

7.1 Case and claims management features

	Decision description and scope	Final decision-making authority	Consultation
7.1.1	Development and dissemination of all case and claims management policies that are delegated to agents authorised to carry out work on behalf of ACC	TPA Relationship Manager	In consultation with: Chief Executive In accordance with all policies established by the ACC Board

7.2 Cover for ACC claims

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.2.1	Work effort or strain causing cardio-vascular or cerebro-vascular episode (accept or decline cover)	Case Manager Case Co-ordinator Claims Manager Service Co-ordinator – Sensitive Claims Unit	In consultation with: Medical Advisor Technical Specialist
7.2.2	Accidental Death		
	Accept or decline cover for accidental death as a result of the following: <ul style="list-style-type: none"> Personal injury as a result of accident Work injury Injury outside New Zealand 	Claims Manager Accidental Death Unit	In consultation with (if required): Team Manager Accidental Death Unit
	Accept or decline cover for gradual process, disease or infection claims, where claim lodged after accidental death	Case Co-ordinator Gradual Process Team	Please note: If the claim for gradual process, disease or infection has been accepted and the claimant dies as a consequence of their

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			personal injury, these do not need a recommendation from the Lead Occupational Health Advisor
	Determine accidental death is consequence of covered personal injury for: <ul style="list-style-type: none"> All gradual process, disease or infection claims 	Claims Manager Accidental Death Unit	
	Accept or decline cover for accidental death as a result of the following: <ul style="list-style-type: none"> Work effort or strain causing cardio-vascular or cerebro-vascular episode 	Claims Manager Accidental Death Unit	In consultation with: Medical Advisor Technical Specialist
	Accept or decline cover for accidental death as a result of the following: <ul style="list-style-type: none"> Consequence of treatment for personal injury 	Treatment Injury Cover Specialist Treatment Injury Cover Assessment Centre	In consultation with (if required): Peer review, Treatment Injury Cover Assessment Centre Team Manager, Treatment Injury Cover Assessment Centre Medical Advisor, Treatment Injury Cover Assessment Centre External Clinical Advisor, Treatment Injury Cover Assessment Centre
7.2.3	Injury outside New Zealand		
	Accept or decline cover for injury sustained by New Zealanders overseas as a result of the following: <ul style="list-style-type: none"> Personal injury as a result of accident Work injury Non-occupational gradual process 	Claims Officer or Case Manager Assessment Case Manager Case Co-ordinator ISC Customer Service Representatives - Outward Bound Team Service Co-ordinator – Sensitive Claims Unit	

Current Ref	Decision description and scope	Final decision-making authority	Consultation
	Accept or decline cover for injury as a result of work-related gradual process, disease, or infection	Case Manager Case Co-ordinator Claims Manager Service Co-ordinator – Sensitive Claims Unit	
	Accept or decline cover for injury as a result of the following: <ul style="list-style-type: none"> Work effort or strain causing cardio-vascular or cerebro-vascular episode 	Case Manager Case Co-ordinator Claims Manager Service Co-ordinator – Sensitive Claims Unit	In consultation with: Medical Advisor Technical Specialist
	Accept or decline cover for injury as a result of the following: <ul style="list-style-type: none"> Consequence of treatment for personal injury 	Treatment Injury Cover Specialist Treatment Injury Cover Assessment Centre	In consultation (if required) with: Peer review, Treatment Injury Cover Assessment Centre Team Manager, Treatment Injury Cover Assessment Centre Medical Advisor, Treatment Injury Cover Assessment Centre External Clinical Advisor, Treatment Injury Cover Assessment Centre
	Decline claims due to lack of information or withdrawals	Case Administrator, Treatment Injury Cover Assessment Centre	In consultation with (if required): Team Manager, Treatment Injury Cover Assessment Centre
7.2.4	Personal injury as a result of accident (accept or decline cover) (Refer to sub-clauses below for exceptions not intended to come under 7.2.4)	Claims Officer Lodgement, Assessment, Entitlements, Treatment or Registration	In consultation with (if required): Medical Advisor Technical Specialist

Current Ref	Decision description and scope	Final decision-making authority	Consultation
		Claims Manager Case Manager Case Co-ordinator Claims Administrator Treatment Injury Cover Assessment Centre Claims Officer Client Information Treatment Injury Cover Assessment Centre Treatment Injury Cover Specialist Service Co-ordinator – Sensitive Claims Unit	
7.2.4a	Approval for the acceptance of renal failure as a result of a personal injury resulting from an accident (accept or decline cover)	Claims Officer Lodgement, Assessment or Registration Claims Manager Case Manager Case Co-ordinator Treatment Injury Cover Specialist Service Co-ordinator – Sensitive Claims Unit	
7.2.4b	Approval for the acceptance of dental claims as a result of a personal injury resulting from an accident (accept or decline cover)	Claims Officer Entitlement - Dental Claims Manager - Dental	In consultation with (if required): Team Manager Claims Manager

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.2.4c	Approval for the acceptance or decline of personal injury from allergic reaction or caused by placement of a foreign body	Claims Officer or Claims Manager Assessment Case Manager Case Co-ordinator Service Co-ordinator – Sensitive Claims Unit	
7.2.5	Mental injury suffered because of physical injury (in or outside NZ)		
	Decline cover as evidence shows no clinically significant mental condition	Team Manager Team Leader	On recommendation of (if required): Complex Mental Injury Panel
	Accept cover as the mental injury was caused by the ongoing physical effects of the physical injury; or Decline cover, as the mental injury was not caused by the ongoing physical effects of the physical injury but was caused by factors clearly unrelated to the injury and injury circumstances	Team Manager Team Leader	On recommendation of (if required): Complex Mental Injury Panel
	Accept or Decline cover in circumstances not covered above	Team Manager Team Leader	On recommendation of (if required): Complex Mental Injury Panel
7.2.5a	Decline cover for work related mental injury due to work-place stress (that is not a single event); or Decline cover for work related mental injury as evidence shows no clinically significant mental condition	Team Manager Team Leader	On recommendation of (if required): Complex Mental Injury Panel

Current Ref	Decision description and scope	Final decision-making authority	Consultation
	Accept/Decline/Revoke cover for work related mental injury in circumstances not covered above	Chair, Complex Mental Injury Panel	On the recommendation of: Complex Mental Injury Panel
7.2.6	Gradual process, disease or infection (accept or decline cover) except for those decisions requiring the recommendation of Lead Occupational Health Advisor	Case Manager Case Co-ordinator Gradual Process Team	In consultation with (if required): Team Manager
	Gradual process work-related hearing loss	Claims Manager Hearing Loss Team	
	<p>Accept or decline cover for all claims under AC Act 2001 schedule 2 (external link)</p> <p>Accept or decline cover for:</p> <ol style="list-style-type: none"> 1. Chemical poisoning/toxicity of gradual or delayed onset (e.g. Dioxin exposures, polychlorophenol (PCP) exposures) 2. Respiratory Diseases 3. Environmental illness (e.g. sick Building syndrome, multiple chemical sensitivity, chronic fatigue syndrome) 4. Occupational Infections 5. Gradual onset osteoarthritis other than post-traumatic 6. Occupational Cancer 	Case Co-ordinator Gradual Process Team	On recommendation of: Lead Occupational Health Advisor
7.2.7	Treatment injury and transitional Medical misadventure claims (accept or decline cover)	Treatment Injury Cover Specialist Treatment Injury Cover Assessment Centre	In consultation (if required) with: Peer review, Treatment Injury Cover Assessment Centre Team Manager, Treatment Injury Cover Assessment Centre Medical Advisor, Treatment Injury Cover Assessment Centre External Clinical Advisor, Treatment Injury Cover Assessment Centre
	Decline claims due to lack of information or withdrawals	Case Administrator, Treatment	In consultation (if required) with:

Current Ref	Decision description and scope	Final decision-making authority	Consultation
		Injury Cover Assessment Centre	Team Manager, Treatment Injury Cover Assessment Centre
7.2.7a	Treatment injury claim information request for Treatment Injury and Transitional Medical Misadventure claims	Case Administrator, Treatment Injury Cover Assessment Centre Treatment Injury Cover Specialist	In consultation with (if required): Team Manager Treatment Injury Cover Assessment Centre
7.2.8	Consequence of treatment for personal injury (accept or decline cover) Sections 20(2)(d) and 28(5)	Treatment Injury Cover Specialist Treatment Injury Cover Assessment Centre	In consultation (if required) with: Peer review, Treatment Injury Cover Assessment Centre Team Manager, Treatment Injury Cover Assessment Centre Medical Advisor, Treatment Injury Cover Assessment Centre External Clinical Advisor, Treatment Injury Cover Assessment Centre
	Decline claims due to lack of information or withdrawals	Claims Administrator Claims Officer, Treatment Injury Cover Assessment Centre	In consultation (if required) with: Team Manager, Treatment Injury Cover Assessment Centre
7.2.9	Sexual abuse (accept or decline cover)	Service Co-ordinator – Sensitive Claims Unit	
7.2.10	Accept or decline cover (including work injury disputes)	Case Co-ordinator Claims Officer Assessment or Lodgement Case Manager Treatment Injury Cover Specialist Service Co-ordinator – Sensitive Claims Unit	
7.2.11	Revoke cover (on medical grounds, excluding all Treatment Injury and Sensitive Claims)	Case Manager Case Co-ordinator Claims Officer Assessment Claims Officer - Entitlements	On recommendation of: Branch Medical Advisor or Clinical Advisor

