

05 February 2020

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Tēnā koe David

**Your Official Information Act request, reference: GOV-002547**

Thank you for your email of 11 November 2019, asking for the following information under the Official Information Act 1982 (the Act):

- (1) a full copy of the review report, together with copies of all initial and interim drafts of the report.*
- (2) full copies of all follow up reviews reports into the ACC's Integrity Services that have been carried out between 2013 and present.*
- (3) confirmation of whom commissioned the 2013 review, together with who or what agency was tasked with carrying out this review.*
- (4) confirmation of any and all external parties that were involved in the review;*
- (5) confirmation of whether the Auditor General, the Office of the Ombudsman, and the Office of the Privacy Commission had any oversight into this review and or any subsequent changes that stemmed from this review.*
- (6) a full copy of the official information that was gathered or submitted to the review that initiated the review that confirms the reasons that such a review was warranted, and the full purpose and need for the 2013 review into the ACC's investigation's unit, together with the scope of the review.*

**Question 1**

A full copy of the report created by Deloitte is provided with this letter, alongside an interim and draft copy provided to ACC (Appendix 1).

Some information in the draft and interim copies of the report has been withheld, as disclosing this information would likely prejudice the supply of similar information for future reviews into ACC's internal practices. It is in the public interest that ACC can conduct effective reviews of its practices, which in part relies on the free and open submission of information by staff. The decision to withhold the information on these grounds is made under section 9(2)(ba)(i) of the Act.

The interim and draft reports (part 4 - particularly point 4.7) both summarise the information that's been withheld for the reasons stated above.

**Question 2**

There were no follow-up reviews carried out into the ACC Integrity Services unit, for this reason we are declining to provide this information under section 18(e) of the Act, as there is no document containing this information.

Appendices 2-5 contain information about the subsequent unit level changes that ACC carried out to the National Investigation Unit (NIU) and Integrity Services Unit following Deloitte's report. The documents in Appendix 6 have been included for your information, as they outline similar, later changes that occurred in 2018, as part of the internal, ongoing ACC-wide Organisational Change process.

**Question 3**

We can confirm that Deloitte was commissioned to carry out the review into ACC's NIU, by the ACC Board Secretary on behalf of the Board.

**Question 4**

You can find information about the external parties that were involved in Deloitte's review on pages 43, 45 and 46 of the final document in Appendix 1.

**Question 5**

As this was an internal review, there was no involvement by the Auditor-General, the Office of the Ombudsman or the Office of the Privacy Commissioner in the review carried out by Deloitte. The external agencies involved in the review are found on pages 43, 45 and 46 of the final document in Appendix 1.

**Question 6**

ACC did not gather any information to submit to the review. Deloitte has documented the information it used to report back to ACC in its report (Appendix 1). The scope of the review is described on page six of the final report.

**Documentation we are providing**

We have provided for you, as appendices to this letter, the documents listed below:

**Appendix 1: Accident Compensation Corporation Investigation Capability Reviews reports**

These reports were created by Deloitte after their review into ACC's then NIU. Contained in this appendix are a draft, interim and final copy of the report.

**Appendix 2: National Investigation Unit – Proposal for Consultation presentation**

This document presents an overview of the changes to the NIU that were proposed by ACC, following receipt of Deloitte's review report.

**Appendix 3: Proposal for Consultation: Changes to National Investigations Unit**

This document lays out the objectives ACC proposes with the change and covers the impact on ACC staff, as part of ACC's internal consultation process.

**Appendix 4: Decision Document – National Investigations Unit Structure**

This document covers the themes and decisions made after consultation and sets out the timeline for the implementation of these changes.

**Appendix 5: National Investigations Unit – Decision presentation**

This document presents an overview of the decisions and timeframes of the changes to be made.

**Appendix 6: Document outlining ACC's Organisational Changes that affected Integrity Services**

This contains a summary of the consultation and decisions made about Integrity Services Unit, in 2018.

The names of some individuals have been withheld from these documents to protect their privacy. This decision was made under section 9(2)(a) of the Act. In making this decision, we have considered the public interest in making this information available and have determined it does not outweigh the need to protect the privacy of these people.

**How you can contact us**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

**Acting Manager Official Information Act Services**  
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