



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

Proposed Location Impacts



Location Impact: National View - ACC



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future number of roles and how your location is potentially impacted. For more detail – please review the Client Service Delivery Consultation.

Site and Hub Overview:

For our sites,

- It is proposed that Supported Recovery and Partnered Recovery would be located within the following regions (although Partnered Recovery will only operate in 17 sites):
 - Te Hiku Region** – includes sites: Whangarei, Albany and Henderson
 - Te Kaki Region** – includes sites: Newmarket and Manukau
 - Te Manawa Region** – includes sites: Hamilton and Tauranga
 - Te Urutira Region** – includes sites: Whakatane, Rotorua, Gisborne and Hastings
 - Te Piha Region** – includes sites: New Plymouth, Whanganui and Palmerston North
 - Te Upoko Region** – includes sites: Masterton, Porirua, Hutt Valley and Wellington
 - Te Taihu Region** – includes sites: Nelson, Greymouth and Christchurch
 - Te Taurapa Region** – includes sites: Dunedin, Timaru, Alexandra and Invercargill.

For our Hubs,

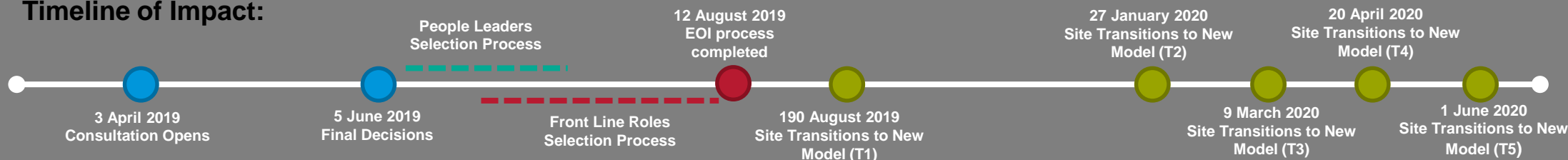
- It is proposed that Assisted Recovery, Client Administration and Operations and Performance will operate from the five hubs in Auckland, Hamilton, Wellington, Christchurch and Dunedin.
- It is proposed that Cover Assessment will operate from the hubs in Hamilton, Wellington and Dunedin.
- It is proposed that Payments and Treatment & Support will operate from Hamilton and Dunedin.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.

National View – ACC (Data as of 4 March 2019)		
Location	Current Perm #s	Future Perm #s
Whangarei	44	34
Auckland	266	274
Hamilton	395	382
Tauranga	54	32
Whakatane	9	10
Rotorua	30	17
Gisborne	11	16
Hastings	67	33
New Plymouth	27	17
Whanganui	14	10
Palmerston North	49	26
Masterton	7	10
Wellington	280	324
Nelson	26	16
Greymouth	5	10
Christchurch	159	178
Timaru	36	18
Dunedin	307	409
Alexandra	14	10
Invercargill	13	16
National ACC	1813	1842

Timeline of Impact:



Location Impact: Alexandra

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Site Overview:

As confirmed in Phase Two, Alexandra is a Site and will continue to have a Supported Recovery team. As per the Phase Three proposal, we are also proposing to have a new Customer Host role based in Alexandra.

The Alexandra Site is aligned to the proposed Te Taurapa Region, which also includes Dunedin, Timaru and Invercargill. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taurapa region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader roles in the region.
Team Manager	1	17	You could submit an EOI for a people leader role including a Team Leader on site and Client Service Leader in the region.
Case Manager	10	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	14		Current roles will end as of 16 August 2019. This would be confirmed closer to the time.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:

Future Overview

Role	Perm #s	Pay Band
Team Leader	1	16/17
Recovery Coordinator	8	14/15
Customer Host	1	12
Total	10	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There will no longer be a Partnered presence in Alexandra.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Auckland

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Site and Hub Overview:

As confirmed in Phase Two, Auckland will have four Sites consisting of Albany, Henderson and Newmarket. Manukau will be the fourth Site and will also be a Hub. Within the Auckland region we will continue to have Supported Recovery and Partnered Recovery (both Mental and Physical Injury) teams.

We are proposing to centralise our Assisted Recovery, Client Administration and some specialist roles at the Hub in the region. Overall, the numbers within Auckland region are proposed to increase.

It is proposed that there would be Client Service Leaders located in the Hub. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Kaki Region (Newmarket and Manukau). It is also proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Hiku Region (Whangarei, Albany and Henderson). All Client Service Leaders would be required to visit all Sites in their region.

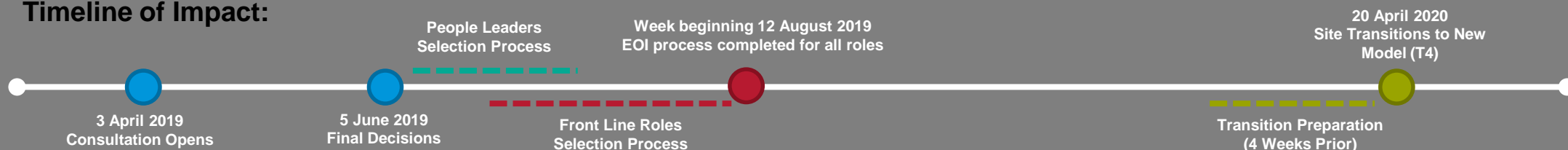
Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- **Newmarket:** The Payments consultation is proposed to run to a different consultation timeline – consultation and feedback would end on Wednesday 17 April with outcomes indicatively on 2 May.
- Anyone within Payments who is interested in relocating to Hamilton or Dunedin would be supported to do so. We could discuss when this would happen to ensure that the Client Payments 2 (CP2) transition is well supported.

Future Overview – Auckland Region

Role	Perm #s	Pay Band
Client Service Leader*	5	18/19
Client Service Leader (TPA)	1	18/19
Customer Host	2	12
Operations Admin Leader	1	16
Practice Mentor	4	16/17
Real Time Analyst	1	13
Recovery Administrator	31	11/12
Recovery Assistant	80	14/15
Recovery Coordinator	64	14/15
Recovery Partner (PI)	30	15/16
Recovery Partner (MI)	27	15/16
Team Leader	28	16/17
Total	274	

Timeline of Impact:



Location Impact: Auckland - Albany

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview - Albany			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	24	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Customer Support Officer	1	11	This role is proposed to be disestablished. You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Where numbers align you would be confirmed into a role.
Executive Officer	1	16	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant roles. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Support Coordinator	7	16	You would be confirmed to Recovery Partner (PI) as numbers align overall in the region. We will have a conversation with you about location preference in this region. No EOI process required.
Team Manager	4	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Total Permanent:	42		Current roles would end as of 17 April 2020. This would be confirmed closer to the time.

