only Persona	N/A	Solution Architect	Solution Architecture	Specialised & Corporate Units
SOW - Health Partnerships	NGCM Clinical Advisor Persona also Centralised Clinical - with one of the following roles: Clinical Advisor Medical Advisor Pharmaceutical Advisor Psychological Advisor Optional: Access Sensitive Claims	Centralised Clinical- with supervisor permission, Elective Services Centre - with supervisor permission, Regional Clinical Advice - Central - with Supervisor permission, Treatment Injury Centre - with Supervisor permission, Optional: BAP Queue - Central, Corporate Clinical Advice - with Supervisor permission, Elective SC - Clinical Advisors,	Clinical Advisor Medical Advisor Pharmaceutical Advisor Psychology Advisor	Health Partnerships	Specialised & Corporate Units
Specialist Cover Assessor (with standard access)	Specialist Cover Assessor Persona	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process	Specialist Cover Assessor	Cover Assessment	Cover Triage
Specialist Cover Assessor (with additional access options)	Specialist Cover Assessor Persona Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process Optional: Registration Centre - Sensitive Engagement Optional: Maternal Birth Injury	Specialist Cover Assessor	Cover Assessment	Cover Triage
Stakeholder Engagement Coordinator	Enquiry Only	N/A	Stakeholder Engagement Coordinator	Health Sector Partnerships	Specialised & Corporate Units
Strategic Clinical Advisor	NGCM Clinical Advisor Persona also Centralised Clinical - with Clinical Advisor	Centralised Clinical- with supervisor permission, Treatment Injury Centre - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission,	Strategic Clinical Advisor	Strategic Clinical Advice & Governance	Specialised & Corporate Units

Strategic Clinical Advisor – Maori Health	NGCM Clinical Advisor Persona also Centralised Clinical - with Clinical Advisor	Centralised Clinical- with supervisor permission, Treatment Injury Centre - with Supervisor permission, Corporate Clinical Advice - with Supervisor permission,	Strategic Clinical Advisor – Maori Health	Strategic Clinical Advice & Governance	Specialised & Corporate Units
Strategic Partner	Access All Reports, Business Customer Solutions Partner Persona	N/A	Strategic Partner	Business Engagement & Partners	Specialised & Corporate Units
Strategic Partnerships Manager	Access All Reports, Business Customer Solutions Partner Persona	N/A	Strategic Partnerships Manager	Business Engagement & Partners	Specialised & Corporate Units
Strategic Partner - Service Strategy & Insights	NGCM clinical Advisor Persona	Centralised Clinical - with supervisor permission,	Strategic Partner	Service Strategy & Insights	Service Strategy & Insights
Support Engineer - FINEOS	Enquiry Only Persona	N/A	Support Engineer - FINEOS	Solution Delivery	Specialised & Corporate Units
System Design SME	Enquiry Only	Access to any Eos Department Queue is approved	System Design SME	Rehabilitation Improvement Group	Specialised & Corporate Units
Systems Specialist	Access Sensitive Claims, Business Support, Realtime Analyst Persona Assisted Recovery – with Sensitive Claims Assistant role, Recovery Administration – with Sensitive Claims Administrator role ACC_NGCM_ADD_NGCM_TASKS	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work	Systems Specialist	Workforce Management	Managed Claims
Taxonomist	Access All Reports, Health Procurement Persona, Service Item Taxonomist	N/A	Taxonomist	Health Sector Commissioning	Specialised & Corporate Units
Team Administrator – Provider Payments (with additional access options)	Claims Officer Payments	Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton Service Centre - with Supervisor permission, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Hutt Processing Centre - with Supervisor permission, Northern Service Centre - with Supervisor permission Optional: Elective SC Claimant Reimbursement, NGCM Reimbursement, Northern Service Centre - Actioned Cases, Northern Service Centre - Administrator	Team Administrator	Invoicing and Payments	Payments/Processing
Team Leader - Accounts Payable	Access All Reports, Finance Persona	N/A	Team Leader - Accounts Payable	Financial Accounting & Systems	Specialised & Corporate Units
Team Leader - Assisted Recovery	NGCM Recovery Leader	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Team Leader	Managed Claims	
Team Leader - Assisted Recovery (MI)	NGCM Recovery Leader, Access Sensitive Claims	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, Assisted Recovery - with Sensitive Claims Assistant role, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Sensitive Claims - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Team Leader	Managed Claims	
Team Leader - Contracts Administration	Access All Reports, Health Procurement Persona	N/A	Team Leader - Contracts Administration	Health Sector Commissioning	Specialised & Corporate Units
Team Leader - Cover Assessment (with standard access)	Cover Assessor, Team Leader	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process	Team Leader	Cover Assessment	Cover Triage
Team Leader - Cover Assessment (with additional access options)	Cover Assessor, Team Leader Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin Service Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process Optional: Registration Centre - Sensitive Engagement	Team Leader	Cover Assessment	Cover Triage
Team Leader - Covering both Cover Assessment & Lodgement	Cover Assessor, Team Manager, Access High Profile Client Claims, Lodgement Administrator, Team Leader ACC_OPEN_LDGCCLAIM_AUTOMATION Work Performer Tasks- with WPFailure1 and WPFailure2 roles Optional: Access Sensitive Claims, Access Staff Claims	ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Client Verification, Cover Triage - with Supervisor permission, Client Verification, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin Service Centre - with Supervisor permission, Elective Service Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Manual Streaming Required, Partnered Recovery - Actioned Cases, Partnered Recovery, Process Tasks, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery - Actioned Cases, Supported Recovery, Te Ara Tika, Te Ara Tika – Actioned Cases, TIC - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks - with Supervisor permission, Work Related Gradual Process	Team Leader	Cover Assessment	Cover Triage
