

24 August 2021

Rodney Whitworth

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Tēnā koe Rodney,

**Your Official Information Act request, reference: GOV-013247**

Thank you for your email dated 5 August 2021 asking for the following information under the Official Information Act 1982 (the Act):

- *I would like to request a copy of the Policy, Procedures and Purpose for the Vulnerable Situation Indicators, that are registered on a claimants file.*
- *Please include the level of authority (ie Case Manager, Team Manager etc) to make the Status, Active, Inactive and to create or modify or remove the Reason description.*

**Our response**

Please find the following documents attached:

- *Recognising Clients in Vulnerable Situations Policy*
- *Referring children in potentially vulnerable situations*
- *Respond to Clients in Vulnerable Situations.* This shows that a Team Leader is required to activate the vulnerable situation indicator and update it as appropriate.

*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 touch**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto: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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

**Manager Official Information Act Services**

Government Engagement & Support