Future Teams on Site:



Future Overview - Albany

Role	Perm #s	Pay Band
Client Service Leader*	1	18/19
Team Leader	3	16/17
Recovery Coordinator	16	14/15
Recovery Partner (PI)	6	15/16
Total	26	

- In line with the Transition Period, any recruitment would occur to fill any vacant positions.
- Numbers are going down in some sites and up in others – due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Auckland - Henderson



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Current Overview - Henderson			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Manager	25	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Customer Support Officer	1	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Where numbers align you would be confirmed into a role.
Executive Officer	1	16	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in Auckland region.
Serious Injury Advisor	1	18	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant roles. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Support Coordinator	4	16	You would be confirmed to Recovery Partner (PI) as numbers align overall in the region. We will have a conversation with you about location preference in this region. No EOI process required.
Team Manager	4	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Total Permanent:	39		Current roles would end as of 17 April 2020. This would be confirmed closer to the time.

Future Teams on Site:

Henderson

Future Overview - Henderson		
Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Coordinator	8	14/15
Recovery Partner (PI)	7	15/16
Total	17	

- In line with the Transition Period, any recruitment would occur to fill any vacant positions.
- Numbers are going down in some sites and up in others – due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Auckland – Newmarket

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview - Newmarket			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Business and Programme Manager	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Coordinator	1	14	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Case Manager	26	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Customer Support Officer	3	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Where numbers align you would be confirmed into a role.
Entitlements Payments Officer	5	12	As there is no future Payments team in Auckland you could submit an EOI for relocation to the Hamilton or Dunedin Hub and be confirmed into a Payments Assessor role. You would also have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Manager, Supported Recovery	1	20	No change.
Service Coordinator (SI)	1	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant roles. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Support Coordinator	4	16	You would be confirmed to Recovery Partner (PI) as numbers align overall in the region. We will have a conversation with you about location preference in this region. No EOI process required.
Team Leader	1	15	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader on site and Client Service Leader in the region.
Team Manager	5	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader on site and Client Service Leader in the region.
TI Cover Specialist	1	16	This role is proposed to be disestablished. There is no suitable alternative role in your location. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Workstream Lead Transformation	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Programme Manager DSS	1	17	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	51		Current roles would end as of 17 April 2020. This would be confirmed closer to the time.

Future Teams on Site:



Newmarket



Future Overview - Newmarket		
Role	Perm #s	Pay Band
Client Service Leader*	1	18/19
Client Service Leader (TPA)	1	18
Team Leader	6	16/17
Recovery Coordinator	8	14/15
Recovery Partner (MI)	27	15/16
Recovery Partner (PI)	7	15/16
Total	50	

- In line with the Transition Period, any recruitment would occur to fill any vacant positions.
- Numbers are going down in some sites and up in others – due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

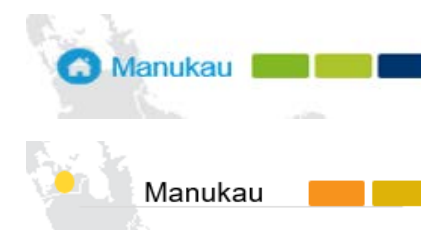
Location Impact: Auckland - Manukau

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Manukau			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Branch Support Manager	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	5	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	27	14	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Case Management Mentor	3	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	60	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Centre Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Customer Support Officer	4	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Executive Officer	1	16	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Service Coordinator (SI)	4	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant roles. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Support Coordinator	10	16	You would be confirmed to Recovery Partner (PI) as numbers align overall in the region. We will have a conversation with you about location preference in this region. No EOI process required.
Team Manager	14	15	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Triage Manager	3	17	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	134		Current roles would end as of 17 April 2020. This would be confirmed closer to the time.

Future Teams at Hub & Site:



Future Overview - Manukau

Role	Perm #s	Pay Band
Client Service Leader*	3	18/19
Team Leader	17	16/17
Operations Administration Leader	1	16
Practice Mentor	4	16/17
Real Time Analyst	1	13
Recovery Administrator	31	11/12
Recovery Assistant	80	14/15
Recovery Coordinator	32	14/15
Recovery Partner (PI)	10	15/16
Customer Host	2	12
Total	181	

*This means 2 are aligned to the Hub and one role is aligned to the region.

Location Impact: Christchurch

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Site Overview:

As confirmed in Phase Two, Christchurch is both a Hub and a Site and will continue to have a Supported Recovery and Partnered Recovery (Physical Injury) teams within the Site. We are also proposing to add a Partnered Recovery (Mental Injury) team to our Site.

We are proposing to centralise our Assisted Recovery, Client Administration and some specialist roles at the Hub in the region. Overall, the numbers within Christchurch are proposed to increase.

The Christchurch Site and Hub is aligned to the proposed Te Taihū Region, which also includes Nelson and Greymouth. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taihū Region. All Client Service Leaders would be required to visit all Sites in their region.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams at Hub & Site:



- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would be new roles which would be open for anyone to apply for within Operations and Performance and Partnered (Mental Injury).
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Christchurch



Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Branch Support Manager	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	2	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	45	14	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Management Mentor	2	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	63	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Claim Reviewer	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	8	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Where numbers align you would be confirmed into a role.
Manager STCC	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Performance Advisor	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Serious Injury Advisor	1	18	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	5	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant roles. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Subject Matter Expert	1	Varies	This role would align with substantive options.
Support Coordinator	7	16	You would be reconfirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	19	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Triage Manager	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	159		Current roles would end as of 6 March 2020. Transition would occur from that date.

Future Teams at Hub & Site:



Future Overview

Role	Perm #s	Pay Band
Client Service Leader*	4	18/19
Customer Host	2	12
Operations Administration Leader	1	16
Practice Mentor	2	16/17
Real Time Analyst	1	13
Recovery Administrator	31	11/12
Recovery Assistant	60	14/15
Recovery Coordinator	25	14/15
Recovery Partner (PI)	9	15/16
Recovery Partner (MI)	26	15/16
Team Leader	17	16/17
Total	178	

Location Impact: Dunedin

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site and Hub Overview:

As confirmed in Phase Two, Dunedin will have one Site based at McLaggan Street and a Hub within Otago House. Within the Dunedin region we will continue to have Supported Recovery and Partnered Recovery (both Mental and Physical Injury).

We are proposing to centralise our Assisted Recovery, Claims Assessment, Payments and Client Administration and also some specialist roles at the Hub in the region. Overall, the numbers within Dunedin region are proposed to increase.

It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taurapa Region (Dunedin, Invercargill, Alexandra and Timaru). All Client Service Leaders would be required to visit all Sites in their region.

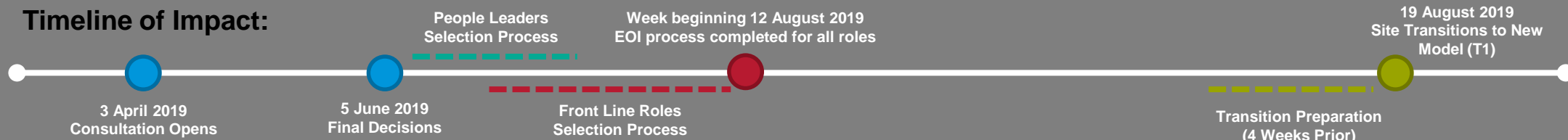
Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- The Payments consultation is proposed to run to a different consultation timeline – consultation and feedback would end on Wednesday 17 April with outcomes indicatively on 2 May.