Current Ref	Decision description and scope	Final decision-making authority	Consultation
		Claims Manager Treatment Injury Cover Specialist Service Co-ordinator – Sensitive Claims Unit	
7.2.12	Revoke cover (all other grounds, excluding all Treatment Injury and Sensitive Claims)	Case Manager Case Co-ordinator Claims Manager Claims Officer Assessment Treatment Injury Cover Specialist Service Co-ordinator – Sensitive Claims Unit	On recommendation of: Technical Specialist
7.2.12a	Revoke cover – Treatment Injury (includes cover decisions under sections 20(2)(b), 20(2)(d) or 28(5))	Treatment Injury Cover Specialist Treatment Injury Cover Assessment Centre	In consultation (if required) with: Team Manager, Treatment Injury Cover Assessment Centre Medical Advisor, Treatment Injury Cover Assessment Centre
7.2.12b	Revoke cover – Sensitive Claims	Service Co-ordinator Case Administrator Sensitive Claims Unit	On recommendation of: Technical Specialist
7.2.12c	Revoke cover – Mental Injuries (excludes Sensitive Claims)	Case Manager Case Co-ordinator Claims Manager Claims Officer Assessment	On recommendation of: National Manager, Psychology & Mental Health
7.2.13	Late lodgement of claim	Claims Officer Assessment Claims Manager Case Manager Case Co-ordinator	

Current Ref	Decision description and scope	Final decision-making authority	Consultation
		Service Co-ordinator – Sensitive Claims Unit	
7.2.14	<p>Authorise payment to a non-contracted provider for full cost of assessment to establish cover and/or entitlements under:</p> <p>AC Act 2001 Section 55(d) (e)</p>	<p>Team Manager</p> <p>Team Leader</p>	

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7.3 Disentitlement

	Decision description and scope	Final decision-making authority	Consultation
7.3.1	Wilfully self-inflicted injury or suicide	Claims Assessor Claims Officer Entitlement Claims Manager Case Manager Case Co-ordinator Service Co-ordinator – Sensitive Claims Unit	On recommendation of (If required): Complex Mental Injury Panel
7.3.2	Convicted for murder	Principal Advisor, Office of the COO, Operations	On recommendation of: Technical Specialist
7.3.3	Claimant in prison	Claims Manager Claims Officer Entitlement Specialist Payments Officer Entitlement Payments Officer Case Manager Case Co-ordinator Service Co-ordinator – Sensitive Claims Unit	
7.3.4	Injured through criminal activity (prior to 1 July 2010)		
	Authority to make submissions for a District Court decision	Case Co-ordinator Case Manager Clinical Advisor Service Co-ordinator – Sensitive Claims Unit (submissions to) Principal Advisor, Office of the COO, Operations	On recommendation of: Technical Specialist or Processing Centre Manager
	Decision to refer to District Court	Principal Advisor, Office of the COO, Operations	
	Authority to disentitle	District Court	
7.3.5	Injured through criminal activity (from 1 July 2010 onwards)		

	Referral to Technical Services	Case Co-ordinator Case Manager Clinical Advisor Service Co-ordinator – Sensitive Claims Unit	
	Add Eos repugnant to justice indicator	Technical Specialist	
	Decision to disentitle	Principal Advisor, Office of the COO, Operations	

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7.4 Rehabilitation (for non-serious injury claims)

	Decision description and scope	Final decision-making authority	Consultation
7.4.1	Social Rehabilitation Assessments		
	Up to 5 hours	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit	
	Up to 20 hours	Case Manager Service Co-ordinator – Sensitive Claims Unit	
	Over 20 hours	Team Manager	
7.4.1a	Clinical Psychiatric Assessments/Treatments		
	Up to 16 hours	Case Administrator - Sensitive Claims Unit Support Co-ordinator Claims Officer - Entitlements - LSIA teams Service Co-ordinator Case Administrator Case Administrator - TIC Case Co-ordinator Case Manager Claims Officer - Assessment Claims Officer - Entitlements Claims Officer - Entitlements I/A unit Triage Manager	
	Up to 20 hours	Team Manager Team Manager Serious Injury	
	Up to 25 hours	Branch Manager	

7.4.1b	Neuropsychology Assessments		
	Approve 1 assessment only	Claims Officer Entitlements – Independence Allowance Unit Case Co-ordinator Case Manager Claims Manager Case Administrator - TIC Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit Service Co-ordinator Support Co-ordinator Triage Manager	
7.4.2a	Non Contracted Services - Attendant Care (Non Serious Injury Claims)		
	Notes: <ul style="list-style-type: none"> • Limits apply to combined services, refer 7.4.2g • Night Rate - these delegations also apply to direct care required at night (over 3 times a night) 		
	Level 1: Up to 14 hours per week	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit	
	Level 1: Up to 25 hours per week Level 2: Up to 7 hours per week Nursing Care: Up to 2 hours per week	Case Manager Service Co-ordinator – Sensitive Claims Unit	
	Level 1: Over 25 hours per week Level 2: Over 7 hours per week Nursing Care: Over 2 hours per week	Team Manager	

7.4.2b	Attendant Care by Family - Night Rate (less than 3 times a night) Notes: <ul style="list-style-type: none"> Limits apply to combined services, refer 7.4.2g Attendant Care by family up to 3 times per night and less than 2 hours in total 		
	Up to 14 hours per week	Case Administrator Case Co-ordinator Case Manager Case Administrator – Sensitive Claims Unit Service Co-ordinator – Sensitive Claims Unit	
7.4.2c	Sleepover Care <ul style="list-style-type: none"> Limits apply to combined services, refer 7.4.2g Average of 8 hours Sleepover Care a night, where carer may assist client up to 3 times per night 		
	Up to 7 nights per week (8 hours a night)	Case Manager Service Co-ordinator – Sensitive Claims Unit	
7.4.2d	Oversight Supervision by Family Note: Limits apply to combined services, refer 7.4.2g		
	Up to 84 hours per week	Case Manager Service Co-ordinator – Sensitive Claims Unit	
	Over 84 hours per week	Team Manager	
7.4.2e	Home Help Notes: <ul style="list-style-type: none"> The majority of home help needs should be covered under the delegation of 12.5 		

	hours per week. In some cases there may be exceptions such as additional laundry requirements for incontinence and the majority of these should be covered at Case Manager level	
	Up to 12.5 hours per week	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit
	Up to 20 hours per week	Case Manager Service Co-ordinator – Sensitive Claims Unit
	Over 20 hours per week	Team Manager
7.4.2f	<p>Child Care</p> <p>For policy, see CHIPS Childcare.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Limits apply to combined services, refer 7.4.2g • Where possible the child care should be provided at the same time as other home-based rehabilitation entitlements. Example, the same person could provide home help by vacuuming the floor while at the same time supervising the children 	
	Up to or over 8 weeks post injury or surgery	
	Up to 14 hours per week	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit
	Up to 25 hours per week	Case Manager Service Co-ordinator – Sensitive Claims Unit
	Over 25 hours per week	Team Manager
7.4.2g	Total Home Based Rehabilitation (Combined Limits 7.4.2a to 7.4.2f and 7.4.2j inclusive)	
	Over total of 84 hours per week	Team Manager

7.4.2h	Meals on Wheels		
	Notes: Limits apply to combined services, refer 7.4.2g		
	Up to a quantity of 7 units per week	Case Administrator Case Co-ordinator Case Administrator – Sensitive Claims Unit	
	Up to a quantity of 21 units per week	Service Co-ordinator Support Co-ordinator Service Co-ordinator – Sensitive Claims Unit Case Manager	
7.4.2i	Nursing Services		
	Up to \$7,500	Case Co-ordinator Case Administrator Case Manager Triage Manager Service Co-ordinator - Sensitive Claims	
	Over \$7,500	Team Manager	
7.4.2j	Home and Community Support Services		Changed to Integrated Home and Community Support Services 1/3/19
	Up to 30 hours per week	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit	
	Up to 45 hours per week	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over 45 hours per week	Team Manager	
7.4.2k	Case Conference Coordinator Fee		
	Up to \$34	Team Manager	

7.4.3	Home-based Rehabilitation – where hourly rates for family and private caregivers exceed base rates as stated in CHIPS. This clause is to be read in conjunction with 7.4.2a - h	
	<ul style="list-style-type: none"> • Level 1 • Level 2 • Sleepovers <p>See CHIPS:</p> <ul style="list-style-type: none"> • Attendant Care Family and private engaged attendant care rates • Home Help Individual (family and private) home help rates • Child Care Individual (family or private) provider child care rates 	National Consistency Panel
7.4.4	Home-based Rehabilitation – where hourly rates for Non-contracted agency (where there is no suitable contracted agency available) exceed base rates as stated on CHIPS. This clause is to be read in conjunction with 7.4.2a - h	
	<ul style="list-style-type: none"> • Level 1 • Level 2 • Sleepovers <p>See :</p> <ul style="list-style-type: none"> • Attendant Care Non-contracted agency attendant care rates • Home Help Non-contracted agency home help rates • Child Care Non-contracted agency child care rates 	National Consistency Panel

Retrospective Social Rehabilitation Entitlements under the Accident Compensation Acts 1972 and 1982

This section deals with all social rehabilitation entitlements (including backdated attendant) under section 121 of the Accident Compensation Act 1972 and section 80 of the Accident Compensation Act 1982 for any period prior to 30 June 1992.

If you, receive an application from a claimant to consider social rehabilitation under the Accident Compensation Act 1972 or the Accident Compensation Act 1982 contact Technical Services.

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.4.5	Approve an entitlement up to \$500,000	Manager Technical Services	On the recommendation of: Technical Specialist
	Approve an entitlement over \$500,000	Deputy Chief Executive	On the recommendation of: Manager Technical Services
7.4.5a	Appoint external negotiators to form a team with senior ACC personnel to negotiate or mediate contentious backdated entitlement cases	Chief Executive	
	Settle Claims	Chief Executive	On the recommendation of: Deputy Chief Executive
7.4.5b	Approve or decline the costs associated with the creation of a: <ul style="list-style-type: none"> • Family trust; or • Personal order; or Property order prior to payment of retrospective social rehabilitation	Team Manager	
7.4.5c	Approve or decline interest on retrospective social rehabilitation entitlement when release of the payment is delayed.	Manager Technical Services	On the recommendation of: Technical Specialist
7.4.5d	Authorise the release of an interest payment on a social rehabilitation entitlement	Chief Financial Officer	

Retrospective Social Rehabilitation Entitlements under the Accident Rehabilitation and Compensation Insurance Act 1992 and Accident Insurance Act 1998

This section deals with all social rehabilitation entitlements (including Complex Personal Injuries (CPI)) under the Accident Rehabilitation and Compensation Insurance Act 1992 and Accident Insurance Act 1998 for periods between 1 July 1992 and 1 April 2002.

