

23 March 2021

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-009517

Thank you for your email of 4 March 2021, asking for the following information under the Official Information Act 1982 (the Act):

- *ACC Code of Conduct made available to ACC Staff*
- *ACC Internal Operations and Guidelines for 'everyday' business*

Our response

Please find attached a copy of the ACC Code of Conduct as requested.

We do not hold any documentation concerning 'everyday business'

We have interpreted your request for operations and guidelines for *everyday business* as referring to guidelines for adhering to client expectations and interactions. As such, attached to this response is the *Service delivery expectations policy*. The policy outlines reasonable timeframes for responding to clients.

Also attached are the following process documents:

- *Conduct Welcome Conversation*: Guidance to have a productive, comprehensive and insightful first contact with clients
- *Conduct Recovery Check-in Conversation*: Guidance for check-ins with clients during their recovery and appropriately adding support where needed and planning next steps when necessary.

ACC takes privacy seriously

Certain information has been withheld under section 9(2)(a) of the Act to protect the privacy of named individuals. In doing so, we considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

How to get in contact

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support