Future Overview – Dunedin Region		
Role	Perm #s	Pay Band
Client Service Leader*	7	18/19
Team Leader	35	16/17
Cover Assessor	38	13/14
Manager, Claims Assessment	1	20
Operations Admin Leader	1	16/17
Payment Assessor	40	13
Practice Mentor	4	16/17
Real Time Analyst	1	13
Recovery Administrator	91	11/12
Recovery Assistant	92	14/15
Recovery Coordinator	8	14/15
Recovery Partner (PI)	7	15/16
Recovery Partner (MI)	12	15/16
Specialist Cover Assessor	1	16
Lodgement Administrator	20	11/12
Treatment & Support Assessor	48	13/14
Customer Host	3	12
Total	409	

Timeline of Impact:



Location Impact: Dunedin

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – McLaggan St / Branch			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	6	14	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Manager	26	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	1	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator (SI)	5	16	You would be reconfirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	5	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Triage Manager	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	48		Current roles would end as of 16 August 2019. This would be confirmed closer to the time.

Future Teams on Site:



Future Overview - McLaggan St

Role	Perm #s	Pay Band
Client Service Leader*	2	18/19
Team Leader	4	16/17
Recovery Coordinator	8	14/15
Recovery Partner (PI)	7	15/16
Recovery Partner (MI)	12	15/16
Total	33	

- In line with the Transition Period, any recruitment would occur to fill any vacant positions.
- Numbers are going down in some sites and up in others – due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Dunedin

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Otago House			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Administration Officer	4	12	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Business Lead	1	Varies	Project Role – EOI options would align to individual's substantive position.
Case Coordinator (WRGP)	10	14	You would be confirmed to Cover Assessor as numbers align. No EOI process required.
Centre Manager	2	12	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Centre Manager SNA	1	12	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Claims Manager	31	14	You would be confirmed to Treatment & Support Assessor or Cover Assessor (Depending on Team) as numbers align. No EOI process required.
Claims Officer	2	12	You would be confirmed to Treatment & Support Assessor or Cover Assessor (Depending on Team) as numbers align. No EOI process.
Claims Officer (Client Info)	51	12	You would be confirmed to Recovery Administrator. No EOI process required.
Claims Officer (Entitlements)	46	12	You would be confirmed to Treatment & Support Assessor or Cover Assessor (Depending on Team) as numbers align. No EOI process required.
Clerical Assistant	3	9	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Cover Assessor	11	12	You would be confirmed to Cover Assessor as numbers align. No EOI process required.
Customer Support Officer	4	11	This role is proposed to be disestablished. You could submit an EOI for the Customer Host or You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Entitlements Payments Officer	17	12	You would be confirmed to Payments Assessor as numbers align. No EOI process
Continued on next page.			Current roles would end as of 16 August 2019. This would be confirmed closer to the time.

Future Teams at Hub:



Future Overview – Otago House

Role	Perm #s	Pay Band
Manager, Claims Assessment	1	20
Assistant Manager	1	18
Client Service Leader	4	18/19
Team Leader	31	16/17
Operations Admin Leader	1	16
Practice Mentor	4	16/17
Real Time Analyst	1	13
Recovery Administrator	91	11/12
Recovery Assistant	92	14/15
Lodgement Administrator	20	11/12
Cover Assessor	38	13/14
Customer Host	3	12
Payments Assessor	40	13/14
Specialist Cover Assessor	1	16
Treatment & Support Assessor	48	13/14
Total	376	

Location Impact: Dunedin

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Otago House			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Insurer Liaison Manager	1	15	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Lead Subject Matter Expert	1	Varies	Project Role – EOI options would align to individual's substantive position.
Lodgement Administrator	13	11	No proposed change.
Lodgement Leader	4	16	You would be confirmed into a Team Leader role, within Cover Assessment. No EOI process required.
Lodgement Manager	1	18	You would be confirmed into a Client Service Leader role within Cover Assessment. No EOI process required.
Manager, Claims Assessment	1	20	No change.
Product Owner	1	Varies	Project Role – EOI options would align to individual's substantive position.
Senior Cover Assessor	8	14	You would be confirmed to Cover Assessor role as numbers align. No EOI process required.
Service Coordinator (SCU)	9	15	You could submit an EOI for Recovery Partner, Recovery Coordinator or Recovery Assistant within the region (2 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Service Needs Assessor	10	13	It is proposed that your role would continue for up to 12 months to support transition at which time it is proposed to be disestablished. No suitable alternative identified. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Subject Matter Expert	3	Varies	Project Role – EOI options would align to individual's substantive position.
Team Leader	10	15	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region.
Team Manager	14	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region.
TI Cover Specialist	1	16	Confirmed to Specialist Cover Assessor as numbers align. No EOI process.
Total Permanent:	259		Current roles would end as of 16 August 2019. This would be confirmed closer to the time.

Future Teams at Hub:



Future Overview – Otago House

Role	Perm #s	Pay Band
Manager, Claims Assessment	1	20
Assistant Manager	1	18
Client Service Leader	4	18/19
Team Leader	31	16/17
Operations Administration Leader	1	16
Practice Mentor	4	16/17
Real Time Analyst	1	13
Recovery Administrator	91	11/12
Recovery Assistant	92	14/15
Lodgement Administrator	20	11.12
Cover Assessor	38	13/14
Customer Host	3	12
Payments Assessor	40	13/14
Specialist Cover Assessor	1	16
Treatment & Support Assessor	48	13/14
Total	376	

Location Impact: Gisborne

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Gisborne is a Site and will continue to have a Supported Recovery and a Partnered Recovery (Physical Injury) team.

The Gisborne Site is aligned to the proposed Te Urutira Region, which also includes Whakatane, Rotorua and Hastings.

It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Urutira region. All Client Service Leaders would be required to visit all Sites in their region.

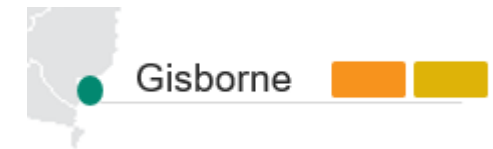
Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	6	15	You would be confirmed to a Recovery Coordinator as numbers align. No EOI process required.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	1	15	You would be confirmed to a Recovery Coordinator as numbers align. No EOI process required.
Support Coordinator	1	16	You would be confirmed to a Recovery Partner as numbers align. No EOI process required.
Total Permanent:	11		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Partner (PI)	6	15/16
Recovery Coordinator	8	14/15
Total	16	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Administration roles in Gisborne – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Greymouth

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Greymouth is a Site and will continue to have a Supported Recovery team. As per the Phase Three proposal we are also proposing to have a new Customer Host role based in Greymouth.

The Greymouth Site is aligned to the proposed Te Taihū Region, which also includes Christchurch and Nelson. It is proposed that a Client Service Leader Support Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taihū Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site, and Client Service Leader in the region.
Case Manager	4	15	You would be confirmed to Recovery Coordinator as numbers align in this location. No EOI process required.
Total Permanent:	5		Current roles would end as of 6 March 2020. This would be confirmed closer to the time.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Team Leader	1	16/17
Recovery Coordinator	8	14/15
Customer Host	1	12
Total	10	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Hamilton

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site and Hub Overview:

As confirmed in Phase Two, Hamilton will have one Site based at London Street, and a Hub at Te Rapa. The roles within Victoria Street will exist in the future within one of these locations. Within the Hamilton region we will continue to have Supported Recovery and Partnered Recovery (both Mental and Physical Injury).

