

15 June 2020

Paul White

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Tēnā koe Paul

**Your Official Information Act request, reference: GOV-004811**

Thank you for your email of 7 May 2020, asking for the following information under the Official Information Act 1982 (the Act):

*Could you please provide a list of the Current Policies of ACC (ie ACC Privacy Policy).*

On 18 May you clarified your request, advising that you were more interested in claims administration and business functions. As I noted in my 26 May email, we amended the time limit for responding to your request to 16 June 2020 (20 working days from the date we received your clarification). This is in accordance with sections 15(1AA) and 15(1AB) of the Act.

**Processes recorded in our information systems**

ACC's policies and processes are currently held in two information management systems: CHIPS and Promapp. This information is held electronically, and is designed to be navigated via links on pages.

We are transferring all our policies and processes to Promapp (our newer system), but at this point there are some still held in CHIPS.

**Claims management policies and processes**

Please find attached an excel file with all the current page names of the processes and policies held on CHIPS and Promapp relating to claims management. As you will see, when we extracted the Promapp processes we were able group these by the particular entitlement and service type they relate to. However, we have not been able to group the CHIPS processes in the same way.

Please note there are some duplications, where the same page title appears in both systems. This includes pages where CHIPS content has been transferred across to Promapp, but the CHIPS page has been kept with a redirect notice.

**Other processes**

We note that you are also interested in what business-related processes we have. There is a broad range of business functions, each with its own group of processes. These are held on Promapp and in addition to Claims Management, are organised under the following process groups:

- Customer Insights and Communications
- Policy Management
- Change Management
- Human Resource Management
- Risk Management
- Financial Management
- Facilities Management
- Information Management
- Performance Management and Planning

If you are interested in what processes there are for any of these specific groups, you are welcome to make a new official information request for that information.

**Queries about this response**

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

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood

**Manager Official Information Act Services**

Government Engagement & Support