Team Leader - ECP	Treatment and Support Assessor, NGCM Recovery Leader	Assisted Recovery, Escalated Care Pathway - with Supervisor permission, Escalated Care Pathway - Actioned Cases, Managed Claims - with Supervisor permission	Team Leader	Service Operations Administration	Managed Claims
Team Leader - Lodgement (with standard access)	Team Manager, Access High Profile Client Claims, Lodgement Administrator, Team Leader ACC_OPEN_LDGCCLAIM_AUTOMATION Work Performer Tasks- with WPFailure1 and WPFailure2 roles	ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, Client Verification, Dental Claims, Dunedin Registration - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin Service Centre - with Supervisor permission, Elective Service Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Manual Streaming Required, Partnered Recovery, Partnered Recovery - Actioned Cases, Process Tasks, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery, Supported Recovery - Actioned Cases, Te Ara Tika, Te Ara Tika – Actioned Cases, TIC - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks - with Supervisor permission, Work Related Gradual Process.	Team Leader	Cover Assessment	Hamilton Registration Centre or Dunedin Registration Centre

Team Leader - Lodgement (with additional access options)	Team Manager, Access High Profile Client Claims, Lodgement Administrator, Team Leader ACC_OPEN_LDGLCLAIM_AUTOMATION Work Performer Tasks- with WPFailure1 and WPFailure2 roles Optional: Access Staff Claims Optional: Access Sensitive Claims	ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, Client Verification, Dental Claims, Dunedin Registration - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin Service Centre - with Supervisor permission, Elective Service Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Manual Streaming Required, Partnered Recovery, Partnered Recovery - Actioned Cases, Process Tasks, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery, Supported Recovery - Actioned Cases, Te Ara Tika, Te Ara Tika – Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks - with Supervisor permission, Work Related Gradual Process, Optional: with Staff Claims Access approval, Staff Claims Unit - with Supervisor permission, Staff Claims - Administration. Optional: with Sensitive Claims Access approval, Registration Centre - Sensitive Engagement	Team Leader	Cover Assessment	Hamilton Registration Centre or Dunedin Registration Centre	
Team Leader - Managing both Cover and Treatment and Support (with standard access)	NGCM Recovery Leader, Cover Assessor,	Accidental Death Claims, Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Client Verification, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Service Centre - Management, Elective Services Centre - Actioned Cases, Elective Services Centre - Administration, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process	Team Leader	Treatment & Support	Elective Services Centre	
Team Leader - Managing both Cover and Treatment and Support (with additional access options)	NGCM Recovery Leader, Cover Assessor, Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims, Access Remote Claims	Accidental Death Claims, Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Client Verification, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Service Centre - Management, Elective Services Centre - Actioned Cases, Elective Services Centre - Administration, Elective Services Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks, Work Related Gradual Process Optional: Permanent Injury Compensation - Remote Claims Optional: Permanent Injury Compensation - Staff and High Profile Optional: Registration Centre - Sensitive Engagement Optional: Maternal Birth Injuries	Team Leader	Treatment & Support	Elective Services Centre	
Team Leader – Managing both Lodgement and Treatment & Supports (with additional access options)	Team Manager, Access High Profile Client Claims, Lodgement Administrator, Team Leader, Treatment and Support Assessor, ACC_OPEN_LDGLCLAIM_AUTOMATION Work Performer Tasks- with WPFailure1 and WPFailure2 roles Optional: Access Staff Claims Optional: Access Sensitive Claims NOTE: MacTeam Ensure the user does not have Approve PIC to \$250,000 when requesting this role type	ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, Client Verification, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - IA/Lump Sum, Dunedin Registration - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Service Centre - Management, Elective Services Centre - Administration, Hamilton Registration Centre - with Supervisor permission, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC – Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, Manual Streaming Required, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Partnered Recovery, Partnered Recovery - Actioned Cases, Process Tasks, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery, Supported Recovery - Actioned Cases, Te Ara Tika, Te Ara Tika – Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Treatment Injury Centre - with Supervisor permission, Work Performer Tasks - with Supervisor permission, Work Related Gradual Process, Optional: with Staff Claims Access approval, Staff Claims Unit - with Supervisor permission, Staff Claims - Administration. Optional: with Sensitive Claims Access approval, Registration Centre - Sensitive Engagement Optional: Permanent Injury Compensation - Staff and High Profile	Team Leader	Cover Assessment	Hamilton Registration Centre or Dunedin Registration Centre	
Team Leader - Partnered Recovery (with standard access)	NGCM Recovery Leader	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases	Team Leader	Partnered Recovery	Managed Claims	
Team Leader - Partnered Recovery (with additional access options)	NGCM Recovery Leader	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases Optional: Assisted Recovery, Assisted Recovery - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Team Leader	Partnered Recovery	Managed Claims	