We are proposing to centralise our Assisted Recovery, Claims Assessment, Payments and Client Administration and also some specialist roles at the Hub in the region. Overall, the numbers within Hamilton region are proposed to increase.

It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Manawa Region (Hamilton and Tauranga). All Client Service Leaders would be required to visit all Sites in their region.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- The Payments consultation is proposed to run to a different consultation timeline – consultation and feedback would end on Wednesday 17 April with outcomes indicatively on 2 May.



Future Overview – Hamilton Region		
Role	Perm #s	Pay Band
Manager, Supported Recovery	1	20
Client Service Leader*	6	18/19
Assistant Manager	2	18/19
Team Leader	33	16/17
Recovery Partner (PI)	6	15/16
Recovery Partner (MI)	10	15/16
Recovery Coordinator	26	14/15
Lodgement Administrator	19	11/12
Cover Assessor	31	13/14
Operations Admin Leader	1	16/17
Payment Assessor	40	13
Practice Mentor	5	16/17
Real Time Analyst	2	13
Recovery Administrator	71	11/12
Recovery Assistant	80	14/15
Customer Host	3	12
Treatment & Support Assessor	47	13/14
Total	382	

Timeline of Impact:



Location Impact: Hamilton

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – London Street / Branch			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Branch Support Manager	1	17	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	22	14	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	61	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	6	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Manager Supported Recovery	1	20	No change.
Manager Business Customer Centric Service	1	19	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Performance Advisor	1	17	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Recovery Stream Support Advisor	1	17	No change.
Recovery Stream Support Manager	1	18	No change.
Service Coordinator (SI)	4	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	8	16	Can submit an EOI for Recovery Partner (PI) within the region. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Team Manager	12	17	You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Triage Manager	1	16	There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Total Permanent:	129		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams on Site:



Future Overview – London St

Role	Perm #s	Pay Band
Manager Supported Recovery	1	20
Client Service Leader	2*	18/19
Assistant Manager	1	18/19
Team Leader	5	16/17
Recovery Coordinator	26	14/15
Recovery Partner (PI)	6	15/16
Recovery Partner (MI)	10	15/16
Total	51	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes. .
- Numbers are going down in some sites and up in others due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location

Location Impact: Hamilton

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Te Rapa			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Administration Officer	2	12	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Coordinator	28	14	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	1	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Centre Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Claims Manager	17	14	You would be confirmed to Treatment & Support Assessor or Cover Assessor (depending on team). No EOI process required.
Claims Officer (Assessment)	7	12	You would be confirmed to Treatment & Support Assessor or Cover Assessor (depending on team). No EOI process required.
Claims Officer (Client Info)	31	12	You would be confirmed to Recovery Administrator. No EOI process required.
Claims Officer (Entitlements)	25	12	You would be confirmed to Treatment & Support Assessor or Cover Assessor (depending on team). No EOI process required.
Clerical Assistant	3	9	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Cover Assessor	7	12	You would be confirmed to Cover Assessor. No EOI process required.
Customer Support Officer	2	11	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Continues over page.			Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams at Hub:

Future Overview – Te Rapa		
Role	Perm #s	Pay Band
Client Service Leader	4	18/19
Team Leader	28	16/17
Operations Admin Leader	1	16
Practice Mentor	5	16/17
Real Time Analyst	2	13
Recovery Administrator	71	11/12
Recovery Assistant	80	14/15
Lodgement Administrator	19	11/12
Cover Assessor	31	13/14
Customer Host	3	12
Payments Assessor	40	13/14
Treatment & Support Assessor	47	13/14
Total	331	

Location Impact: Hamilton

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Te Rapa			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Entitlement Payments Officer	13	12	You would be confirmed to Payments Assessor. No EOI process required.
Lodgement Administrator	16	11	No proposed change.
Lodgement Leader	3	16	You would be confirmed into into Team Leader role, within Cover Assessment. No EOI process required.
Lodgement Manager	1	18	You would be confirmed into a Client Service Leader role within Cover Assessment. No EOI process required.
Recovery Assistant	1	12	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Senior Cover Assessor	5	14	You would be confirmed to Cover Assessor role. No EOI process required.
Service Needs Assessor	18	13	It is proposed that your role would continue for up to 12 months to support transition at which time it is proposed to be disestablished. No suitable alternative identified. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Subject Matter Expert	4	Varies	Project Role – Would align to individuals substantive position.
Team Leader	7	15	You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region.
Team Manager	13	17	You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region.
Total Permanent:	206		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams at Hub:



Future Overview – Te Rapa

Role	Perm #s	Pay Band
Client Service Leader	4	18/19
Team Leader	28	16/17
Operations Administration Leader	1	16
Practice Mentor	5	16/17
Real Time Analyst	2	13
Recovery Administrator	71	11/12
Recovery Assistant	80	14/15
Lodgement Administrator	19	11/12
Cover Assessor	31	13/14
Customer Host	3	12
Payments Assessor	40	13/14
Treatment & Support Assessor	47	13/14
Total	331	

Location Impact: Hamilton



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Current Overview – Victoria Street			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Client Leader	1	18	You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region. Or aligned based on your substantive role.
Operations Leader	1	16	Can submit an EOI for any people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region. Or align based on your substantive role.
Recovery Administrator	11	12	You could submit an EOI for the Recovery Administrator role in the region. Or align based on your substantive role. Where numbers align you would be confirmed into a role, home location would be given preference where numbers don't align.
Recovery Assistant	30	14	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). Or align based on your substantive role. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Recovery Coordinator	6	15	You could submit an EOI for Recovery Coordinator or Recover Assistant within the region (2 locations). Or align based on your substantive role. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Recovery Leader	8	17	You could submit an EOI for any people leader role including Operations Administration Leader, Team Leader or Client Service Leader in the region. Or align based on your substantive role.
Site Administrator	1	12	You could submit an EOI for the Customer Host or Recovery Administrator roles in the first round EOI. Or align based on your substantive role. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Triage and Workflow Coordinator	1	15	Your EOI options would align based on your substantive role.
Workforce Planner	1	15	Your secondment would end, and you would move back to substantive role in Channel Operations.
Total Permanent:	60		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams on Site:



Future Teams at Hub:



Location Impact: Hastings

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

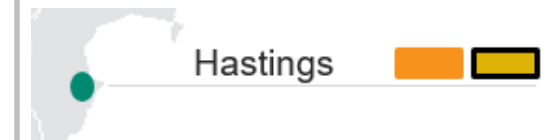
As confirmed in Phase Two, Hastings is a Site and will continue to have a Supported Recovery team. We are also proposing to add more roles to have Partnered Recovery (Mental and Physical Injury) teams at our site.

