

26 February 2016

Anthony Jordan
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Dear Mr Jordan

Official Information Act Request

Your Request

Thank you for your email of 28 January 2016 requesting the following under the Official Information Act 1982:

1. *Please confirm whether or not the Corporation has an objective to reduce the number of Case Managers this year (2016).*
2. *Please confirm whether or not the Case Managers load will go from a usual 40 (forty) claimants to 70 (seventy) or for that matter an intention to increase Claimant Case loads on Cm's.*

Our Response

Numbers of case managers

Although the number of case managers ACC employs does vary over time in response to the volume and complexity of claims, ACC can confirm that there is no specific objective to reduce the number of case managers this year (2016). You can read about ACC's current objectives in our [Statement of Intent](#).

Case loads

ACC can confirm that there is no specific intention to increase the case load on case managers from 40 to 70, or any other number. The amount of cases that a case manager handles varies according to the experience of the case manager and the complexity of the case.

Queries and concerns

If you have any questions, ACC will be happy to work with you to answer these. You can contact us at GovernmentServices@acc.co.nz or in writing to Government Services, PO Box 242, Wellington 6140.

Yours sincerely

Government Services