Team Leader - Partnered Recovery (with Te Ara Tika & MI access)	NGCM Recovery Leader, NGCM Recovery Administrator, Access Sensitive Claims Optional: Access High Profile Client Claims, Access Staff Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Te Ara Tika - with Supervisor permission	Team Leader	Te Ara Tika	Te Ara Tika	
Team Leader - Partnered Recovery (MI) (with standard access)	NGCM Recovery Leader, Access Sensitive Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases	Team Leader	Partnered Recovery	Managed Claims	
Team Leader - Partnered Recovery (MI) (with additional access options)	NGCM Recovery Leader, Access Sensitive Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases Optional: Assisted Recovery, Assisted Recovery - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Team Leader	Partnered Recovery	Managed Claims	
Team Leader - Partnered Recovery (MI) (for remote claims use only)	NGCM Recovery Leader, NGCM Recovery Administrator, Access Sensitive Claims, Access Remote Claims	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Sensitive Claims - Actioned Cases, Remote Claims Unit - with supervisor permission, Remote claims - actioned cases	Team Leader	Partnered Recovery	Managed Claims	
Team Leader - Payments (with standard access)	Approve Entitlements to \$250,000, Payments Assessor Persona, Payments Leader	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action	Team Leader	Payments	Centralised Weekly Compensation	

Team Leader - Payments (with additional access options)	Approve Entitlements to \$250,000, Payments Assessor Persona, Payments Leader Optional: Access Sensitive Claims	Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Client Payment Self Service - with Supervisor permission, Elective SC - Claimant reimbursement, Hamilton SC - Claimant Reimbursements, Hamilton SC - Transport, Recalculate Tax Year Earnings, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Team Leader	Payments	Centralised Weekly Compensation	
Team Leader - Purchasing	Procurement Persona	N/A	Team Leader Purchasing	Procurement	Specialised & Corporate Units	
Team Leader - Practice Mentor (with standard access)	Practice Mentor, NGCM Recovery Leader	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Practice Mentor Services - with Practice Mentor role, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes	Team Leader	Knowledge & Capability	Managed Claims	
Team Leader - Practice Mentor (with Sensitive Claims access)	Practice Mentor, NGCM Recovery Leader Access Sensitive Claims	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Practice Mentor Services, Practice Mentor Services - with Practice Mentor role, Recovery Administration, Sensitive Claims - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting RTW1, W2_Assisting RTW2, W_Assisting Independence, Welcomes	Team Leader	Knowledge & Capability	Managed Claims	
Team Leader - Provider Payments (with standard access)	Claims Officer Payments Persona Team Manager - Elective Services Centre	Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton Service Centre - with Supervisor Permission, Hutt Processing Centre, Hutt Processing Centre - Payment Adjustments, Northern Service Centre - with Supervisor Permission, Northern Service Centre - Administration	Team Leader	Invoicing and Payments	Payments/Processing	
Team Leader - Provider Payments (with additional access options)	Claims Officer Payments Persona Team Manager - Elective Services Centre Optional: Access High Profile Client Claims, Access Sensitive Claims, Access Staff Claims	Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton Service Centre - with Supervisor Permission, Hutt Processing Centre, Hutt Processing Centre - Payment Adjustments, Northern Service Centre - with Supervisor Permission, Northern Service Centre - Administration	Team Leader	Invoicing and Payments	Payments/Processing	
Team Leader - Collections & Recoveries	Debt Manager, Collections Legal Persona	Debt Management Unit - with supervisor permission	Team Leader	Collections and Recoveries	Debt Management Unit	
Team Leader - Recovery Administration (with standard access)	NGCM Recovery Leader ROLES: Client Information Requests - Small Queue File role, Client Information Requests -with Large/Complex/role	Accidental Death Claims, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Client Information Requests - with Supervisor permission, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Inbound Document Management, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Northern Service Centre - with Supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, Treatment Injury Centre - with Supervisor permission	Team Leader	Recovery Administration	Managed Claims	
Team Leader - Recovery Administration (with additional access options)	NGCM Recovery Leader ROLES: Client Information Requests - Small Queue File role, Client Information Requests -with Large/Complex/role If Recovery Admin MI add: Access Sensitive Claims, Recovery Administration - with Sensitive Claims Administrator role, Assisted Recovery - with Sensitive Claims Assistant role Manage PIC, Optional: Access High Profile Client Claims	Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, Client Information Requests - with Supervisor permission, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective Services Centre - Actioned Cases, Enabled Recovery, Enabled Recovery - Actioned Cases, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre - with Supervisor permission, Hearing Loss Claims, Inbound Document Management, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Northern Service Centre - with Supervisor permission, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, Treatment Injury Centre - with Supervisor permission Optional: Centralised Permanent Injury Compensation + User type: Manage PIC, Sensitive Claims - Actioned Cases Optional: A_Assisting RTW1, A2_Assisting RTW2, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence - 45042, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, W_Assisting RTW1, W2_Assisting RTW2, Welcomes Optional (if supporting and training in CAA workflow): Dunedin DC - Actioned Cases, Work Related Gradual Process	Team Leader	Recovery Administration	Managed Claims	
Team Leader - Recovery Administration (with Escalated Care Pathway delegations)	NGCM Recovery Leader Access Sensitive Claims	BAU Actioned Cases - with Supervisor permission, Escalated Care Pathway - with Supervisor permission, Escalated Care Pathway - Actioned CasesManaged Claims - with Supervisor permission, NGCM Actioned Cases, Recovery Administration, Sensitive Claims - Actioned Cases	Team Leader	Recovery Administration	Managed Claims	
Team Leader - Recovery Administration (MI)	NGCM Recovery Leader, Access Sensitive Claims Role: Recovery Administration - with Sensitive Claims Administrator role	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Recovery Administration, Sensitive Claims - Actioned Cases	Team Leader	Recovery Administration	Managed Claims	
Team Leader - Safety Response	NGCM Recovery Leader, Access Sensitive Claims	Managed Claims - with supervisor permission	Team Leader	Safety Response Team	Managed Claims	
Team Leader - Supported Recovery	NGCM Recovery Leader	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases	Team Leader	Supported Recovery	Managed Claims	
Team Leader - Supported Recovery (with additional access options)	NGCM Recovery Leader	BAU Actioned Cases - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases Optional: Maternal Birth Injury	Team Leader	Supported Recovery	Managed Claims	
Team Leader - Supported Recovery ERS	NGCM Recovery Leader	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, C_Assisting Independence, D_Assisting Independence, H_Assisting Independence, W_Assisting Independence, Assisted Recovery - Actioned Cases, Assisted Recovery, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery - Actioned Cases, Enabled Recovery, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Supported Recovery - Actioned Cases, Supported Recovery, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Team Leader	Supported Recovery	Managed Claims	
Team Leader - Treatment and Support (with standard access)	NGCM Recovery Leader, Treatment and Support Persona	Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Service Centre - Management, Elective Services Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Treatment Injury Centre - with Supervisor permission	Team Leader	Treatment & Support	Elective Services Centre	
Team Leader - Treatment and Support (with additional access options)	NGCM Recovery Leader, Treatment and Support Persona Optional: Approve PIC to \$250,000 Optional: Access Sensitive Claims, Access High Profile Client Claims, Remote Claims Access, Access Staff Claims	Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Service Centre - Management, Elective Services Centre - Administration, Elective Services Centre - Actioned Cases, Elective Services Centre - with Supervisor permission, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Maternal Birth Injury, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Treatment Injury Centre - with Supervisor permission Optional: Permanent Injury Compensation - Remote Claims Optional: Permanent Injury Compensation - Staff and High Profile	Team Leader	Treatment & Support	Elective Services Centre	

Team Leader - Workforce Management	Practice Mentor, NGCM Recovery Assistant/Coordinator, Workforce Planner Persona	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims- with supervisor permission, Maternal Birth Injury, NGCM Actioned Cases, Operations Support, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Welcomes Optional: Alexandra Branch - Actioned Cases Auckland STCC - Actioned Cases Christchurch Branch - Actioned Cases Counties Manukau Branch - NSIS Counties Manukau Branch - RIS Counties Manukau Centre - Actioned Cases Counties Manukau Centre - L C Actioned Cases Dunedin Branch - Actioned Cases Employer Centric Services - Administration Employer Centric Services - AKL Employer Centric Services - AKL Actioned Cases Employer Centric Services - AKL Case Ownership Employer Centric Services - CHC Employer Centric Services - CHC Actioned Cases Employer Centric Services - CHC Case Ownership Employer Centric Services - WLG Employer Centric Services - WLG Actioned Cases Employer Centric Services - WLG Case Ownership Greymouth Branch - Actioned Cases Henderson Branch - Actioned Cases Invercargill Branch - Actioned Cases Northern STCC - Actioned Cases Nelson Branch - Actioned Cases Palmerston North Branch - Actioned Cases Palmerston North RIS - Actioned Cases Southern Area STCC - Actioned Cases Southern STCC - Actioned Cases Timaru Branch - Actioned Cases Wellington STCC - Actioned Cases	Team Leader	Workforce Management	Managed Claims	
Team Manager – Business Engagement & Partners	Access All Reports, Business Customer Solutions Partner Persona, Data Quality Officer	Insurance Systems - ISI Support - with Supervisor permission	Team Manager	Business Engagement & Partners	Specialised & Corporate Units	
Team Manager – Business Partnerships	Business Partnerships Persona	N/A	Team Manager	Business Partnerships	Specialised & Corporate Units	
Team Manager - Customer Experience Representative (with standard access)	Customer Experience Representative Persona, Team Manager	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound Dept, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Team Manager	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres	
Team Manager - Customer Experience Representative (with sensitive claims access)	Customer Experience Representative Persona, Access Sensitive Claims, Team Manager	ACC General Tasks, Client Verification, Elective SC - Pharmaceutical, Elective Services Centre - with Supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with Supervisor permission, Inquiry Service Centre - Outbound Dept, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - Actioned Cases, Northern Service Centre - with Supervisor permission	Team Manager	Northern Contact Centre or Southern Contact Centre Note: choose one based on the users location Hamilton = Northern Dunedin = Southern	Hamilton & Dunedin Inquiry Service Centres	
Team Manager Engagement & Performance	Engagement and Performance Persona	N/A	Team Manager Engagement & Performance	Engagement and Performance	Specialised & Corporate Units	
Team Manager - Integrity Services	Integrity Services Persona, Examining Officer, Access All Reports, ACC_CAN_RETRIEVE_EARNINGS_FROM_IR Optional: Access Sensitive Claims	N/A	Team Manager	Integrity Services	Specialised & Corporate Units	
Team Manager - Provider Registration	Team Manager - Processing Centre, Provider Registration Persona	Provider Vendor Support - with Supervisor permission	Team Leader	Provider Registration	Provider Vendor Support	
Team Manager - WFM (for Call Centre)	Customer Experience Representative, Workforce Planner Persona	Elective SC - Pharmaceutical, Elective Services Centre - with supervisor permission, Hamilton & Dunedin Inquiry Service Centres - with supervisor permission, ISC Dunedin - Administration, ISC Dunedin - Management, ISC Hamilton - Administration, ISC Hamilton - Management, Northern Service Centre - with supervisor permission, Northern Service Centre - Actioned Cases	Team Manager - Workforce Management	Workforce Management	Managed Claims	
Technical Accounting Specialist (with standard access)	Access All Reports, Technical Accounting Specialist Persona,	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission, Technical Accounting Specialists, Technical Services	Technical Accounting Specialist	Technical Services	Centralised Technical	
Technical Accounting Specialist (with additional access options)	Access All Reports, Technical Accounting Specialist Persona Optional: Access Sensitive Claims, Access Staff Claims, Access High Profile Client Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission, Technical Accounting Specialists, Technical Services	Technical Accounting Specialist	Technical Services	Centralised Technical	
Technical Analyst	Enquiry Only Persona	N/A	Technical Analyst	Digital Workspace & Engineering	Specialised & Corporate Units	
Technical Lead	Enquiry Only Persona	N/A	Technical Lead	Digital Workspace & Engineering	Specialised & Corporate Units	
Technical Manager (with standard access)	Manager Technical Services, NGCM Technical Advisor, NGCM Recovery Leader, Team Manager, Access All Reports, Principal Advisor	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission, Technical Accounting Specialists	Technical Manager	Technical Services	Centralised Technical	
Technical Manager (with additional access options)	Manager Technical Services, NGCM Technical Advisor, NGCM Recovery Leader, Team Manager, Access All Reports, Principal Advisor Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission, Technical Accounting Specialists	Technical Manager	Technical Services	Centralised Technical	
Technical Manager - Workforce Management	NGCM Recovery Leader, Workforce Planner Persona	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Actioned Cases - Registration, Assisted Recovery, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with Supervisor permission, Maternal Birth Injury, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Welcomes	Technical Manager - Workforce Management	Workforce Management	Managed Claims	
Technical Specialist (with standard access)	NGCM Technical Advisor, Access All Reports	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Technical Specialist	Technical Services	Centralised Technical	
Technical Specialist (with additional access options)	NGCM Technical Advisor, Access All Reports Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission	Technical Specialist	Technical Services	Centralised Technical	
Technical Specialist (for remote claims use only)	NGCM Technical Advisor, Access All Reports, Access Remote Claims Optional: Access Sensitive Claims, Access High Profile Client Claims,	Centralised Technical - with Supervisor permission, Operations Support - with Supervisor permission, Remote Claims - with Supervisor permission, Remote Claims - Actioned Cases	Technical Specialist	Technical Services	Centralised Technical	
Tenzing Developer	Enquiry Only Persona	N/A	Tenzing Developer	Solution Development	Specialised & Corporate Units	
Test Analyst	Enquiry Only Persona, Release Tester	N/A	Test Analyst	Enterprise Testing	Specialised & Corporate Units	
Test Engineer	Enquiry Only Persona, Release Tester	N/A	Test Engineer	Enterprise Testing	Specialised & Corporate Units	
Test Manager	Enquiry Only Persona	N/A	Test Manager	Enterprise Testing	Specialised & Corporate Units	
TPA - Case Manager or Case Coordinator (with standard access)	External Case Manager These are external roles which are set up by ACC's internal TPA support team	Optional: Gallagher Bassett Care Advantage - with Supervisor permission, Gallagher Bassett Care Advantage - Actioned cases OR Howden Care - with Supervisor permission, Howden Care - Actioned Cases, OR Wellnz Limited - with Supervisor permission, Wellnz Limited - Actioned Cases, OR WorkAon - with Supervisor permission, WorkAon - Actioned Cases	As per request	Howden Care or Wellnz Limited or WorkAon	Howden Care or Wellnz Limited or WorkAon	
TPA - Case Manager or Case Coordinator (with additional access options)	External Case Manager Optional for Wellnz Limited only: Access Staff Claims, Access Sensitive Claims These are external roles which are set up by ACC's internal TPA support team	Optional: Gallagher Bassett Care Advantage - with Supervisor permission, Gallagher Bassett Care Advantage - Actioned cases OR Howden Care - with Supervisor permission, Howden Care - Actioned Cases, OR Wellnz Limited - with Supervisor permission, Wellnz Limited - Actioned Cases, OR WorkAon - with Supervisor permission, WorkAon - Actioned Cases Optional for Wellnz Only: Staff Claims Unit - with Supervisor permission, Staff Claims Unit - Actioned Cases, Staff Claims - Administration	As per request	Howden Care or Wellnz Limited or WorkAon	Howden Care or Wellnz Limited or WorkAon	
TPA - Team Manager or Operations Manager Northern (with standard access)	External Team Manager These are external roles which are set up by ACC's internal TPA support team	Optional: Gallagher Bassett Care Advantage - with Supervisor permission, Gallagher Bassett Care Advantage - Actioned cases OR Howden Care - with Supervisor permission, Howden Care - Actioned Cases, OR Wellnz Limited - with Supervisor permission, Wellnz Limited - Actioned Cases, OR WorkAon - with Supervisor permission, WorkAon - Actioned Cases	As per request	Howden Care or Wellnz Limited or WorkAon	Howden Care or Wellnz Limited or WorkAon	

TPA - Team Manager or Operations Manager Northern (with additional access options) These are external roles which are set up by ACC's internal TPA support team	External Team Manager Optional for Wellnz Limited: Access Staff Claims, Access Sensitive Claims	Optional: Gallagher Bassett Care Advantage - with Supervisor permission, Gallagher Bassett Care Advantage - Actioned cases OR Howden Care - with Supervisor permission, Howden Care - Actioned Cases, OR Wellnz Limited - with Supervisor permission, Wellnz Limited - Actioned Cases, OR WorkAon - with Supervisor permission, WorkAon - Actioned Cases Optional for Wellnz Only: Staff Claims Unit - with Supervisor permission, Staff Claims Unit - Actioned Cases, Staff Claims - Administration	As per request	<i>Howden Care or Wellnz Limited or WorkAon</i>	<i>Howden Care or Wellnz Limited or WorkAon</i>
TPA Business Advisor - Internal ACC role (with standard access)	Team Manager, Insurer Liaison Manager, TPA Support Persona Secured Actions: ACC_EDIT_EXTERNALLYMANAGED_INDICATOR	A_Assisting RTW1, A2_Assisting RTW2 , A_Assisting Independence, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Dunedin SC - Quality Assurance, Enabled Recovery, Enabled Recovery - Actioned Cases, Gallagher Bassett Care Advantage - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Insurer Liaison, Managed Claims - with Supervisor permission, NGCM Actioned Cases, TPA Support - with Supervisor permission, W_Assisting RTW1, W2_Assisting RTW2 , W_Assisting Independence, Welcomes, WellNZ Limited - Actioned Cases, WellNZ Limited - with Supervisor permission, WorkAon - Actioned Cases, WorkAon - with Supervisor permission	TPA Business Advisor	<i>TPA</i>	<i>TPA Support</i>
TPA Business Advisor - Internal ACC role (with additional access options)	Team Manager, Insurer Liaison Manager, TPA Support Persona Secured Actions: ACC_EDIT_EXTERNALLYMANAGED_INDICATOR Optional: Access Sensitive Claims, Access Staff Claims	A_Assisting RTW1, A2_Assisting RTW2, A_Assisting Independence, Actioned Cases - Registration, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting RTW1, C2_Assisting RTW2, C_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, D_Assisting Independence, Dunedin SC - Quality Assurance, Enabled Recovery, Enabled Recovery - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, H_Assisting RTW1, H2_Assisting RTW2, H_Assisting Independence, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Insurer Liaison, Managed Claims - with Supervisor permission, NGCM Actioned Cases, TPA Support - with Supervisor permission, W_Assisting RTW1, W2_Assisting RTW2 , W_Assisting Independence, Welcomes, WellNZ Limited - Actioned Cases, WellNZ Limited - with Supervisor permission, WorkAon - Actioned Cases, WorkAon - with Supervisor permission Optional for Staff claims: Staff Claims Unit - with Supervisor permission, Staff Claims - Actioned Cases, Staff Claims - Administration, Staff Claims - Case Ownership, Staff Claims - Management Optional for Sensitive claims: Sensitive Claims - Actioned Cases	TPA Business Advisor	<i>TPA</i>	<i>TPA Support</i>
Team Leader - TPA (Internal ACC role)	NGCM Recovery Leader, TPA Support Persona, Access Staff Claims, Access Sensitive, Secured Actions: ACC_EDIT_EXTERNALLYMANAGED_INDICATOR	BAU Actioned Cases - with Supervisor permission, Dunedin SC - Quality Assurance, Enabled Recovery, Enabled Recovery - Actioned Cases, Gallagher Bassett Care Advantage - Actioned Cases, Gallagher Bassett Care Advantage - with Supervisor permission, Howden Care - Actioned Cases, Howden Care - with Supervisor permission, Managed Claims - with Supervisor permission, NGCM Actioned Cases, Staff Claims Unit - with Supervisor permission, Staff Claims - Actioned Cases, Staff Claims - Administration, Staff Claims - Case Ownership, Staff Claims - Management, TPA Support - with Supervisor permission, WellNZ Limited - Actioned Cases, WellNZ Limited - with Supervisor permission, WorkAon - Actioned Cases, WorkAon - with Supervisor permission	Team Leader	<i>TPA</i>	<i>TPA Support</i>
Treatment & Support Assessor (with standard access)	Treatment and Support Assessor Persona	Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Elective Services Centre - Management, Elective Services Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective Services Centre - Administration, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Treatment Injury Centre - with Supervisor permission	Treatment and Support Assessor	<i>Treatment & Support</i>	<i>Elective Services Centre</i>
Treatment & Support Assessor (with additional access options)	Treatment and Support Assessor Persona Optional: Access Sensitive Claims, Access High Profile Client Claims, Access Staff Claims	Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Elective Services Centre - Management, Elective Services Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Elective Services Centre - Administration, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Treatment Injury Centre - with Supervisor permission, Optional: Permanent Injury Compensation - Remote Claims Optional: Permanent Injury Compensation - Staff and High Profile	Treatment and Support Assessor	<i>Treatment & Support</i>	<i>Elective Services Centre</i>
Treatment & Support Assessor (for remote claims use only)	Treatment and Support Assessor Persona, Access Remote Claims Optional: Access Sensitive Claims, Access High Profile Client Claims, Optional for ECP only: NGCM Recovery Partner	Actioned Cases - Registration, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Dental Claims, Dunedin SC - Actioned Cases, Dunedin SC - IA/Lump Sum, Dunedin Service Centre - with Supervisor permission, Elective SC - Clinical Advisors, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Elective Services Centre - Management, Elective Services Centre - with Supervisor permission, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - IA/Lump Sum, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Orthotics, Hamilton Service Centre - with Supervisor permission, Northern SC - Surgery Assessment, Northern SC - Surgery Funding Applications, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Permanent Injury Compensation - Referrals, Treatment Injury Centre - with Supervisor permission Optional: Elective SC - Claimant Reimbursements Optional: Elective Services Centre - Administration Optional: Escalated Care Pathway - with Supervisor permission, Escalated Care Pathway - Actioned Case	Treatment and Support Assessor	<i>Treatment & Support</i>	<i>Elective Services Centre</i>
Treatment & Support Assessor - ECP (with standard access)	Treatment and Support Assessor, NGCM Recovery Partner	Assisted Recovery, Escalated Care Pathway - Actioned Cases, Escalated Care Pathway - with Supervisor permission, Managed Claims - with Supervisor permission	Treatment and Support Assessor	<i>Service Operations Administration</i>	<i>Managed Claims</i>
Treatment & Support Assessor - ECP (with additional access options)	Treatment and Support Assessor, NGCM Recovery Partner Optional: Access High Profile Client Claims, Access Staff Claims	Assisted Recovery, Escalated Care Pathway - Actioned Cases, Escalated Care Pathway - with Supervisor permission, Managed Claims - with Supervisor permission	Treatment and Support Assessor	<i>Service Operations Administration</i>	<i>Managed Claims</i>
Workflow Administrator	Triage and Workflow Coordinator, Health/Clinical Enquiry Only Persona also Centralised Clinical - with all the following roles: Clinical Coordinator Clinical Advisor Medical Advisor Pharmaceutical Advisor Principal Clinical Advisor Psychological Advisor	BAP Queue - Central, Centralised Clinical - with Supervisor permission, Corporate Clinical Advice, Customer Resolution, Elective SC - Clinical Advisors, Elective Services Centre - with Supervisor permission, Regional Clinical Advice - Central	Workflow Administrator	<i>Clinical Services</i>	<i>Centralised Clinical</i>

Workforce Management - Recovery Administrator	NGCM Recovery Administrator, NGCM Recovery Assistant/Coordinator, WFM Recovery Admin Persona Optional: Business Support, Cover Assessor, Edit Launch Pad Recovery Plan, Lodgement Administrator ACC_ADD_SG_QE (workaround until 16/2/23)	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Assisted Recovery, Assisted Recovery - Actioned Cases, BAU Actioned Cases, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Enabled Recovery, Enabled Recovery - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Managed Claims - with supervisor permission, NGCM Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Recovery Administration, Supported Recovery, Supported Recovery - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Welcomes, Work Performer Tasks Optional: ACC General Tasks, Accidental Death Claims, Actioned Cases - Registration, Client Information Requests - with supervisor permission, Client Verification, Cover Assessment Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, Dental Claims, Dunedin Registration Centre, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective Services Centre, Elective Services Centre - Actioned Cases, Hamilton REG - Cover Assessment, Hamilton Registration Centre, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Northern Service Centre - with supervisor permission, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Treatment Injury Centre - with supervisor permission, Alexandra Branch - Actioned Cases Auckland STCC - Actioned Cases Christchurch Branch - Actioned Cases Counties Manukau Branch - NSIS Counties Manukau Branch - RIS Counties Manukau Centre - Actioned Cases Counties Manukau Centre - L C Actioned Cases Dunedin Branch - Actioned Cases Employer Centric Services - Administration Employer Centric Services - AKL Employer Centric Services - AKL Actioned Cases Employer Centric Services - AKL Case Ownership Employer Centric Services - CHC Employer Centric Services - CHC Actioned Cases Employer Centric Services - CHC Case Ownership Employer Centric Services - WLG Employer Centric Services - WLG Actioned Cases Employer Centric Services - WLG Case Ownership Greymouth Branch - Actioned Cases Henderson Branch - Actioned Cases Invercargill Branch - Actioned Cases Northern STCC - Actioned Cases Nelson Branch - Actioned Cases Palmerston North Branch - Actioned Cases Palmerston North RIS - Actioned Cases Southern Area STCC - Actioned Cases Southern STCC - Actioned Cases Timaru Branch - Actioned Cases Wellington STCC - Actioned Cases	Recovery Administrator	<i>Workforce Management</i>	<i>Managed Claims</i>
Workforce Planner (MI)	Access Sensitive Claims, Practice Mentor, Workforce Planner Persona ACC_NGCM_ADD_NGCM_TASKS	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton & Dunedin Inquiry Service Centres, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - ACC86 Payments, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern Service Centre - with Supervisor permission, Northern Service Centre - Administration, Northern Service Centre - Actioned Cases, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work Related Gradual Process	Workforce Planner	<i>Workforce Management</i>	<i>Managed Claims</i>
Workforce Planner (WFM)	Practice Mentor, Workforce Planner Persona ACC_NGCM_ADD_NGCM_TASKS	A_Assisting Independence , A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Assisted Recovery - Actioned Cases, Assisted Recovery, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Weekly Compensation Approvals - with Supervisor permission, Centralised Weekly Compensation, Client Information Requests – Large/Complex Files, Client Information Requests – Small File Queue, Client Information Requests – With Supervisor Permission, Client Payment Self Service, Client Verification, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Registration Centre - with Supervisor permission, Elective SC - Claimant Reimbursements, Dunedin SC - Actioned Cases, Dunedin Service Centre, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre, Elective Services Centre – Management, Enabled Recovery - Actioned Cases, Enabled Recovery, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Actioned Cases, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Quality Assurance, Hamilton SC - Transport, Hamilton Service Centre - with Supervisor permission, Managed Claims - with Supervisor permission, Hearing Loss Claims, Maternal Birth Injury, National Serious Injury Service, NGCM Actioned Cases, NGCM BAU Access, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern Service Centre, Partnered Recovery - Actioned Cases, Partnered Recovery, Permanent Injury Compensation - Referrals, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit, Supported Recovery - Actioned Cases, Supported Recovery, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, W_Assisting Independence, TIC-Triage and Allocation, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Work Performer Tasks, Work Related Gradual Process Optional: Weekly Compensation Sensitive Claims - with Supervisor permission, Weekly Compensation Sensitive Claim Approvals - with Supervisor permission	Workforce Planner	<i>Workforce Management</i>	<i>Managed Claims</i>

Workforce System Administrator	NGCM Recovery Assistant/Coordinator, Access Sensitive Claims , Business Support, Real Time Analyst Persona	A_Assisting Independence, A_Assisting RTW1, A2_Assisting RTW2, Accidental Death Claims, Actioned Cases - Dunedin REG, Actioned Cases - Hamilton REG, Actioned Cases - Registration, Alexandra Branch - Actioned Cases, Assisted Recovery, Assisted Recovery - Actioned Cases, Auckland STCC - Actioned Cases, BAU Actioned Cases - with Supervisor permission, C_Assisting Independence, C_Assisting RTW1, C2_Assisting RTW2, Centralised Permanent Injury Compensation - Approvals, Centralised Permanent Injury Compensation - Requests, Centralised Permanent Injury Compensation - SPO, Centralised Permanent Injury Compensation - with Supervisor permission, Centralised Weekly Compensation - with Supervisor permission, Centralised Weekly Compensation Approvals - with Supervisor permission, Centric Services - with Supervisor permission, Christchurch Branch - Actioned Cases, Client Information Requests - with Supervisor permission, Client Payment Self Service, Client Verification - with Supervisor permission, Counties Manukau Branch - NSIS, Counties Manukau Branch - RIS, Counties Manukau Centre - Actioned Cases, Counties Manukau Centre - L C Actioned Cases, Cover Assessment - Mental Injury Assessment, Cover Assessment - Mental Injury Triage, Cover Triage - with Supervisor permission, Counties Manukau RIS - Actioned Cases, D_Assisting Independence, D_Assisting RTW1, D2_Assisting RTW2, Dental Claims, Dunedin Branch - Actioned Cases, Dunedin Registration Centre - with Supervisor permission, Dunedin SC - Actioned Cases, Dunedin SC - Administration, Dunedin SC - IA/Lump Sum, Dunedin Service Centre, Elective SC - Claimant Reimbursements, Elective SC - Pharmaceutical, Elective SC - Surgery Assessment, Elective SC - Surgery Funding Applications, Elective SC - Surgery Triage, Elective SC - TMT Assessment, Elective SC - TMT Funding Applications, Elective SC - TMT Triage, Elective Services Centre - Actioned Cases, Employer Centric Services, Employer Centric Services - Administration, Employer Centric Services - AKL, Employer Centric Services - AKL Actioned Cases, Employer Centric Services - AKL Case Ownership, Employer Centric Services - CHC, Employer Centric Services - CHC Actioned Cases, Employer Centric Services - CHC Case Ownership, Employer Centric Services - WLG, Employer Centric Services - WLG Actioned Cases, Employer Centric Services - WLG Case Ownership, Enabled Recovery, Enabled Recovery - Actioned Cases, Greymouth Branch - Actioned Cases, H_Assisting Independence, H_Assisting RTW1, H2_Assisting RTW2, Hamilton REG - Cover Assessment, Hamilton Registration Centre - with Supervisor permission, Hamilton SC - Claimant Reimbursements, Hamilton SC - IA/Lump Sum, Hamilton SC - Orthotics, Hamilton SC - Transport, Hamilton SC - Actioned Cases, Hamilton SC - Administration, Hamilton SC - IA/Lump Sum SPO, Hamilton SC - Quality Assurance, Hamilton Service Centre, Hearing Loss Claims, Henderson Branch - Actioned Cases, Hutt Processing Centre - Administration, Hutt Processing Centre - Payment Adjustments, Invercargill Branch - Actioned Cases, Maternal Birth Injury, Managed Claims - with Supervisor permission, Nelson Branch - Actioned Cases, NGCM Actioned Cases, NGCM Reimbursement, Northern SC - Surgery Assessment, Northern SC - Surgery Triage, Northern STCC - Actioned Cases, Palmerston North Branch - Actioned Cases, Palmerston North RIS - Actioned Cases, Partnered Recovery, Partnered Recovery - Actioned Cases, Permanent Injury Compensation - Referrals, Permanent Injury Compensation - Remote Claims, Permanent Injury Compensation - Staff and High Profile, Practice Mentor Services, Recalculate Tax Year Earnings, Recovery Administration, Registration Centre - AE Notifications, Registration Centre - Duplicate Client, Registration Centre - Employer Investigation, Registration Centre - Information Required, Registration Centre - Low Complex Cover, Registration Centre - Low Complex Dunedin, Registration Centre - Low Complex Hamilton, Registration Centre - Sensitive Engagement, SCU Admin, SCU External Contact, Sensitive Claims - Actioned Cases, Sensitive Claims - Administration, Sensitive Claims - Audit, Sensitive Claims - Client Contact, Sensitive Claims Unit - with Supervisor permission, Service Needs Assessment, Service Needs Assessment - Administration, Service Needs Assessment - Allocation, Service Needs Assessment - REG Allocation, Southern Area STCC - Actioned Cases, Southern STCC - Actioned Cases, Supported Recovery, Supported Recovery - Actioned Cases, TIC - Actioned Cases, TIC - Administration, TIC - Case Ownership, TIC - Management, TIC-Triage and Allocation, Timaru Branch - Actioned Cases, Timaru RIS - Actioned Cases, W_Assisting Independence, W_Assisting RTW1, W2_Assisting RTW2, Weekly Compensation Administration, Weekly Compensation Approval Complex, Weekly Compensation Complex, Weekly Compensation ERA Validation, Weekly Compensation Priority Action, Welcomes, Wellington STCC - Actioned Cases, Work Performer Tasks, Work	Workforce System Administrator	Workforce Management	Managed Claims
	Assisted Recovery – with Sensitive Claims Assistant role, Recovery Administration – with Sensitive Claims Administrator role				
	ACC_NGCM_ADD_NGCM_TASKS				