The Hastings Site is aligned to the proposed Te Urutira Region, which also includes Whakatane, Rotorua and Gisborne. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Urutira region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader and Client Service Leader in the region.
Case Administrator	2	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	5	14	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers. Where numbers align you would be confirmed into a role.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	15	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Claim Reviewer	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Manager Transport for Independence	1	17	Proposed minor changes to PD and shift to Technical Services. All other terms and conditions would remain the same.
Recovery Coordinator	16	15	You could submit an EOI for Recovery Coordinator or align to your substantive role options. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Continues over page			Current roles would end as of 24 January 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Client Service Leader*	2	18/19
Recovery Coordinator	8	14/15
Recovery Partner - MI	15	15/16
Recovery Partner – PI	4	15/16
Team Leader	4	16/17
Total	33	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Administration roles in Hastings – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Hastings



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Recovery Leader	3	17	You could submit an EOI for a people leader role including Team Leader and Client Service Leader in the region or align to your substantive role options. Where numbers align would be confirmed into a role.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers. Where numbers align you would be confirmed into a role.
Service Coordinator (SCU)	9	15	You could submit an EOI for Recovery Partner (PI or MI) or Recovery Coordinator. There is a proposed reduction in numbers. Where numbers align you would be confirmed into a role.
Support Coordinator	3	16	You would be confirmed to Recovery Partner (PI or MI). No EOI process required.
Team Manager	7	17	You could submit an EOI for a people leader role including Team Leader and Client Service Leader in the region.
Total Permanent:	67		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams on Site:

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC’s redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Timeline of Impact:



Location Impact: Invercargill

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Invercargill is a Site and will continue to have a Supported Recovery team. We also confirmed a Partnered Recovery (Physical Injury) team to the Site which means our overall number of people would increase.

The Invercargill Site is aligned to the proposed Te Taurapa Region, which also includes Dunedin, Timaru and Alexandra. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taurapa region. All Client Service Leaders would be required to visit all Sites in their region.

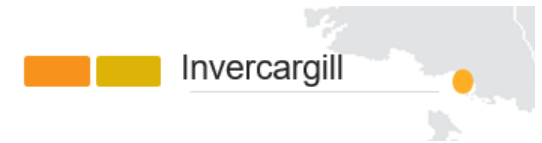
Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Manager	9	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Team Manager	2	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Total Permanent:	13		Current roles would end as of 16 August 2019. This would be confirmed closer to the time.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.



Future Teams on Site:

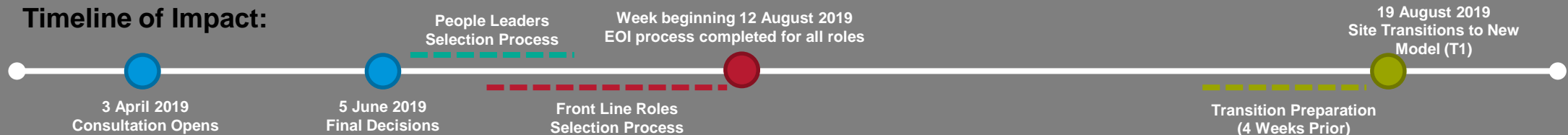


Future Overview

Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Partner (PI)	6	15/16
Recovery Coordinator	8	14/15
Total	16	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Masterton

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Masterton is a Site and will continue to have a Supported Recovery team. We are also proposing to have a new Customer Host role based in Masterton.

The Masterton Site is aligned to the proposed Te Upoko Region, which also includes Wellington, Porirua, and Hutt Valley. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Upoko Region. All Client Service Leaders would be required to visit all Sites in their region.

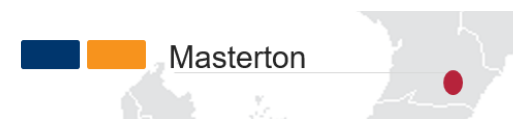
Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site, and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	5	15	You would be confirmed to Recovery Coordinator as numbers align. No EOI process required.
Total Permanent:	7		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.



Future Teams on Site:



Future Overview		
Role	Perm #s	Pay Band
Team Leader	1	16/17
Recovery Coordinator	8	14/15
Customer Host	1	12
Total	10	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There is a new role which would be open for anyone to apply for.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Nelson

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Nelson is a Site and will have a Supported Recovery and a Partnered Recovery (Physical Injury) team.

The Nelson Site is aligned to the proposed Te Taihū Region, which also includes Christchurch and Greymouth. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taihū Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	15	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Performance Advisor	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in region.
Service Coordinator (SI)	1	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	2	16	You would be confirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	3	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Total Permanent:	26		Current roles would end as of 6 March 2020. This would be confirmed closer to the time.



Future Teams on Site:



Overview of Future Resources

Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Partner (PI)	6	15/16
Recovery Coordinator	8	14/15
Total	16	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Administration roles in Nelson – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Nelson



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:



Location Impact: New Plymouth

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, New Plymouth is a Site and will continue to have a Supported Recovery team.

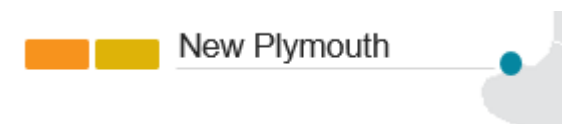
As per the Phase Three proposal, we are also proposing to add more roles to have a Partnered Recovery (Physical Injury) team at the Site.

The New Plymouth Site is aligned to the proposed Te Piha Region, which also includes Whanganui and Palmerston North. It is proposed that a Client Service Leader Supported Recovery and Client Service Leader Partnered Recovery would be located within the Te Piha Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	12	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role identified. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Executive Officer	1	16	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Serious Injury Advisor	1	18	This role is proposed to be disestablished. There is no suitable alternative role identified. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	3	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	3	16	You would be confirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	4	17	You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	27		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Client Service Leader	1	18/19
Team Leader	2	16/17
Recovery Partner (PI)	6	15/16
Recovery Coordinator	8	14/15
Total	17	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: New Plymouth



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:



Location Impact: Palmerston North

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Palmerston North is a Site and will continue to have a Supported Recovery team.

The Palmerston North Site is aligned to the proposed Te Piha Region, which also includes New Plymouth and Whanganui. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Piha Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for people a leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	2	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	7	14	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Management Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	22	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Claims Reviewer	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	3	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	3	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	5	16	You would be confirmed to Recovery Partner (PI). No EOI process required.
Team Manager	4	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	49		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Client Service Leader*	1	18/19
Team Leader	3	16/17
Recovery Partner (PI)	6	15/16
Recovery Coordinator	16	14/15
Total	26	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Palmerston North



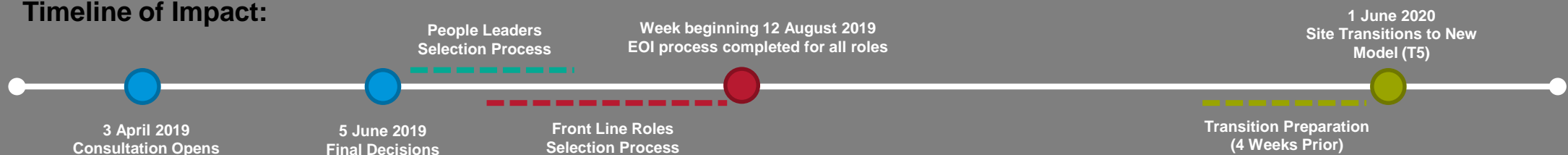
Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:



Location Impact: Rotorua

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Rotorua is a Site and will continue to have a Supported Recovery team.

