

24 September 2021

Sarah

[fyi-request-16405-22e1a28f@requests.fyi.org.nz](mailto:fyi-request-16405-22e1a28f@requests.fyi.org.nz)

Tēnā koe Sarah,

**Your Official Information Act request, reference: GOV-013433**

Thank you for your email of 14 August 2021, asking for the following information under the Official Information Act 1982 (the Act):

*How many ACC staff in total were made redundant during the recent restructure?  
Please break down this information by geographic location and job type.*

On 18 August 2021 we clarified with you by email if your request was referring to the introduction of Next Generation Case Management and the impact this has had on our front-line services. You responded confirming, "Yes, Frontline staff and over all three stages please. All staff made redundant from 2017 to the current time please."

**Decision on your request**

On 7 September 2021 we wrote to you extending the time it would take us to respond to 24 September 2021. Under the Act, agencies are required to make a decision on whether or not to grant a request for official information within the time limits set out in section 15(1). Section 15(1)(a) also applies in cases where an extension of time has been applied. In compliance with those sections, we can advise you of our decisions on your request which is as follows.

We have decided to grant your request in full for information for staff made redundant as a result of Next Generation Case Management.

At this stage, we are still finalising the response letter, which includes a final review by key ACC staff. We will provide you with the final response once this has been completed, which we expect to be soon.

**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