



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

National Investigations Unit – Decision

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30 May 2014

Submissions

- On 10 April 2014, we issued a consultation document proposing a new structure for the National Investigations Unit (NIU).
- Submissions closed on 7 May 2014. The wider organisation was also given the opportunity to comment on the proposal.
- **36 submissions** were received covering a wide range of views concerning both the content of the proposals and matters of process.
- Submissions were of a **high quality** reflecting that considerable thought and analysis had gone into reviewing the proposal and developing alternative options for consideration.
- Submission and responses have been summarised into **five key themes** and are available in detail in the decision document.
- Feedback from the submissions has shaped the finalised structure and also led to further proposed changes which we will now consult on (more detail to follow).

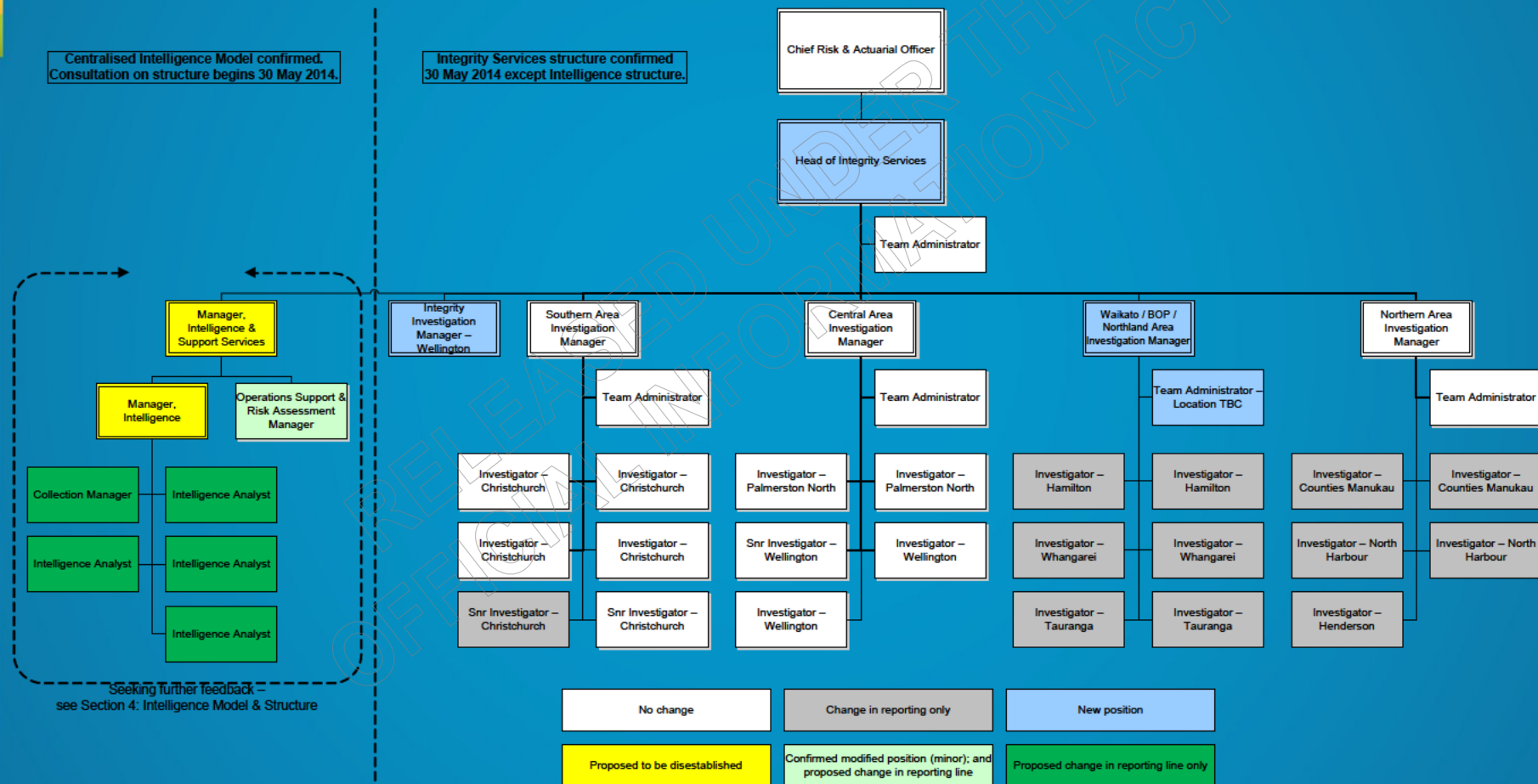
Key points of decision

- **Implementation of the new Counter-Fraud Outcomes Model** as the strategic foundation of Integrity Services with a broader focus across all fraud risks both internal and external;
- **Change of business unit name to Integrity Services**, to reflect the new holistic focus of the Counter-Fraud Outcomes Model which includes planning, prevention, detection and response;
- **Change of business group reporting line to Risk and Actuarial**, to sit alongside the other risk management functions within ACC, and improve its enterprise framework as part of the three lines of defence model;
- **Improved focus on internal fraud**, with specific capability based within Integrity Services;
- **Establish four new positions**, and disestablish three positions; and
- **Retain the centralised Intelligence model** and begin further consultation on a proposed new structure for this team.

New Integrity Services structure

Centralised Intelligence Model confirmed.
Consultation on structure begins 30 May 2014.

Integrity Services structure confirmed
30 May 2014 except Intelligence structure.



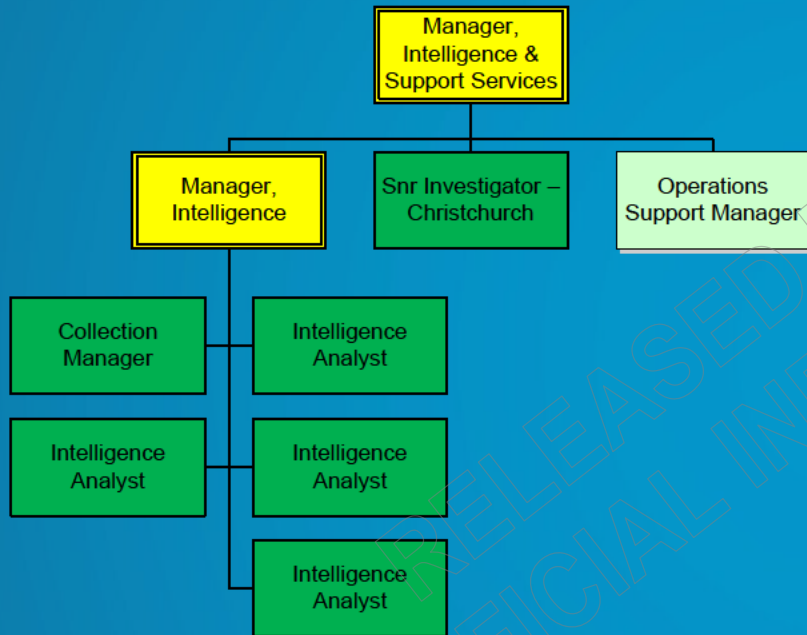
Intelligence model proposal



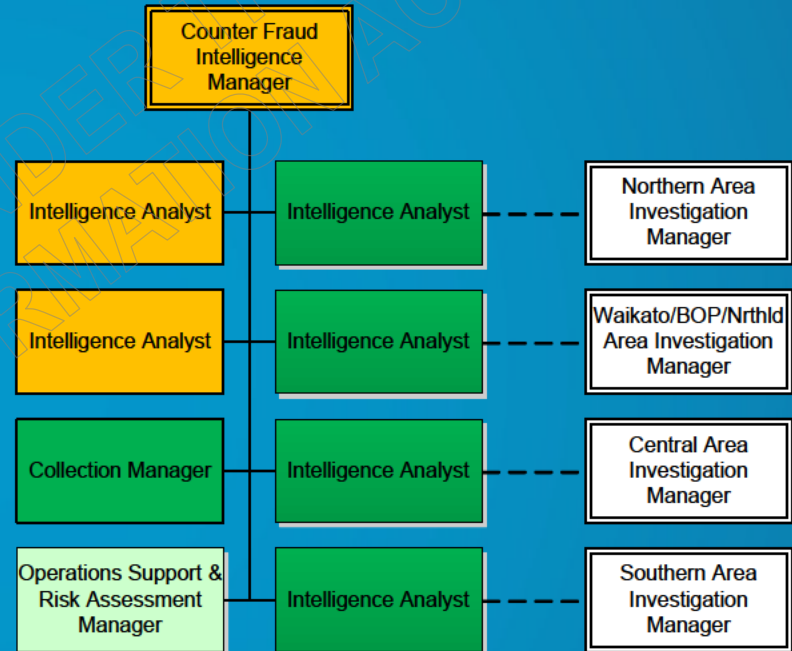
- Confirmed **centralised intelligence** model
- Four **Intelligence Analysts proposed to have a portfolio approach** based on regional areas. Reporting to proposed new role of Counter Fraud Intelligence Manager, with dotted line responsibility to the Area Investigation Managers and accountability for the intelligence support to the respective area.
- **Three roles established**
 - Counter Fraud Intelligence Manager
 - Intelligence Analyst (x2)
- **Two roles disestablished**
 - Manager, Intelligence and Support Services
 - Manager, Intelligence

Intelligence model proposal

Current Intelligence Structure



Proposed Intelligence Structure



Proposed change in reporting line only

Proposed new position

Proposed to be disestablished

Confirmed modified position (minor); and proposed change in reporting line

Feedback

- As part of the additional consultation process, we are seeking your feedback to the proposed intelligence model changes
- We are available over the next week to discuss any thoughts, comments, or concerns that you may have
- Written feedback, which will be acknowledged, should be sent via email to:

NIUconsultation@acc.co.nz by
12pm on Monday, 9 June 2014

Indicative implementation timeframes

Date	Stage
Friday, 30 May 2014	<ul style="list-style-type: none"> • New Integrity Services structure confirmed (excluding Intelligence Model) • Confirm decisions to affected staff • Advise all staff of decisions • Feedback on proposed new Intelligence Model opens
12pm Monday, 9 June 2014	<ul style="list-style-type: none"> • Consultation on Intelligence Model closes
Thursday, 12 June 2014 or Friday, 13 June 2014 (indicative)	<ul style="list-style-type: none"> • Final Intelligence structure confirmed • Expressions of interest opens
Friday, 20 June 2014 (indicative)	<ul style="list-style-type: none"> • Expressions of interest closes
Monday, 23 June 2014 until Friday, 27 June 2014	<ul style="list-style-type: none"> • Expression of Interest interviews
Week beginning Monday, 30 June 2014 (indicative)	<ul style="list-style-type: none"> • Expression of interest process completed • Appointment to new roles completed
Week beginning Monday, 7 July 2014	<ul style="list-style-type: none"> • Recruitment begins for any remaining vacancies
July 2014. Specific date to be confirmed.	<ul style="list-style-type: none"> • New Integrity Services structure effective

NOTE: While the business group reporting line changes to Chief Risk and Actuarial Officer will become effective on the same day as the new Executive structure, other changes in the new structure will not be implemented until a date yet to be confirmed in July 2014. We will communicate the final date as soon as possible

Support

- We have arranged the following support channels:
 - Your manager is available at any time
 - Your Senior People Consultant is available at any time
 - EAPworks on 0800 SELF HELP (0800 735 343)
 - Your Union representatives have been briefed