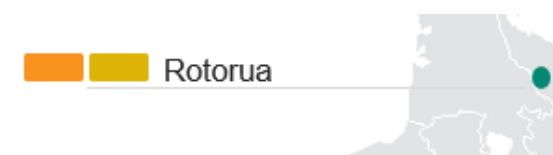
As per the Phase Three proposal, we are also proposing to add more roles to have a Partnered Recovery (Physical Injury) team at our Site.

The Rotorua Site is aligned to the proposed Te Urutira Region, which also includes Whakatane, Gisborne and Hastings. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Urutira region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Manager	14	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	2	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Entitlement Payments Officer	2	12	As there is no future Payments team in Rotorua you could submit an EOI for relocation to the Hamilton or Dunedin Hub and be confirmed into a Payments Assessor role. You would also have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Performance Advisor	1	17	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Serious Injury Advisor	1	18	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	4	16	You would be confirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	3	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	30		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Coordinator	8	14/15
Recovery Partner (PI)	7	15/16
Total	17	

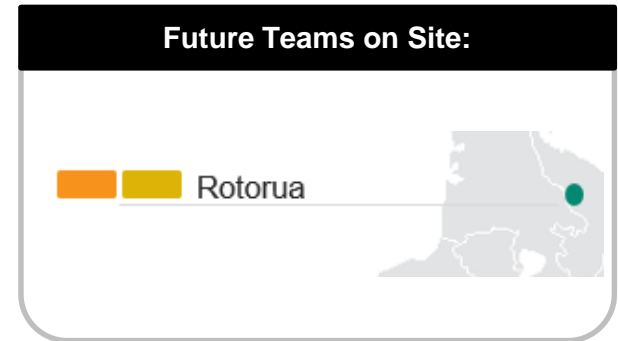
- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be Administration, Payments or specialist roles in Rotorua – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Rotorua



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- The Payments consultation is proposed to run to a different consultation timeline – consultation and feedback would end on Wednesday 17 April with outcomes indicatively on 2 May.
- Anyone within Payments who is interested in relocating to Hamilton or Dunedin would be supported to do so. We could discuss when this would happen to ensure that the Client Payments 2 (CP2) transition is well supported.



Timeline of Impact:



Location Impact: Tauranga

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Site Overview:

As confirmed in Phase Two, Tauranga is a Site and will continue to have Supported Recovery and Partnered Recovery (Physical Injury) teams.

As per the Phase Three proposal, we are also proposing to add a Partnered Recovery (Mental Injury) team to our Site.

The Tauranga Site is aligned to the proposed Te Manawa Region, which also includes Hamilton. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Manawa Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	25	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Officer	6	12	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	2	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Manager Practice and Assessment	1	17	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	2	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	9	16	Can submit an EOI for Recovery Partner (PI) or (MI). Where numbers align, you would be confirmed into a role.
Team Manager	7	17	You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	54		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.

Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Team Leader	4	16/17
Recovery Coordinator	16	14/15
Recovery Partner (PI)	5	15/16
Recovery Partner (MI)	7	15/16
Total	32	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Administration roles in Tauranga – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Tauranga



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:



Location Impact: Timaru

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

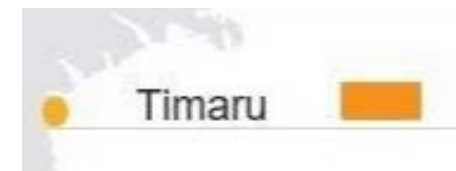
As confirmed in Phase Two, Timaru is a Site and will continue to have Supported Recovery teams.

The Timaru Site is aligned to the proposed Te Taurapa Region, which also includes Dunedin, Alexandra and Invercargill. It is proposed that a Client Service Leader Support Recovery and a Client Service Leader Partnered Recovery would be located within the Te Taurapa region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Manager	14	15	You would be confirmed to Recovery Coordinator as numbers align. No EOI process required.
Centre Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Claims Manager	2	14	It is proposed that your role would continue for up to 12 months to support transition at which time it is proposed to be disestablished. As there is no future Payments team in Timaru, you could submit an EOI for relocation to the Hamilton or Dunedin Hub and be confirmed into a Payments Assessor role or remain in the transition support role for up to 12 months. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role identified. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Entitlements Payment Officer	12	12	It is proposed that your role would continue for up to 12 months to support transition at which time it is proposed to be disestablished. As there is no future Payments team in Timaru, you could submit an EOI for relocation to the Hamilton or Dunedin Hub and be confirmed into a Payments Assessor role or remain in the transition support role for up to 12 months. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Team Leader	1	15	You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Team Manager	4	17	You could submit an EOI for any people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	36		Current roles would end as of 16 August 2019. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview		
Role	Perm #s	Pay Band
Team Leader	2	16/17
Recovery Coordinator	16	14/15
Total	18	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Timaru



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- The Payments consultation is proposed to run to a different consultation timeline – consultation and feedback would end on Wednesday 17 April with outcomes indicatively on 2 May.
- Anyone within Payments who is interested in relocating to Hamilton or Dunedin would be supported to do so. We could discuss when this would happen to ensure that the Client Payments 2 (CP2) transition is well supported.

Future Teams on Site:



Timeline of Impact:



Location Impact: Wellington (Shamrock House, Justice Centre, Hutt Valley and Porirua)



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Wellington will have three Sites consisting of Porirua, Hutt Valley and Shamrock House. Shamrock House will also be a Hub. Wellington is also supported by Justice Centre and Te Ara Tika. Within the Wellington region we will continue to have Supported Recovery and Partnered Recovery (both Mental and Physical Injury) teams.

We are proposing to centralise our Assisted Recovery, Client Administration, Cover Assessment and some specialist roles at the Hub in the region. Overall, the numbers within Wellington region are proposed to increase.

The Wellington Sites and Hub are aligned to the proposed Te Upoko Region, which includes Masterton, Porirua, Hutt Valley and Wellington. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Upoko Region. All Client Service Leaders would be required to visit all Sites in their region.

Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.
- Within the Wellington region we are proposing that anyone within Porirua, Hutt Valley or Wellington Branch could EOI for roles in any of the locations. You may also be confirmed to a role in a different location to today. We believe these would be deemed a reasonable commuting distance and therefore would be a suitable offer.

