

09 November 2020

David Lawson

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Tēnā koe David

Your Official Information Act request, reference: GOV-007329

Thank you for your email of 13 October 2020, asking for the following information under the Official Information Act 1982 (the Act):

OIA Request 1:

- *Please provide all official information and policy documentation associated with the 6 monthly review of ACC clients who have their claims managed by the Remote Claims Unit.*
- *Please confirm the criteria for a client to be transferred back to a branch or regular case management*

OIA Request 2:

- *On a yearly basis to the end of each year since 2017, please confirm the number of ACC clients who were transferred out of the Remote Claims Unit and back to a branch or regular case management.*
- *If possible, please provide this on a monthly or more broken down basis.*

OIA Request 3:

- *Please confirm if ACC clients are informed of the 6 monthly reviews and if they are entitled to have their views considered as part of each review.*

Review of Remote Claims Unit clients

We are not providing the requested policy associated with the six monthly review of ACC clients who are managed in the Remote Claims Unit (RCU), as despite reasonable efforts we have been unable to find any such specific document. This part of your request is therefore refused under section 18(e) of the Act, as the document does not exist. However, the section below describes the current practice.

The RCU Leader considers whether an RCU client continues to pose an unacceptable risk to the health and safety of ACC staff and providers, at least every six months. The reminder to do this for each client is an automated administrative task activated through ACC's claim management system, Eos.

If the RCU Leader considers that the person does not continue to pose an unacceptable risk to the health and safety of ACC staff and providers, they make a recommendation to transfer the person from the RCU. If a person is to be transferred from RCU, the relevant new Team Leader is contacted and outlined the reasons the client's claim no longer will be managed within the RCU.

The outcome of the process is added to the client's management plan, which is held on their individual electronic claim file.

As the six-monthly review of RCU clients is an administrative task, clients are not informed of a review. However, they are advised if they are being transferred out of RCU management.

If a client has any concerns relating to this process, they may raise those concerns with ACC's Customer Resolution team.

Clients transferred from the RCU

The attached table shows the number of clients transferred out of the RCU, by calendar year. The data was extracted on 21 October 2020 and may change if re-run at a later date. Where they may be transferred to includes the following:

- *To actioned cases* means that the claim was transferred into an actioned cases queue for the RCU or any other department, as the claim was closed.
- *To registration centre* means that the claim was transferred to the Hamilton or Dunedin registration centre. From there the claim may have been transferred into a standard case management queue, into actioned cases, or back into the RCU.
- *Direct to case management* means that the claim didn't go to actioned cases or registration.

As explained in our letter to you dated 3 March 2020, reference GOV-003600, ACC's automated streaming of claims, introduced in 2018, resulted in a significant increase in clients transferred into and out of the RCU during the year.

ACC takes privacy seriously

ACC does not generally disclose low value claim numbers. Accordingly, some entries in the table provided only indicate that the claim count is fewer than four (denoted as <4). This limits the potential for particular individuals, or matters specific to certain individuals, from being identified. This decision is made under section 9(2)(a) of the Act, to protect the privacy of these individuals. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

Who to contact

If you have any questions, you can email me at 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 or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support

Table 1: Number of clients transferred out of the Remote Claims Unit.

Calendar year	Month	Transfer destination		
		To actioned cases	Direct to case management	To registration centre
2017	January	20	<4	0
	February	27	<4	0
	March	33	<4	<4
	April	15	0	<4
	May	35	0	<4
	June	23	0	<4
	July	38	0	<4
	August	29	<4	4
	September	22	<4	<4
	October	19	<4	<4
	November	29	<4	<4
	December	21	<4	0
2018	January	26	0	4
	February	25	<4	5
	March	18	0	<4
	April	13	0	<4
	May	36	0	<4
	June	21	0	<4
	July	20	0	<4
	August	33	<4	0
	September	105	0	21
	October	257	0	9
	November	187	6	65
	December	22	0	197
2019	January	32	0	210
	February	30	<4	197
	March	29	<4	183
	April	24	<4	161
	May	25	<4	171
	June	23	<4	138
	July	29	<4	122
	August	20	<4	129
	September	47	<4	108
	October	23	<4	108
	November	28	<4	116
	December	29	<4	113