If you receive an application from a claimant to consider social rehabilitation entitlement under the Accident Rehabilitation and Compensation Insurance Act 1992 and/or Accident Insurance Act 1998 please contact Technical Services.

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.4.6	Approve an entitlement up to \$500,000	Manager Technical Services	On the recommendation of: Technical Specialist
	Approve an entitlement over \$500,000	Deputy Chief Executive	On the recommendation of: Manager Technical Services
7.4.6a	Appoint external negotiators to form a team with senior ACC personnel to negotiate or mediate contentious backdated entitlement cases	Chief Executive	
	Settle Claims	Chief Executive	On the recommendation of: Deputy Chief Executive
7.4.6b	Approve or decline the costs associated with the creation of a: <ul style="list-style-type: none"> Family trust; or Personal order; or Property order prior to payment of retrospective social rehabilitation	Team Manager	
7.4.6c	Approve or decline interest on retrospective social rehabilitation entitlement when release of the payment is delayed.	Manager Technical Services	On the recommendation of: Technical Specialist
7.4.6d	Authorise the release of an interest payment on a social rehabilitation entitlement	Chief Financial Officer	

Retrospective Social Rehabilitation Entitlements under the Accident Compensation Act 2001

This set of delegations deals with all social rehabilitation entitlements under the Accident Compensation Act 2001 for social rehabilitation payments before date of application for periods after 1 April 2002.

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.4.6d	Approve or decline an entitlement up to four weeks before date of application This delegation is subject to all 7.4.2 Assessed Home based Rehabilitation delegations	Case Coordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Approve or decline an entitlement between four to Eight weeks before the date of application This delegation is subject to all 7.4.2 assessed home based rehabilitation delegations	Team Manager	
	Decline an entitlement greater than eight weeks before date of application	Team Manager	In consultation with: Case Coordinator Case Manager or Service Co-ordinator - Sensitive Claims Unit
	Approval of an entitlement greater than eight weeks before date of application with the payment up to \$500,000	Manager Technical Services	Technical Specialist
	Approval of an entitlement greater than eight weeks before the date of application with the payment over \$500,000	Deputy Chief Executive	Manager Technical Services

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.4.7	Aids and Appliances (Please note: This includes needs for Social and Vocational rehabilitation but does not include Orthoses, refer 7.4.8a or Medical Consumables, refer 7.4.7a)		
	Other, up to \$549 per item	Case Coordinator Case Administrator Case Administrator – Sensitive Claims Unit Customer Service Representative (Channel Operations)	
	Up to \$10,000 per item	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	\$10,000 - \$20,000 per item	Team Manager	
	Above \$20,000 per item	Branch Manager Service or Processing Centre Manager	
	Power chairs and complex seating systems up to \$40,000	National Consistency Panel Or Manager Home Modifications	Manager Home Modifications only if equipment request is part of a Housing Modification
	Power chairs and complex seating systems over \$40,000	National Consistency Panel	
	Communication and Assistive Technology (IT communication solutions)	National Consistency Panel	Note: If a computer app is requested via a Talklink assessment it does not need to come to panel
7.4.7a	Medical Consumables		
	Up to \$549 per item	Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit	
	Up to \$10,000 per item	Case Manager Claims Manager	
	Up to \$10,00 per item (for surgery)	Claims Officer Treatment Claims Officer Entitlements	
	\$10,000 to \$15,000 per item	Team Manager	

	Above \$15,000 per item	Branch Manager Service or Processing Centre Manager	
7.4.7b	Contribution to Increased Electricity Costs		
	Up to \$1,000 per month	Team Manager	
7.4.8	Artificial Limbs		
	Primary and Replacement Limb: Up to - \$12,500	Case Manager Case Co-ordinator Services Co-ordinator – Sensitive Claims Unit	
	Primary and Replacement Limb: \$12,500 - \$25,000	Team Manager	
	Primary and Replacement Limb: Above \$25,000	Team Manager Branch Manager	On the recommendation of; National Consistency Panel
	All requests for Osseointegration Prostheses	Manager Corporate Clinical Advice	
	Urgent repairs	Case Manager Case Co-ordinator Claims Officer Entitlements Service Co-ordinator – Sensitive Claims Unit	Notes: No prior approval required from ACC. Limb Centre to fax Case Manager (or Service Centre) within five working days of completing repair
	Non urgent repairs: Up to \$1,000	Case Manager Case Co-ordinator Claims Officer Entitlements	Note: No prior approval required from ACC
	Non urgent repairs over \$1,000	Case Manager Case Co-ordinator Claims Officer Entitlement Service Co-ordinator – Sensitive Claims Unit	In consultation with: Team Manager
7.4.8a	Orthoses		
	Non contracted supplier:	Claims Officer Entitlements	Prior approval required

	Up to \$8,000		
	Non contracted supplier: \$8,000 to \$20,000	Claims Officer Entitlements	Prior approval required. In consultation with: Team Manager Team Leader
	Non contracted supplier: Over \$20,000	Team Manager	Prior approval required. In consultation with: Centre Manager and Clinical Advisor
	Contracted supplier: Primary and replacement orthoses up to \$300 per item		No prior approval required
	Contracted supplier: Primary and replacement orthoses between \$300 and \$8,000 per item	Claims Officer Entitlements	Prior approval required
	Contracted supplier: Primary and replacement orthoses between \$8,000 and \$20,000 per item	Claims Officer Entitlements	Prior approval required. In consultation with: Team Manager
	Contracted supplier: Primary and replacement orthoses over \$20,000 per item	Team Manager	Prior approval required. In consultation with: Centre Manager and Clinical Advisor
7.4.9	Training For Independence Services – Total cost of Programme (excluding provider travel)		
	Up to \$5,000 per programme	Case Manager	
	Up to \$17,900 per programme	Service Co-ordinator - Sensitive Claims Unit Case Co-ordinator	
	Up to \$29,000 per programme	Team Manager	

	Above \$29,000 per programme	Branch Manager	
7.4.9a	Living my Life		
	Up to \$40,250 per programme	Case Manager	
	Up to \$90,000 per programme	Team Manager Branch Manager	
7.4.9b	Training for Independence Advisory Service		
	Up to 14 hours per year	Case Administrators Case Co-ordinator Case Manager Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Over 14 hours per year	Team Manager	
7.4.10	Housing Modifications (please note this section also includes Workplace Modifications)		
	Agreement to subsequent home modifications	Branch Manager	In consultation with (if required): Manager Home Modifications
	Up to \$1,000	Case Co-ordinator	
	\$1,000 - \$10,000	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	\$10,000 - \$25,000	Team Manager	
	\$25,000 - \$50,000	Branch Manager	
	\$50,000 - \$200,000	Manager Home Modifications	
	Above \$200,000	Deputy Chief Executive	On recommendation of: Manager Home Modifications
7.4.10a	Building Advisor		

	Up to \$15,000	Case Manager Team Manager Service Co-ordinator - Sensitive Claims Unit	
	Above \$15,000	Manager Home Modifications	
7.4.11	Modifications of motor vehicles (includes freight)		
	Up to \$10,000	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	\$10,000 to \$15,000	Team Manager Branch Manager	
	Above \$15,000	Manager Transport for Independence	
7.4.12	Purchase of Motor vehicle		
	Initial or Subsequent Vehicle Purchase \$15,000	Team Manager Branch Manager	In consultation with (if required): Manager Transport for Independence
	Initial or Subsequent Vehicle Purchase over \$15,000	Manager Transport for Independence	
7.4.12a	Driving Lessons		
	Up to \$2,000	Case Manager Service Co-ordinator - Sensitive Claims Unit	
7.4.13	Education Support		
	Up to 20 hours per week	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over 20 hours per week	Team Manager	

7.4.13a	Education Support Assessments		
	Up to 5 hours	Case Administrator Case Administrator – Sensitive Claims Unit	
	Up to 10 hours	Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit	
	Over 10 hours	Team Manager	
7.4.14	Claimant travel cost to ACC office (when requested to attend by Case Manager and subject to payment rates of the Ancillary Services Regulations)		
	Note: This applies only in exceptional circumstances when all other avenues to meet have been considered and discounted.		
	All visits to office and Outreach Centre Up to \$1,000	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Transport and Accommodation for Support People (related to rehabilitation only)		
	All applications	Team Manager	
7.4.15	Claimant Air Travel		
	Up to \$5,000	Case Manager Case Co-ordinator Claims Officer Manager Home Modifications Service Co-ordinator Support Co-ordinator Triage Manager Service Co-ordinator - Sensitive Claims Unit	
	Over \$5,000	Team Manager	

7.4.16	Claimant Taxi Travel		
	Up to \$1,000	Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit	In consultation with Team Manager if more than \$100 per trip
7.4.17	Ancillary Services (please refer to legislation)		
	Up to \$1,000	Customer Service Representative (Channel Operations) Registration and Compensation Centre	
	Up to \$10,000	Case Manager Case Administrator Case Co-ordinator Claims Officer – Entitlement Clinical Advisor Manager Home Modifications Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
7.4.17a	Non-Emergency Transport by Ambulance (MFP Service Items NETBAO & NETBAU)		
	Up to \$500	Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit	
	Up to \$2,000	Programme Manager (CMHP) Team Manager	
7.4.17b	Non-Contracted Emergency Transport (MFP Service Items ETA06 & ETR06)		
	Up to \$1,000	Team Manager	
	Up to \$10,000	Programme Manager (CMHP), Emergency Transport	
7.4.17c	Transport for Independence – Funded transport		
	Up to \$5,200 per year	Team Manager	
	Up to \$15,000 per year	Branch Manager	

7.4.18	Concussion Service Note: Clinical approval is not required for either stage 1 or stage 2 services		
	Up to a maximum total for all services of \$3,150 per claim	Case Manager Case Administrators Case Co-ordinator Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	In consultation with (as required): Team Manager
	In addition to the total for all services provided.		
	A maximum of 1 non-attendance per claim	Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit	
7.4.19	Spinal Cord Injury Reassessment Services		
	Within contract provisions	Case Manager Service Co-ordinator - Sensitive Claims Unit	
7.4.20	Elective Surgery for Spinal Cord Claimants		
	All applications Note: pricing is determined by referral to Elective Surgery Unit	Elective Surgery Unit	On recommendation of: Medical Advisor
7.4.21	Non-acute inpatient rehabilitation		
	0 – 21 days	Case Co-ordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Further extensions of Care after 21 days	Team Manager	In consultation with: Medical Advisor
7.4.22	Spinal Cord Injury Active Rehabilitation Services		
	Inpatient rehabilitation:	Team Manager	
	Inpatient rehabilitation where the claimant is admitted from the community/post elective surgery	Team Manager	In consultation with: Medical Advisor
7.4.23	Residential Support		

	All applications	Team Manager	
7.4.23a	Palliative Care - Inpatient	Team Manager	
7.4.23b	Palliative Care - Community	Team Manager	
7.4.24	Active Rehabilitation & Integrated Rehabilitation Services		
	All Applications		Designated Area delegation holder
7.4.24	TBI Residential Rehabilitation (Replacing Active Rehabilitation and Integrated Rehabilitation) NB: This service is effective from 1st April 2014		
	Up to 60 days each admission	Support Coordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over 61 days and up to 270 days each admission	Team Manager Serious Injury Team Manager	
	Over 271 days and up to 365 days each admission	Branch Manager	On recommendation of: SI Advisor
7.4.25	Residential Rehabilitation		
	All applications	Team Manager	
7.4.26	Request for Medical Notes (includes requests for copies)		
	Up to \$350 per request	Administration Officer Business Support Case Manager Case Co-ordinator Case Administrator Claims Officer Claims Manager	

		Customer Service Officer Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Over \$350 per request	Team Manager Clinical Advisors Programme Manager (CMHP)	
7.4.26a	Request for Medical Reports (includes requests for copies)		
	Up to \$1,500 per report	Administration Officer Business Support Case Manager Case Co-ordinator Case Administrator Claims Officer Claims Manager Customer Service Officer Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Over \$1,500 per report	Team Manager Clinical Advisors Programme Manager (CMHP)	
7.4.27	Vocational Rehabilitation Assessments		
	Up to \$1,304 per assessment	Case Manager Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Over \$1,304 per assessment	Team Manager	
7.4.28	Functional Capacity Assessments		
	Up to \$1,000 per assessment	Case Manager Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit	

		Service Co-ordinator - Sensitive Claims Unit	
	Over \$1,000 per assessment	Team Manager	
7.4.29	All other assessments (excluding those already covered in the delegations manual)		
	Up to \$1,500 per assessment	Case Administrator Claims Manager Claims Officer Entitlements Claims Officer Assessments Case Co-ordinator Case Co-ordinator - Sensitive Claims Unit Case Administrator - Sensitive Claims Unit	
	Up to \$2,500 per assessment	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over \$2,500 per assessment	Team Manager Branch Manager	
7.4.30	Pain Management Programme		
	Up to \$7,000 total per client	Case Co-ordinator Case Manager Claims Officer Entitlements Service Co-ordinator - Sensitive Claims Unit	
	Up to \$10,000 total per client	Team Manager	
	Up to \$30,000 total per client	Centre Manager – Processing Centre Branch Manager	
7.4.30a	Pain Management Programmes service codes INEC, IN05, IN50, IN51, IN52, IN53		
	All applications	Team Manager	On recommendation of: Senior Medical Advisor
7.4.31	Non-subsidised Pharmaceuticals		
	Schedule line items up to \$3,000	Case Manager Claims Officer Entitlement Claims Officer Treatment Service Co-ordinator -	

		Sensitive Claims Unit	
	Schedule line items above \$3,000	Team Manager	
7.4.32	Vocational Rehabilitation Services For Vocational equipment see 7.4.7. For Workplace Modifications see 7.4.10 For Self Employed equipment/assistance see 7.4.33		
	Up to \$7,000 total per client	Case Co-ordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over \$7,000 total per client	Team Manager	
7.4.33a	Self employment assistance – developing a self-employment proposal		
	Small business training course or preparation of business plan:	Team Manager	
7.4.33b	Self employment assistance – approving a self-employment proposal		
	Purchase or modification of equipment for self-employment venture:	Team Manager	
7.4.34	Case management services post capacity for work decision		
	Job Search Services:	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Counselling: Up to \$200 total per claimant	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Counselling: Over \$200	Case Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with: Team Manager
	Budgeting advice: Up to \$200 total per claimant	Case Manager Service Co-ordinator - Sensitive Claims Unit	

	Budgeting advice: Over \$200	Case Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with: Team Manager
7.4.35	Audiology Services and Hearing Aids		
	Up to \$12,000	Claims Manager Hearing Loss Team Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Up to \$60,000	Team Manager/Leader Hearing Loss Team Team Manager - Treatment Injury Centre	
7.4.35a	Audiology Assessments and Reports		
	Up to \$1,000 per assessment or report	Claims Manager Hearing Loss Team Case Manager Service Co-ordinator - Sensitive Claims Unit Clinical Advisor - Treatment Injury Centre Case Administrator - Treatment Injury Centre	
	Over \$1,000 per assessment or report	Team Manager/Leader Hearing Loss Team Team Manager Team Manager - Treatment Injury Centre	
7.4.36	Extend Discretionary Entitlement (excluding elective surgery requests)		
	Up to \$20,000	Technical Specialist	
	Over 20,000	Manager Technical Services	
7.4.36a	Extend Discretionary Entitlement - elective surgery requests		
	Up to \$50,000	Team Manager, Surgery Assessments, ESC	
	Over \$50,000	Head of Client Service Delivery	With advice, to Deputy Chief Executive
7.4.37	Hepatitis C and Asbestos related claims only (where centrally managed)		
	Any rehabilitation expenditure	Case Co-ordinator Southern Short Term Claims Centre	Same level of delegation as Case Manager in Branch

	Any rehabilitation expenditure	Team Manager Southern Short Term Claims Centre	Same level of delegation as Team Manager in Branch
	Any rehabilitation expenditure	Centre Manager Southern Short Term Claims Centre	Same level of delegation as Branch Manager
7.4.38	Alcohol and Drug Services		
	Up to \$1,000	Case Co-ordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over \$1,000	Team Manager	
7.4.39	Services for the Blind		
	Up to \$2,000	Case Manager Service Co-ordinator - Sensitive Claims Unit Triage Manager	
	Up to \$3,500	Service Co-ordinator Support Co-ordinator	
	Up to \$10,000	Team Manager	
7.4.40	Costs of rental accommodation required post-discharge		
	Up to \$1000	Case Co-ordinator	
	Up to \$7,500	Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Up to \$15,000	Team Manager	
	Over \$15,000	Branch Manager	
7.4.41	Non-contracted services, where the service has contracted providers (MFP service items ADMIN1, ADMIN2, NCA01, and TSO1)		
	Please note: These delegation levels apply for the total cost of the service.		
	Up to \$2,000	Team Manager	In Consultation with: Branch Manager
	Up to \$20,000	Branch Manager Centre Manager	
7.4.42	External Clinical Advisory Services (MFP service items ECA01, ECA02, ECA03, ECAN1, ECAN2		

	and ECAN3)		
	Up to 20 hours	Case Administrator, Treatment Injury Cover Assessment Centre Clinical Advisors, Treatment Injury Cover Assessment Centre	
	Over 20 hours	Clinical Advisors, Treatment Injury Cover Assessment Centre	In consultation with: Treatment Injury Cover Assessment Centre Team Manager
7.4.43	Supported Living		
	All programs	Service Co-ordinator – Sensitive Claims Unit	In consultation with: Team Manager
7.4.44	Supported Employment		
	Trial of service for each program	Service Co-ordinator – Sensitive Claims Unit	In consultation with Team Manager
7.4.45	Case Conference (Social and Vocational Rehabilitation)		
	Up to \$1,000	Case Manager Service Co-ordinator – Sensitive Claims Unit	
	Up to \$2,000	Team Manager	
	Over \$2,000	Branch Manager	
7.4.46	Clothing for Social Rehabilitation		
	Up to \$500	Case Manager Service Co-ordinator – Sensitive Claims Unit	
	Up to \$1,000	Team Manager	
7.4.47	DHB Reimbursement – Specific to Waitemata DHB Reimbursement of social rehabilitation costs (HCSS) provided by DHB prior to the acceptance of a claim		
	Up to \$2,000	Team Manager	
	Up to \$20,000	Branch Manager	

7.5 Rehabilitation - Serious Injury (SI)

Current Ref	Decision description and scope	Final decision-making authority	Consultation
7.5.1	Active Rehabilitation (including for spinal cord injuries) Note: This delegation does not include Integrated Rehabilitation Services. For this refer to 7.5.2.		
	Up to 80 days each admission	Support Co-ordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Over 80 days and up to 186 days each admission	Team Manager Serious Injury Team Manager Team Manager - Sensitive Claims Unit	
	Over 186 days each admission	Branch Manager	In consultation with SI Advisor
7.5.1a	Active Rehabilitation - Crisis Care		
	Up to 72 Hours	Service Coordinator Support Coordinator	
	Up to 336 hours	Team Manager Serious Injury	
	Over 336 hours	Branch Manager	In consultation with SI Advisor
7.5.2	TBI Residential Rehabilitation (Replacing Active Rehabilitation - Integrated Rehabilitation Services) NB: This Service is effective from 1st April 2014		

	Up to 60 days each admission	Support Coordinator Case Manager	
	Over 61 days and up to 270 days each admission	Team Manager Serious Injury Team Manager	
	Over 271 days and up to 365 days each admission	Branch Manager	In consultation with SI Advisor
7.5.3	Aids and Appliances (social and vocational) Note: The following items are required to be referred to the National Consistency panel for consultation: Aids or appliances, products or items that are not usually provided by a rehabilitation provider Vocational equipment over \$2000, such as an adjustable/ standing desk Recreational or hobby-related equipment like hand cycles, sports wheelchairs and all-terrain power chairs (Before an assessment is requested) Any equipment that is new to the market - Artificial limbs		
	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000 and up to \$30,000	Team Manager Serious Injury Manager Home Modifications (only for equipment that is part of a housing modification)	
	Over \$30,000	Team Manager Serious Injury Branch Manager	In consultation with: SI Advisor
7.5.3a	Orthoses		
	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000	Team Manager Serious Injury	In consultation with: SI Advisor
7.5.4	Aids and Appliances – related cost of electricity		
	All services	Team Manager Serious Injury	
7.5.5	Alcohol and Other Drug Services		

	Contracted services up to \$600	Service Coordinator Support Coordinator
	Contracted services over \$600	Team Manager Serious Injury
7.5.6	Alternative accommodation (rental)	
	Up to \$7,500	Team Manager Serious Injury
	Over \$7,500 and up to \$20,000	Branch Manager In consultation with Manager Home Modifications
	Over \$20,000	Manager Home Modifications
7.5.7	Alternative transport (rental)	
	up to 7 weeks	Service Co-ordinator Support Co-ordinator
	over 7 weeks and up to 24 weeks	Team Manager
	Over 24 weeks	Manager, Transport for Independence
7.5.8	Ancillary Regulations – accommodation for clients and support people	
	Up to \$5,000	Service Coordinator Support Coordinator
	Over \$5,000 and up to \$10,000	Team Manager Serious Injury
	Over \$10,000 and up to \$20,000	Branch Manager In consultation with SI Advisor
7.5.9	Ancillary Regulations – travel for clients and support people	
	Up to \$1000	Service Coordinator Support Coordinator

	Over \$1000 and up to \$2000	Team Manager Serious Injury	
	Over \$2000	Branch Manager	In consultation with Team Manager Serious Injury
7.5.10	Artificial Limbs		
	Up to \$25,000, and all repairs	Service Coordinator Support Coordinator	
	Over \$25,000	Team Manager Serious Injury	On the recommendation of National Consistency Panel
	All requests for Osseointegration Prostheses	Manager Corporate Clinical Advice	
7.5.11	Assessments – fee per assessment		
	All assessments	Service Coordinator Support Coordinator	
7.5.12	Assessments – hourly rate fee		
	Up to 8 hours	Service Coordinator Support Coordinator	
	Over 8 hours	Team Manager Serious Injury	
7.5.13	Audiology Services and Hearing Aids		
	Up to \$5,000	Service Coordinator Support Coordinator	
	Over \$5,000	Team Manager Serious Injury	
7.5.14	Blind – Contracted services		
	Up to \$2500	Service Coordinator Support Coordinator	

	Over \$2500	Team Manager Serious Injury	
7.5.15	Case Conference		
	Up to \$1,000	Service Coordinator Support Coordinator	
	Over \$1,000 and up to \$2,000	All Team Managers	
	Over \$2,000	Branch Manager	In consultation with Team Manager Serious Injury
7.5.16	Education Support		
	Up to 30 hours each week	Service Coordinator Support Coordinator	
	Up to 40 hours each week	Team Manager Serious Injury	
	Over 40 hours each week	Branch Manager	In consultation with SI Advisor
7.5.17	Extended Discretion (s68)		
	Attendant Care outside NZ (greater than 28 days)	Branch Manager	In consultation with and on the recommendation of Technical Specialist
	All other applications	Branch Manager	In consultation with and on the recommendation of National Panel
7.5.18	Family Trust, Personal Order or Property Order costs		
	\$5,000	Case Manager Service Coordinator Support Coordinator	
	Over \$5,000 up to \$20,000	Team Manager Serious Injury Team Manager	
7.5.19	Home Modifications and Workplace Modifications – Building Adviser costs		

	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000	Manager Home Modifications	
7.5.20	Home Modifications and Workplace Modifications – Building costs – first modification funding		
	Agreement to subsequent home modifications	Team Manager Serious Injury	In consultation with (if required): Manager Home Modifications
	Up to \$25,000	Service Coordinator Support Coordinator	
	Over \$25,000 and up to \$50,000	Team Manager Serious Injury	
	Over \$50,000 and up to \$200,000	Manager Home Modifications	
	Over \$200,000	Manager Serious Injury or Chief Operating Officer	On the recommendation of Manager Home Modifications
7.5.21	Home Modifications and Workplace Modifications – Building costs – repairs and maintenance		
	All requests	Manager Home Modifications	
7.5.22	Home Support Services (including Integrated Home and Community Support services, Community Nursing and Rural Nursing) covered by Functional Independence Measure (FIM) Guidelines		
	Note: The FIM Guidelines relate to clients aged 17 years and over. For decisions relating to clients aged 0-16 years, refer to 7.5.24.		
	Within the FIM Guidelines or Spinal Cord Injury guidelines AND a change of no more than 7 hours/ week	Service Coordinator Support Coordinator	
	Outside the FIM or Spinal Cord Injury guidelines OR a change of more than 7 hours/week	Team Manager Serious Injury	In consultation with SI Advisor
7.5.23a	Meals on wheels		
	Up to a quantity of 21 units per week	Service Co-ordinator Support Co-ordinator	In consultation with SI Team manager

7.5.23b	Nursing Services		
	Up to \$7,500	Service Co-ordinator Support Co-ordinator	
	Between \$7,500 - \$20,000	Team Manager Serious Injury	
	Over \$20,000	SNA Panel	
7.5.23c	Case Conference Coordinator		
	Up to \$34	Service Co-ordinator Support Co-ordinator	
7.5.24	Home Support Services (including Integrated Home and Community Support services, Community Nursing and Rural Nursing) – not covered by FIM Guides		
	Note: This applies to decisions relating to clients ages 0-16.		
	All Cares	Team Manager Serious Injury	In consultation with SI Advisor
7.5.25	Home Support Services – higher hourly rates for non-contracted agency and private caregivers		
	All applications	Branch Manager	On the recommendation of National Consistency Panel
7.5.26	Medical Consumables		
	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000	Team Manager Serious Injury	In consultation with SI Advisor
7.5.27	Medical Report and Note Request		
	All requests	Service Coordinator Support Coordinator	
7.5.29	Non-acute Inpatient Rehabilitation		

	Up to 3 weeks	Support Coordinator	
	Over 3 weeks	Team Manager Serious Injury Branch Manager	
7.5.30	Non-contracted services, where the service has contracted providers (MFP service items ADMIN1, ADMIN2, SI100 and TSO1).		
	Note: This delegation is in addition to the relevant delegation for the service.		
	Refer to Corporate Delegations Schedule B for information on prices that are outside contract value.		
	Up to \$25,000	Branch Manager	In consultation with SI Advisor
	Over \$25,000	Manager Serious Injury	On the recommendation of SI Advisor
7.5.30a	Non contracted services (NCA01)		
	Up to \$2,000	Team Manager	
	Up to \$20,000	Branch Manager	
7.5.31	Pharmaceuticals – Non-subsidised		
	Up to 30	Service Coordinator Support Coordinator	
	Over 30 and up to 60	Team Manager Serious Injury	
	Over 60	Branch Manager	
7.5.32	Pain Management Programmes		
	Up to \$7,000	Service Coordinator Support Coordinator	

	Over \$7,000	Team Manager Serious Injury	
7.5.34	Residential Rehabilitation and Support		
	Contracted facility	Service Coordinator Support Coordinator	
	Non-contracted facility	Team Manager Serious Injury	In consultation with SI Advisor
7.5.34a	Palliative Care - Inpatient All applications up to 42 days	Team Manager Serious Injury	
7.5.34b	Palliative Care - Community All applications up to 300 days	Team Manager Serious Injury	
7.5.35	Retrospective Social Rehabilitation entitlements (including Home Help, Attendant Care and Child Care) under the Accident Compensation Act 2001		
	Note: This delegation is in addition to the relevant delegation for the service.		
	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000 and up to \$30,000	Team Manager Serious Injury	
	Over \$30,000 and up to \$100,000	Branch Manager	In consultation with SI Advisor
	Over \$100,000 and up to \$500,000	Manager Technical Services	On the recommendation of SI Advisor & Technical Specialist
	Over \$500,000	Chief Operating Officer	
	Important: This is to be read in conjunction with the above delegation description.		

	<p>For this delegation to apply the following condition must be met:</p> <p>7. Only applies in relation to social rehabilitation entitlements; and</p> <p>8. Only when the claimant is unable to manage their own finances affairs or make personal decision; and</p> <p>9. Where ACC requires the appointment of a:</p> <p>7. Family Trust; or</p> <p>8. Personal order under Protection of Personal and Property Rights Act 1988; or</p> <p>9. Property order under the Protection of Personal and Property Rights Act 1988</p> <p>The interest is only payable from the date of acceptance of the decision until the family trust, personal or property order has been executed.</p>	
7.5.36	Retrospective Social Rehabilitation entitlements under earlier legislation.	
	Note: All requests for retrospective funding under earlier Acts must be referred to Technical Services for management.	
7.5.38	Spinal Cord Injury – Elective Surgery	
	Contracted procedures	Service Coordinator Support Coordinator
	Non-contracted procedures	Team Manager Serious Injury
7.5.39	Spinal Re-assessment Services	
	Up to \$5,000	Service Coordinator Support Coordinator
	Over \$5,000	Team Manager Serious Injury
7.5.40	Supported Employment – programme	
	Note: This delegation does not include ongoing support payments or the employer subsidy. For these refer to 7.5.41.	
	Up to \$15,000	Service Coordinator

		Support Coordinator	
	Over \$15,000	Team Manager Serious Injury	
7.5.41	Supported Employment – ongoing support and/or employer subsidy		
	All funding	Team Manager Serious Injury	
7.5.42	Supported Living – program		
	Note: this delegation does not include ongoing support or maintenance payments. For ongoing support delegations refer to 7.5.43		
	Up to \$15,000	Service Coordinator Support Coordinator	
	Over \$15,000	Team Manager Serious Injury	
7.5.43	Supported Living – support costs		
	Note: this delegation does not include ongoing maintenance payments. For this refer to 7.5.44.		
	Up to 12 hours/week	Service Coordinator Support Coordinator	
	Over 12 hours/week	Team Manager Serious Injury	In consultation with SI Advisor
7.5.44	Training for Independence		
	Up to 26 weeks	Service Coordinator Support Coordinator	
	Over 26 weeks	Team Manager Serious Injury	
7.5.45	Training for Independence – Supported Activities Program		
	Up to \$35,000	Service Coordinator	

		Support Coordinator
	Over \$35,000	Team Manager Serious Injury
7.5.46	Transport for Independence - Driving Lessons	
	Up to \$2000 each year	Service Coordinator Support Coordinator
	Over \$2000 and up to \$5000 each year	Team Manager Serious Injury
7.5.47	Transport for Independence – Motor Vehicle Modification – standard modification	
	Up to \$10,000	Service Coordinator Support Coordinator
	Over \$10,000 and up to \$15,000	Team Manager Serious Injury
	Over \$15,000	Manager Transport for Independence
7.5.47a	Transport for Independence – Motor Vehicle Repairs	
	All repairs	Manager Transport for Independence
7.5.48	Transport for Independence – Motor Vehicle Modification – highly modified vehicle contract	
	All related costs	Manager Transport for Independence
7.5.49	Transport for Independence – Motor Vehicle Purchase	
	Initial or Subsequent Vehicle Purchase Up to \$30,000	Team Manager Serious Injury
	Initial or Subsequent Vehicle Purchase over \$30,000	Manager Transport for Independence
7.5.50	Transport for Independence – Funded Transport	

	Up to \$2600 each year	Service Coordinator Support Coordinator	
	Over \$2600 and up to \$10,000 each year	Team Manager Serious Injury	
	Over \$10,000/year	Manager Transport for Independence	In consultation with SI Advisor
7.5.51	Vocational Rehabilitation Services – Employment (including Spinal Cord Injury Vocational Services)		
	Notes: For vocational Aids and Appliances see 7.5.3 For Workplace Modifications see 7.5.20 and 7.5.21 For Supported Employment see 7.5.40 and 7.5.41		
	Contracted services up to \$7,000 in total per client	Service Coordinator Support Coordinator	
	Contracted services over \$7,000 in total per client	Team Manager Serious Injury	
7.5.52	Vocational Rehabilitation Services – Self-employment – pre-approval business plan or small business course		
	Note: For vocational Aids and Appliances see 7.5.3 For Workplace Modifications see 7.5.20 and 7.5.21 For Supported Employment see 7.5.40 and 7.5.41		
	Up to \$2000	Team Manager Serious Injury	
	Over \$2000	Branch Manager	
7.5.53	Vocational Rehabilitation Services – Self-employment – approval of proposal		
	Notes: For vocational Aids and Appliances see 7.5.3 For Workplace Modifications see 7.5.20 and 7.5.21		

	For Supported Employment see 7.5.40 and 7.5.41	
	Up to \$2000	Team Manager Serious Injury
	Over \$2000	Branch Manager
7.5.54	Vocational Rehabilitation Services – extension beyond three years	
	All decisions	Branch Manager On the recommendation of SI Advisor
7.5.54a	Behavioural Support Services	
	Approve Assessment and Planning (One only)	Service Coordinator Support Coordinator
	Approve Rapid Response Post Exit service (RRPE) (Up to 12 hours over 3 days)	Team Manager Serious Injury
7.5.54b	Behavioural Support Services – Implementation of Support Plan	
	6 hours per week or 230 hours over a 9 month period	Team Manager Serious Injury

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7.6 Weekly compensation

	Decision description and scope	Final decision-making authority	Consultation
7.6.1	Calculate weekly compensation (including 3 month interim payments)	Specialist Payments Officer Entitlement Payments Officer	
7.6.2	Determine eligibility for weekly compensation (based on incapacity)	Case Co-ordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Determine eligibility for weekly compensation (based on incapacity) for Long Term Service Claims – Maintenance status or Long Term Abatement only claims	Case Administrator (May approve a Gap in Certification for this type of claim as per 7.6.3a) Case Administrator – Sensitive Claims Unit	
	Determine entitlement for weekly compensation (based on incapacity from case manager/co-ordinator/SNA and verification of earner status and earnings)	Specialist Payments Officer Entitlement Payments Officer	
7.6.3	Pay ongoing weekly compensation (based on incapacity approved by case manager/coordinator/SNA) Specialist Payments Officer	Payments Officer Entitlement Payments Officer Claims Officer Entitlement - Travel	
7.6.3a	Pay ongoing weekly compensation for Long Term Service Claims –Maintenance status or Long Term Abatement only claims (based on certification of incapacity by case administrator)	Specialist Payments Officer Payments Officer Entitlement Payments Officer Claims Officer Entitlement - Travel	
7.6.3b	Approve gap in certification up to 28 days	Claims Officer Entitlements Case Manager Case Coordinator Service Co-ordinator - Sensitive Claims Unit	

	Approve gap in certification up to 90 days for a Serious Injury profiled claim	Team Manager	
7.6.3c	Approve the transfer of weekly compensation from one claim to another for the same client	Team Manager	
7.6.4a	Determine eligibility for advances of compensation and grants	Case Manager Case Co-ordinator Case Administrator Claims Manager Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Determine entitlement for advance weekly compensation (based on incapacity from case manager/coordinator & verification of earner status & earnings)	Specialist Payments Officer Entitlement Payments Officer	
7.6.4b	Authorise Employer Reimbursement for payment: Up to \$20,000	Specialist Payments Officer Entitlement Payments Officer	
	Authorise Employer Reimbursement for payment: Above \$20,000	Team Manager Weekly Compensation Team	
7.6.5	Employer Reimbursement Agreement – signing authority	Centre Manager	
7.6.6	Employer Reimbursement Agreement – payment of interest on late reimbursements	Centre Manager	In consultation with: Finance Manager
7.6.7	Reimbursement of overpaid deductions to claimant, also known as 'Over withheld deductions' (Child Support, Court Fines, Work and Income and Student Loan deductions)		

	Approve reimbursement of overpaid deductions	Team Manager	
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Client Payments in Eos

7.6.8 Weekly Compensation including Interest, Exception, Override and Top-up payments (release of gross payment)

Up to \$100,000	Payment Assessor	Refer P. in proposed
Up to \$250,000	Team Leader	
Up to \$500,000	Client Service Leader	
Over \$500,000	Manager, Technical Services	

7.7 Treatment

	Decision description and scope	Final decision-making authority	Consultation
7.7.1	High Tech Imaging		
	Authorise entitlement to High Tech Imaging Procedures	Claims Officer -Entitlements Claims Officer – Assessment (for cover)	
	Decline all or part of a request for High Tech Imaging Procedures	Claims Officer –Entitlements	In consultation with: Medical Advisor Senior Medical Advisor
7.7.2	Elective Surgery		

	Decision description and scope	Final decision-making authority	Consultation
	Decline elective surgical procedures	Case Administrator Claims Officer Treatment/ESC Claims Officer Entitlement/ESC Claims Manager ESC/Branch	In consultation with: Clinical Advisor Medical Advisor
	Approve elective surgical procedures	Case Administrator Claims Officer Treatment/ESC Claims Officer Entitlement/ESC Case Co-ordinator Case Manager Claims Manager ESC/Branch	In consultation with: Senior Medical Advisor for certain Medical Procedures.
7.7.3	[Delegations for Non-core Elective Surgery consolidated into 7.7.2]		
7.7.4	Fertility Treatment (including fertility assessments, counselling, diagnostic imaging and drugs)		
	Up to \$30,000	Team Manager	In consultation with: Manager, Corporate Clinical Advice
7.7.5	Advance or recovery of additional private hospital treatment costs	Case Manager Case Co-ordinator Claims Officer Entitlements Team Leader Debt Management Unit Debt Account Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with: Team Manager Technical Specialist Service or Processing Centre Manager

	Decision description and scope	Final decision-making authority	Consultation
7.7.6	Dental Treatment (including retrospective dental surgical procedures) for Covered Dental Injuries		
	Approve or decline all non-surgical dental treatments Up to \$8,000	Claims Officer Entitlement – Dental	
	Approve or decline all non-surgical/surgical dental treatment Up to \$15,000	Claims Manager – Dental	
	Approve or decline all non-surgical/surgical dental treatments Between \$15,000 and \$25,000	Team Leader Team Manager	Claims Manager panel in conjunction with external dental advice if required
	Approve or decline all non-surgical/surgical dental treatments Between \$25,000 and \$100,000	Team Leader Team Manager	External dental advice
	Approve or decline all non-surgical/surgical dental treatments Exceeding \$100,000	Team Leader Team Manager Centre Manager	External dental advice
7.7.7	Approve or Decline Payment of Services in MFP		
	Approve or Decline Purchase of treatment, from treatment or service providers in accordance with: - Cost of Treatment Regulations, schedule 1 Ancillary Services - Contracts established by Provider Service Delivery - ACC policies.		
	Please Note: This section governs payment for manual and electronic vendor billing only. For approvals outside of section 7.7.7a see section 7.7.8. See section 7.7.9 for delegations relating to client reimbursement of treatment costs		
	Schedule line value up to \$20,000	Claims Officer Entitlements Claims Officer Payment Claims Officer Treatment Customer Services Representative (Contact Centre)	In Consultation with (if required): Case Co-ordinator Case Manager Service Co-ordinator Sensitive Claims Unit
	Schedule line value above \$20,000	Team Manager	

	Decision description and scope	Final decision-making authority	Consultation
		Team Leader	
	Schedule line value above \$100,000	Centre Manager	
	Schedule total value up to \$200,000	Claims Officer Entitlements Claims Officer Payment Customer Services Representative (Contact Centre)	
	Schedule total above \$200,000	Centre Manager	
7.7.7a	Approve or Decline Purchase of Medical services in Eos		
	<p>Approve or decline payment for:</p> <p>1) treatment from treatment or service providers in accordance with:</p> <ul style="list-style-type: none"> - Cost of Treatment Regulations, schedule 1 Ancillary Services - Contracts established by Provider Service Delivery - ACC policies <p>2) goods and services purchased via Purchase Orders</p> <p>3) goods and services purchased by a person with the delegations to approve the original purchase or entitlement.</p>		
	Up to \$3,000	Case Co-ordinator Case Manager Claims Manager - Accidental Death Unit Claims Officer Entitlements Claims Officer Payment - ESC/PC Claims Officer Payments Claims Officer Treatment Clinical Advisor CSR - Provider Help Line Manager Housing and Vehicles	

	Decision description and scope	Final decision-making authority	Consultation
		Service Co-ordinator Support Co-ordinator Triage Manager	
	Up to \$15,000	Service Co-ordinator - Sensitive Claims Unit	In consultation with (if required) : Case Co-ordinator Case Manager
	Up to \$20,000	Team Manager Serious Injury Team Manager	In consultation with (if required): Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit
7.7.8	To extend treatment beyond treatment profile or normal system maxima (generally following receipt of ACC32 Request for Additional Treatment)	Claims Officer Payments Claims Officer Treatment Claims Officer Entitlements Clinical Advisor Customer Service Representative, Provider Helpline	
	Reimbursement of Full Cover of Treatment over and above listed in section 7.7.7 in exceptional circumstances	Claims Officer Payments Claims Officer Treatment Claims Officer Entitlements Programme Manager	
7.7.9	MFP Client Reimbursements		
	Approve or Decline reimbursement payment to clients for: 1) treatment by treatment providers in accordance with: - Cost of Treatment Regulations, schedule 1 Ancillary Services		

	Decision description and scope	Final decision-making authority	Consultation
	<ul style="list-style-type: none"> - Contracts established by Provider Service Delivery - ACC policies. 2) goods and services purchased via Purchase Orders 3) goods and services purchased by a person with the delegations to approve the original purchase or entitlement.		
	Line value up to \$1,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	
	Line value up to \$50,000	Team Leader Team Manager	
	Line value above \$50,000	Centre Manager	
	Total value up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	
	Total value up to \$50,000	Team Leader Team Manager	
	Total value above \$50,000	Centre Manager	
7.7.9a	Eos Client Reimbursements		
	To approve or decline reimbursements of services to clients for: <ol style="list-style-type: none"> 1) treatment by treatment providers in accordance with: <ul style="list-style-type: none"> - Cost of Treatment Regulations, schedule 1 Ancillary Services - Contracts established by Provider Service Delivery - ACC policies. 2) goods and services purchased via Purchase Orders 3) goods and services purchased by a person with the delegations to approve the original purchase or entitlement. 		

	Decision description and scope	Final decision-making authority	Consultation
	Up to \$1,000	Case Administrator Case Administrator - TICAC Case Co-ordinator Case Manager Claims Manager - Accidental Death Unit Claims Officer Entitlements Claims Officer Payment - ESC/PC Claims Officer Payments Claims Officer Treatment Clinical Advisor CSR - Provider Help Line Service Co-ordinator Support Co-ordinator	
	Up to \$10,000	Team Manager Serious Injury Team Manager	
	Up to \$20,000	Centre Manager	In consultation with: Medical Advisor
7.7.10	Spinal Cord Stimulator		
	Approve Spinal Cord Stimulator Assessment and/or Treatment	Branch Manager	In consultation with: Medical Advisor Senior Medical Advisor

7.8 Accidental death and permanent incapacity

	Decision description and scope	Final decision-making authority	Consultation
7.8.1	Funeral grant (authorise or decline)	Claims Manager Accidental Death Unit	
7.8.2	Survivor's grant (authorise or decline)	Claims Manager Accidental Death Unit	
7.8.3	Child care (authorise or decline)	Claims Manager Accidental Death Unit	
7.8.4	Status of child unborn at death of deceased (establish whether a child born within 12 months of death of deceased is deemed to be a dependent)	Team Manager Accidental Death Unit	
7.8.5	Weekly compensation (authorise or decline)	Claims Manager Accidental Death Unit	
7.8.6	Calculate/approve continuing weekly compensation for Accidental Death and Section 60 (permanent incapacity) claims including changes to pro rata	Claims Manager Accidental Death Unit Claims Officer Accidental Death Unit (HSC)	
7.8.7	Commutation of Weekly Compensation Benefits to Spouses	Team Manager Accidental Death Unit	
7.8.8	Spouse or dependency status arising after date of injury of deceased (establish status of surviving spouse or other dependent)	Claims Manager Accidental Death Unit	
7.8.9	Advances of compensation and grants (authorise or decline)	Claims Manager Accidental Death Unit	

7.8.10	Determine eligibility as a spouse, child	Claims Manager Accidental Death Unit	
7.8.10a	Determine eligibility as an other dependent	Claims Manager Accidental Death Unit	
7.8.11	Accidental Death - Approval of payments <ul style="list-style-type: none"> • Miscellaneous costs • Assessments & Reports 		
	Up to \$6,000	Claims Officer, Accidental Death Unit Claims Manager, Accidental Death Unit	
	Up to \$10,000	Team Manager, Accidental Death Unit	

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7.9 Cessation and suspension

	Decision description and scope	Final decision-making authority	Consultation
7.9.1	Age limits (cease weekly compensation due to National Superannuation Qualifying Age or elected date)	Claims Officer Entitlements Case Manager Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	In consultation with: Technical Specialist
7.9.1b	Age limits (cease weekly compensation for children on accidental death claims)	Claims Manager	
7.9.2	Suspend, cancel, or refuse compensation or rehabilitation	Claims Officer Entitlements Case Manager Case Co-ordinator Clinical Advisor Service Co-ordinator - Sensitive Claims Unit	Suspension of weekly compensation under s117 requires the approval of a Technical Specialist
7.9.2a	Confirm Vocational Independence	Case Manager Support Co-ordinator Service Co-ordinator - Sensitive Claims Unit	In consultation with: Technical Specialist
7.9.3	Entitlement payments, including Interest on Weekly Compensation		
	Under \$10,000	Specialist Payments Officer Entitlement Payment Officer Claims Manager	On recommendation of: Claims Officer Claims Manager Case Manager Service Co-ordinator - Sensitive Claims Unit
	Between \$10,000 and \$100,000	Approved Specialist Payments Officer Approved Entitlement Payments Officer	
	Between \$100,000 and \$250,000	Centre Manager	On recommendation of Technical Specialist

	Over \$250,000	Manager Technical Services	On recommendation of Technical Specialist
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7.10 Mediation, review and appeal

	Decision description and scope	Final decision-making authority	Consultation
7.10.1	Review Application – Approve to Hearing	Review Specialist	In partnership with: Original Delegation Holder
7.10.2	Review Application – Overturn Original Decision	Review Specialist	In partnership with: Original Delegation Holder
7.10.3(a)	Review Application – Settle: Less than \$2,000	Review Specialist	
7.10.3(b)	Review Application – Settle: Between \$2,000 and \$5,000	Resolution Manager	In consultation with: Original Delegation Holder
7.10.4	Accept or decline extenuating circumstances – Late review applications	Review Specialist	
7.10.4(a)	Accept or decline late lodged review application relating to 1972 or 1982 Act decision (excluding Lump Sum decisions)	Senior Review Specialist	
7.10.4(b)	Accept or decline late lodged review application relating to 1972 or 1982 Act Lump Sum decision	Senior Review Specialist	
7.10.5	Award mediation costs (see Mediation, as per review regulations)	Review Specialist Review Coordinator	
7.10.6	Award review costs (as per review regulations)	As a result of a review hearing: A reviewer allocated under section 137 of the Accident Compensation Act 2001	
		As a result of managing a Review Application: Review Specialist Review Coordinator	
7.10.7	Work Injury Reviews (where Claimant is not the Applicant)		
	Award Claimant expenses as specified or in excess of those specified in Review Costs Regulations	Review Specialist	
7.10.8	Appeals		

	Statutory appeals against ACC - settle at District Court	Review Monitoring Panel (chaired by Principal Advisor, Operations)	
	Statutory appeals by ACC – at District Court	Review Monitoring Panel (chaired by Principal Advisor, Operations)	
	Statutory appeals against ACC - defend or settle at High Court	Chief Governance Officer	On recommendation of: Review Monitoring Panel and General Counsel
	Statutory appeals by ACC – at High Court	Chief Governance Officer	On recommendation of: Review Monitoring Panel and General Counsel
	Statutory appeals against ACC – defend or settle at Court of Appeal	Chief Governance Officer	On recommendation of: Review Monitoring Panel and General Counsel
	Statutory appeals by ACC – at Court of Appeal	Chief Governance Officer	On recommendation of: Review Monitoring Panel and General Counsel

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7.11 Transitional provisions

	Decision description and scope	Final decision-making authority	Consultation
7.11.1	Weekly compensation, continue payments		
	Authorise, adjust, and cease weekly compensation	Claims Officer Entitlements Case Manager Case Co-ordinator Case Administrator Case Administrator – Sensitive Claims Unit Service Co-ordinator - Sensitive Claims Unit	
	Extend, based on certification of incapacity from case manager/ co-ordinator	Claims Officer Entitlements Specialist Payments Officer Entitlement Payments Officer	
	Authorise, adjust calculations, and cease weekly compensation payments	Claims Officer – Entitlements Specialist Payments Officer Entitlement Payments Officer	
7.11.2	Accidental Death		
	Authorise and cease weekly compensation to surviving spouse, children, and other dependants Revise and cease weekly compensation on account of a change in financial dependency	Claims Officer Entitlements, Accidental Death Unit	
7.11.3	Accept or decline late review applications (Lump sums)	Senior Review Specialist	
	Accept or decline late review applications (all other reviews)	Senior Review Specialist	

7.12 Other areas

	Decision description and scope	Final decision-making authority	Consultation
7.12.1	Assess or reassess entitlement to an Independence allowance	Claims Officer Entitlements Independence Allowance Unit	
7.12.2	Payment of independence allowance – overseas based claimant	Centre Manager	
7.12.3	Revision of entitlement decision (within same delegation level)	Claims Officer Entitlements Claims Manager Case Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with (if required): Team Manager Team Leader Manager Collections & Recoveries
7.12.4	Payment of interest		
7.12.5	Uncollectable debt (decide debt not collectable and write off) where decision revised on medical grounds – section 251(1) (external link)		
	Up to \$ 5,000	Technical Overpayment Analyst	
	Up to \$20,000	Team Manager Technical Services	
	Up to \$100,000	Manager Technical Services	
	Over \$100,000	Chief Financial Officer	On recommendation of: Manager Technical Services

	Decision description and scope	Final decision-making authority	Consultation
7.12.6	Uncollectable debt (decide debt not collectable and write off) where all criteria are met – section 251(2) (external link)		
	Up to \$ 5,000	Technical Overpayment Analyst	
	Up to \$20,000	Team Manager Technical Services	
	Up to \$100,000	Manager Technical Services	
	Over \$100,000	Chief Financial Officer	On recommendation of: Manager Technical Services
7.12.7	Uncollectable debt (decide debt not collectable and write off) under ACC policy		
	Up to \$ 5,000	Technical Overpayment Analyst	
	Up to \$20,000	Team Manager Technical Services	
	Up to \$100,000	Manager Technical Services	
	Over \$100,000	Chief Financial Officer	On recommendation of: Manager Technical Services
7.12.7a	Uncollectable vendor and provider debt (decide debt not collectable and write off) under ACC policy where all criteria are met – section 251(2) (external link)		
	Up to \$500	Team Manager/Leader Service or Processing Centre	In consultation with: Claims Officer Payments/Entitlements

	Decision description and scope	Final decision-making authority	Consultation
	Up to \$1,000	Centre Manager	On recommendation of: Team Manager/Leader Service or Processing Centre
	Up to \$10,000	Manager CACS	On recommendation of: Centre Manager
	Up to \$20,000	Chief Operating Officer	On recommendation of: Manager Service and Processing
	Over \$20,000	Chief Executive	On recommendation of: Chief Operating Officer
7.12.8	Refunding over-recovered claimant debt		
	Up to \$500	Team Leader Collections and Recoveries	In consultation with: Technical Overpayment Analyst
	Up to \$1000	Manager Collections and Recoveries	On recommendation of: Team Leader Analysis and Support Collections and Recoveries
	Up to \$10,000	Chief Financial Officer	On recommendation of: Manager Collections and Recoveries
	Over \$10,000	Chief Executive	On recommendation of: Chief Financial Officer
7.12.8a	Overpayments in Eos (debt not collectable and write off) where all criteria are met – section 251(2)		

	Decision description and scope	Final decision-making authority	Consultation
	Up to \$400	Payment Assessor	
	Up to \$5,000	Approved Payment Assessor	In consultation with Technical Overpayment Analyst if error created by Payment Team
	Up to \$20,000	Technical Overpayment Analyst	
	Up to \$100,000	Manager Technical Services	
	Over \$100,000	Chief Financial Officer	
7.12.9	Payment to carer, financially responsible person, or trust		
	Authorise or decline any entitlement under \$5,000	Claims Officer Entitlements Case Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with: Technical Specialist
	Authorise or decline any entitlement over \$5,000	Team Manager Case Manager Service Co-ordinator - Sensitive Claims Unit	In consultation with: Technical Specialist
7.12.10	Compensation, grant, or allowance inalienable		
	Authorise compensation, grant or allowance (except Independence Allowance to an insurance company)	Claims Officer Entitlements Case Manager Case Co-ordinator Service Co-ordinator - Sensitive Claims Unit	
	Authorise Independence Allowance to insurance	Centre Manager	

	Decision description and scope	Final decision-making authority	Consultation
	company		
7.12.11	Payment by ACC outside the scope of statutory entitlements. (Previously wrongful action)		
	Up to \$2,000	Operational Unit Manager	
	\$2,000 to \$20,000	Principal Advisor, Office of the COO	On the recommendation of: Technical Specialist In consultation with: Legal Services
	\$20,000 to \$50,000	Chief Operating Officer	In consultation with: Principal Advisor, Office of the COO Legal Services
	Over \$50,000	Chief Executive	On the recommendation of: Chief Operating Officer In consultation with; Legal Services Principal Advisor, Office of the COO
	Decline a request for a Payment outside the scope of statutory entitlements	Principal Advisor, Office of the COO	On the recommendation of: Technical Specialist
7.12.12	Offences		
	Recommend prosecution if a claimant has committed an offence against ACC	Claimant Fraud Investigations Manager	In consultation with: Senior Examining Officer – Claimants Claims Officer

	Decision description and scope	Final decision-making authority	Consultation
			Service or Processing Centre Manager Team Manager
7.12.13	Lump sum compensation		
	10% to 100% Whole Person Impairment	Team Leader / Team Manager – Independence Allowance/Lump Sum Unit	In consultation with: Corporate Medical Advisor when necessary*
7.12.14	Approval of Delegations for Pilot Programmes up to six months duration		
	Up to six months duration	Head of Provider Service Delivery	In consultation with: Programme Manager
7.12.15	Security guards for a provider's location		
	Up to 20 hours per week	Case Administrator Case Administrator – Sensitive Claims Unit	
	Up to 40 hours per week	Case Coordinator Case Manager Service Co-ordinator - Sensitive Claims Unit	
	Up to 50 hours per week	Team Manager	

7.14 Approval for payment of claims-related invoices and reimbursements

	Decision description and scope	Final decision-making authority	Consultation
7.14.1	Medical fee transactions handled via MFP		
	For Vendor payment or Client reimbursement		
	Note: Initial control is around purchase order approval, as per the delegation to purchase goods and services for claimants listed above.		
	Note that invoices not covered by a purchase approval or under regulation must be approved by a person who has the delegation to approve the original purchase or entitlement.		
	Manual Invoice Line	Role Name	MFP Security Group
	Line value of manual invoice up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Line value of manual invoice \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Line value of manual invoice above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	Manual Invoice Total		
	Total value of manual invoice up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments

	Decision description and scope	Final decision-making authority	Consultation
		Customer Service Representative (Provider Contact Centre)	
	Total value of manual invoice \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Manual schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	Manual Schedule Line		
	Manual schedule line up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Manual schedule line \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Manual schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	Manual Schedule Total		
	Manual schedule up to \$200,000 in total	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments 178 - MFSP Team Manager

	Decision description and scope	Final decision-making authority	Consultation
	Manual schedule above \$200,000 in total	Centre Manager	432 - MFS Manager Payments Processing
	Electronic Schedule Line		
	Electronic schedule line up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Electronic schedule line \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Electronic schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	Electronic Schedule Total		
	Electronic schedule up to \$200,000 in total	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments 178 - MFSP Team Manager
	Electronic schedule above \$200,000 in total	Centre Manager	432 - MFS Manager Payments Processing
	Client Reimbursement Line		
	Total line value of Client Reimbursement up to \$1,000	Claims Officer Entitlements Claims Officer Treatment Claims Officer Payments	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments

	Decision description and scope	Final decision-making authority	Consultation
	Total line value of Client Reimbursement up to \$50,000	Team Manager Team Leader	178 - MFSP Team Manager
	Total line value of Client Reimbursement above \$50,000	Centre Manager	432 - MFS Manager Payments Processing
Client Reimbursement Total value			
	Client Reimbursement total value up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Client Reimbursements total value up to 50,000	Team Manager Team Leader	178 - MFSP Team Manager
	Client Reimbursements total value above \$50,000	Centre Manager	432 - MFS Manager Payments Processing
GST and Invoice Errors			
	Correction of GST errors & obvious errors in invoice calculation	Claims Officer-Payments	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
7.14.2	Accredited Employer Reimbursements and Employer Reimbursement Agreements		
	\$0 - \$20,000	Specialist Payments Officer Entitlement Payments Officer Claims Officer Entitlements Accidental Death Unit	
	\$20,000 - \$50,000	Branch Manager Team Manager Service or Processing Centre	

	Decision description and scope	Final decision-making authority	Consultation
	\$50,000 - \$500,000	Head of Client Service Delivery	
	\$500,000 - \$1 million	Chief Operating Officer	
	\$1 million+	Chief Executive	
7.14.2a	Department of Work and Income Reimbursement Agreements		
	\$0 - \$20,000	Specialist Payments Officer Entitlement Payments Officer Claims Officer Entitlements Accidental Death Unit	
	\$20,000 - \$500,000	Unit Manager Team Manager Service or Processing Centre	
	\$500,000 - \$1 million	Chief Operating Officer	
	\$1 million+	Chief Executive	
7.14.3	Credit note approval: Delegations as per invoices (see above)		
7.14.4	Accredited Employer Insurer Reimbursements for Gradual Process Claims, Cost on Returned Claims, and Shared Responsibility (MFP service items INRE1, INRE2 and INRE3)		
	Up to \$500,000	Insurer Liaison Manager	
	Over \$500,000	Chief Executive	In consultation with: Insurer Liaison Manager