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- Numbers are going down in some Sites and up in others – due to the moving of work and centralisation of certain teams work.
- There would be opportunities within the region which means that there is opportunity to move location or roles.
- Certain roles may change location in terms of where they would be done in the future.
- At Shamrock House Hub there would be additional centralised Cover Assessment, Assisted Recovery and Client Administration presence.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Timeline of Impact:



Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Hutt Valley			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Business Advisor	1	16	No change – Third party Administration not impacted.
Case Administrator	2	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	14	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Centre Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Centre Support Manager	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Claims Administrator	11	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Claims Officer TI	1	12	You would be confirmed to Cover Assessor role as numbers align. Role would be aligned to the Wellington Hub which would mean a location change. No EOI process.
Claims Officer (Client Info)	4	12	You would be confirmed to Recovery Administrator. No EOI process required.
<i>Continued on next slide.</i>			

Future Teams on Site:

Future overview – Hutt Valley		
Role	Perm #s	Pay Band
Business Advisor	1	16
Claims Officer (Entitlements) TPA	3	12
Recovery Coordinator	8	14/15
Team Leader	1	16/17
Team Leader TPA	1	17
Total	14	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Hutt Valley			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Claims Officer (Entitlements) TPA	3	12	No change – Third party Administration not impacted.
Customer Support Officer	1	11	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
Service Coordinator (SI)	4	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	4	16	You could submit an EOI for Recovery Partner role within the region. Where numbers align you would be confirmed into a role.
Team Administrator	1	12	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
Team Manager	11	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
TI Claims Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
TI Claims Practice Mentor	1	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
TI Cover Specialist	26	16	You would be confirmed to Specialist Cover Assessor role as numbers align. Role would be aligned to the Wellington Hub which would mean a location change. No EOI process.
Serious Injury Manager	1	19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Treatment Injury Claims Advisor	1	16	You would be confirmed to Specialist Cover Assessor role as numbers align. Role would be aligned to the Wellington Hub which would mean a location change. No EOI process.
Total Permanent:	90		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.

Future Teams on Site:

Hutt Valley

Future overview – Hutt Valley		
Role	Perm #s	Pay Band
Business Advisor	1	16
Claims Officer (Entitlements) TPA	3	12
Recovery Coordinator	8	14/15
Team Leader	1	16/17
Team Leader TPA	1	17
Total	14	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Porirua			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	7	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Service Coordinator (SI)	1	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	3	16	You could submit an EOI for Recovery Partner role within the region. Where numbers align you would be confirmed into a role.
Team Manager	2	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Total Permanent:	15		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.

Current Overview – Wellington Central Branch			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Case Manager	7	15	You would be confirmed to Recovery Partner as numbers align. No EOI process
Total Permanent:	8		Current roles would end as of 1 July 2019. This would be confirmed closer to the time.

Future Teams on Site:

The map displays two locations: Porirua, marked with a blue and orange square, and Wellington, marked with an orange and yellow square. Red dots on the map indicate the specific sites for each location.

Future overview – Porirua		
Role	Perm #s	Pay Band
Customer Host	1	15/16
Recovery Coordinator	8	14/15
Team Leader	1	16/17
Total	10	

Future Overview - Proposed Te Ara Tika		
Role	Perm #s	Pay Band
Recovery Partner	7	15/16
Team Leader	1	16/17
Total	8	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Shamrock House			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Administration Officer	1	12	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Business Support	1	11	No change.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	20	14	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Management Mentor	3	16	You could submit an EOI for Practice Mentor. This would be reviewed to ensure we have the right skill sets in the right locations to support the CSD teams.
Case Manager	7	15	You could submit an EOI for Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Officer	18	12	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
Centre Manager STCC	1	19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Customer Support Officer	1	11	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
<i>Continued on next slide.</i>			

Future Teams at Hub & Site:



Future Overview – Shamrock House Hub

Role	Perm #s	Pay Band
Client Service Leader*	5*	18/19
Cover Assessor	2	13/14
Customer Host	2	12
Operations Administration Leader	1	16
Practice Mentor	3	16/17
Recovery Administrator	47	11/12
Recovery Assistant	90	14/15
Recovery Coordinator	8	14/15
Recovery Partner (MI)	27	15/16
Recovery Partner (PI)	9	15/16
Real Time Analyst	1	13
Specialist Cover Assessor	28	16
Team Leader	22	16/17
Total	245	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Shamrock House			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Manager Sensitive Claims	1	19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Manager Supported Assistance	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Service Coordinator (SCU)	62	15	You could submit an EOI for Recovery Partner, Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Subject Matter Expert	3	Varies	Would align to substantive role options.
Team Administrator	1	12	You could submit an EOI for the Customer Host and Recovery Administrator roles in the first round EOI within the region. Where numbers align you would be confirmed into a role.
Team Leader	1	15	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Team Manager	15	17	You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Triage Service Coordinator	5	15	You could submit an EOI for Recovery Partner, Recovery Coordinator or Recovery Assistant within the region (3 location options) – possible office shift. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Total Permanent:	142		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.

Future Teams at Hub & Site:



Future Overview – Shamrock House Hub

Role	Perm #s	Pay Band
Client Service Leader*	5*	18/19
Cover Assessor	2	13/14
Customer Host	2	12
Operations Administration Leader	1	16
Practice Mentor	3	16/17
Recovery Administrator	47	11/12
Recovery Assistant	90	14/15
Recovery Coordinator	8	14/15
Recovery Partner (MI)	27	15/16
Recovery Partner (PI)	9	15/16
Real Time Analyst	1	13
Specialist Cover Assessor	28	16
Team Leader	22	16/17
Total	245	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.



Current Overview – Justice Centre			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Business Advisor	4	16	No change.
Change Network Facilitator	1	Varies	No change.
Executive Assistant	1	15	No change.
Head of Client Service Delivery	1	N/A	No change.
Manager Assisted Recovery	1	20	No change.
Manager CACS Transition	1	20	No change.
Manager Home Modifications	1	17	There is a proposed title change and shift of your role to Technical Services. All other terms and conditions would remain the same.
Manager Operations & Performance	1	20	No change.
Manager Partnered Recovery	1	20	No change.
Operations Manager	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Performance Advisor	1	17	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
Performance Manager	1	18	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in the region.
<i>Continued on next slide.</i>			

Future Overview – Justice Centre		
Role	Perm #s	Pay Band
Analyst	7	16
Assistant Manager	2	18/19
Business Advisor	4	16
CACS Transition Manager	1	20
Client Service Leader*	1	18/19
Client Service Leader (Operations and Performance)	5	18/19
Executive Assistant	1	15
Head of Client Service Delivery	1	N/A
Manager Assisted Recovery	1	20
Manager Operations & Performance	1	20
Manager Partnered Recovery	1	20
Performance Advisor	6	17
Principal Advisor	1	20
Principal Advisor	3	18
Product Owner	2	18
Systems Administrator	1	13
Systems Specialist	1	15
Team Administrator (Operations)	2	12
Team Leader	3	16/17
Workforce Planner	3	16
Total	47	

Location Impact: Wellington Region

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce



Current Overview – Justice Centre			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Product Owner	2	Varies	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Product Owner NGCM	1	Varies	No change – project role.
Quality & Perform Design Lead	1	Varies	No change – project role.
Recovery Stream Support Manager	2	18	No change.
Team Administrator (Operations)	2	12	No change.
Workstream Lead	1	Varies	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Workstream Lead Transformation	1	Varies	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Operations Administration Leader, Team Leader and Client Service Leader in region.
Total permanent:	25		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.

