

27 April 2023

Scott Rowbottom

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Kia ora Scott

Your Official Information Act request, reference: GOV-024436

Thank you for your request made via the FYI website on 13 April 2023, asking for the following information under the Official Information Act 1982 (the Act):

Thank you for providing the draft communication plan policy (Ref: GOV-023559), this policy refers to Authorised Managers.

I would like to understand, or provided information regarding Authorised Managers;

- The criteria that is required to be an Authorised Manager,*
- Whether a Case Manager or Team Manager act as an Authorised Manager.*
- Any other information that would assist understand the role of an Authorised Manager within client services.*

Authorised Managers in Client Recovery teams

Authorisation from a manager is relevant to sections 2.0 and 4.0 of the Communication Plan Policy draft, regarding implementing and reviewing a communication plan.

Staff members in Te Ara Tika or Remote Claims Unit must be a Team Leader or a higher managerial level to implement and review a communication plan. In all other parts of Client Recovery, they must be at the Client Service Leader level (or equivalent). This is in line with the seniority of the position, and the department-specific responsibilities and expectations placed upon that role. A case manager does not have the authorisation to implement or review a communication plan.

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

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



Sara Freitag

Acting Manager Official Information Act Services
Government Engagement