Future Overview – Justice Centre		
Role	Perm #s	Pay Band
Analyst	7	16
Assistant Manager	2	18/19
Business Advisor	4	16
CACS Transition Manager	1	20
Client Service Leader*	1	18/19
Client Service Leader (Operations and Performance)	5	18/19
Executive Assistant	1	15
Head of Client Service Delivery	1	N/A
Manager Assisted Recovery	1	20
Manager Operations & Performance	1	20
Manager Partnered Recovery	1	20
Performance Advisor	6	17
Principal Advisor	1	20
Principal Advisor	3	18
Product Owner	2	18
Systems Administrator	1	13
Systems Specialist	1	15
Team Administrator (Operations)	2	12
Team Leader	3	16/17
Workforce Planner	3	16
Total	47	

Location Impact: Wellington (Shamrock House, Justice Centre, Hutt Valley and Porirua)



This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and the impact on individuals. For more detail – please visit the Client Service Delivery Consultation page on The Sauce

Future Overview – Wellington Region		
Role	Perm #s	Pay Band
Analyst	7	16
Assistant Manager	2	18/19
Business Advisor (Operations)	4	16
Business Advisor (TPA)	1	16
CACS Transition Manager	1	20
Claims Officer (Entitlements) TPA	3	12
Client Service Leader*	6*	18/19
Client Service Leader (Operations and Performance)	5	18/19
Cover Assessor	2	13/14
Customer Host	3	12
Executive Assistant	1	15
Head of Client Service Delivery	1	N/A
Continued on next table		

Future Overview – Wellington Region		
Role	Perm #s	Pay Band
Manager Assisted Recovery	1	20
Manager Operations & Performance	1	20
Manager Partnered Recovery	1	20
Operations Administration Leader	1	16
Performance Advisor	6	17
Practice Mentor	3	16/17
Principal Advisor	1	20
Principal Advisor	3	18
Product Owner	2	18
Real Time Analyst	1	13
Recovery Administrator	47	11/12
Continued on next table		

Future Overview – Wellington Region		
Role	Perm #s	Pay Band
Recovery Assistant	90	14/15
Recovery Coordinator	24	14/15
Recovery Partner (PI)	16	15/16
Recovery Partner (MI)	27	15/16
Specialist Cover Assessor	28	16
Systems Administrator	1	13
Systems Specialist	1	15
Team Administrator (Operations)	2	12
Team Leader	28	16/17
Team Leader TPA	1	17
Workforce Planner	3	16
Total	324	

Location Impact: Whakatane

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Whakatane is a Site and will continue to have a Supported Recovery team. As per the Phase Three proposal, we are also proposing to have a new Customer Host role based in Whakatane.

The Whakatane Site is aligned to the proposed Te Urutira Region, which also includes Rotorua, Gisborne and Hastings. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Urutira region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site, and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	5	15	You would be confirmed to Recovery Coordinator as numbers align in this location. No EOI process required.
Claim Reviewer	1	16	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Customer Support Officer	1	11	You would be confirmed to Customer Host as numbers align. No EOI process required.
Total Permanent:	9		Current roles would end as of 24 January 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Team Leader	1	16/17
Recovery Coordinator	8	14/15
Customer Host	1	12
Total	10	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Client Administration roles in Whakatane – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Whakatane



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:



Location Impact: Whanganui

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Whanganui is a Site and will continue to have a Supported Recovery team. As per the Phase Three proposal, we are also proposing to have a new Customer Host role based in Whanganui.

The Whanganui Site is aligned to the proposed Te Piha Region, which also includes New Plymouth and Palmerston North. It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Piha Region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Manager	10	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Manager Supported Recovery	1	20	No change.
Team Manager	1	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	14		Current roles would end as of 29 May 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Manager Supported Recovery	1	20
Team Leader	1	16/17
Recovery Coordinator	8	14/15
Customer Host	1	12
Total	10	

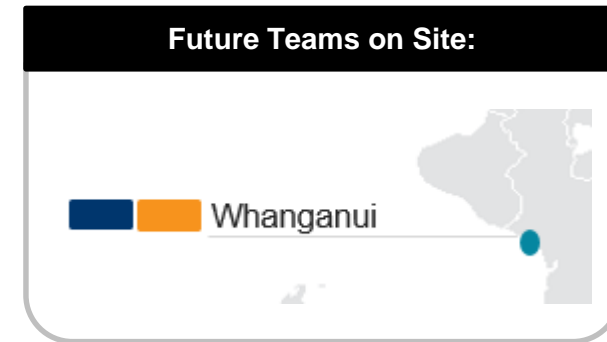
- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Whanganui



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.



Timeline of Impact:



Location Impact: Whangarei

This slide outlines the impact of the Client Service Delivery consultation by location, showing current and future roles and how your role is potentially impacted. For more detail – please visit the Client Service Delivery Consultation page on The Sauce.

Site Overview:

As confirmed in Phase Two, Whangarei is a Site and will continue to have a Supported Recovery team.

As per the Phase Three proposal, we are also proposing to add more roles to have Partnered Recovery (Mental and Physical Injury) teams at our Site.

The Whangarei Site is aligned to the proposed Te Hiku Region, which also includes Henderson and Albany.

It is proposed that a Client Service Leader Supported Recovery and a Client Service Leader Partnered Recovery would be located within the Te Hiku region. All Client Service Leaders would be required to visit all Sites in their region.

Current Overview			Proposed Impact from Consultation
Role	Perm #s	Pay Band	Proposed Impact
Branch Manager	1	18/19	This role is proposed to be disestablished. You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in the region.
Case Administrator	1	13	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Case Coordinator	2	14	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Case Manager	26	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Customer Support Officer	1	11	This role is proposed to be disestablished. There is no suitable alternative role. You would have the option to submit an EOI for the first round of open roles or participate in the second round EOI for all other options.
Service Coordinator (SI)	4	15	You could submit an EOI for Recovery Coordinator. There is a proposed reduction in numbers for this type of role. Where numbers align you would be confirmed into a role.
Support Coordinator	4	16	You would be confirmed to Recovery Partner (PI) as numbers align. No EOI process required.
Team Manager	5	17	You could submit an EOI for a people leader role including Team Leader on site and Client Service Leader in region.
Total Permanent:	44		Current roles would end as of 17 April 2020. This would be confirmed closer to the time.



Future Teams on Site:



Future Overview

Role	Perm #s	Pay Band
Client Service Leader*	1	18/19
Team Leader	4	16/17
Recovery Partner (MI)	6	15/16
Recovery Partner (PI)	5	15/16
Recovery Coordinator	18	14/15
Total	34	

- Recruitment to fill any vacant positions would be done in line with the Transition timeframes.
- There would no longer be specialist or Administration roles in Whangarei – these would be centralised.
- * The Client Service Leader role could sit within any of the Sites in the region. The role is only listed in some locations to align with proposed modelling. The location of this role would be confirmed based on the successful candidates location.

Location Impact: Whangarei



Key Points to Note:

- If you are on secondment, what this would mean for you will depend on how your substantive role is proposed to be impacted. If your substantive role is within Client Service Delivery you would be eligible to express interest based on your substantive role. If you have been on secondment in Client Service Delivery for longer than 12 months, you may also be able to express interest based on your current secondment role. Please see the secondment scenario on The Sauce for more information.
- If you are in a fixed term role, you would be eligible to participate in the EOI and selection process. However, permanent employees affected by any confirmed changes and those in ACC's redeployment pool would be considered first in the confirmed structure.
- If you are on parental or long-term leave, we will arrange a suitable time to meet with you to talk through the proposed changes, impacts, and timeframes that apply to you.

Future Teams on Site:



Timeline of Impact:

