

16 February 2021

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Tēnā koe David

Your Official Information Act request, reference: GOV-007357 - Supplementary response

In our response of 3 December 2020, we advised that information regarding data for Te Ara Tika was still to come. I apologise for the time it has taken to respond to the remainder of your request.:

- *Please provide for the last 10 ACC business calendar years the following Official Information if possible, separating the data into separate fields for both the Wellington Central Branch(WCB) and the ACC Remote Claims Unit (RCU);*
- *How many ACC clients have been transferred to either ACC's Wellington Central Branch, or the ACC RCU each calendar year.*
- *of those ACC clients transferred to either ACC's Wellington Central Branch, or the ACC RCU for each calendar year have never lodged a complaint to ACC.*
- *of those ACC clients transferred to either ACC's Wellington Central Branch, or the ACC RCU for each calendar year have never lodged a review challenging an ACC decision.*
- *of those ACC clients transferred to either ACC's Wellington Central Branch, or the ACC RCU for each calendar year have never lodged a appeal of a Reviewers decision to the District Court of of an ACC decision*

Our response

Unfortunately, we are unable to provide you with data to the level of detail that was supplied for the Remote Claims Unit. Due to the way Te Ara Tika data is recorded, there are issues with the reliability of information held related to review, appeal and complaints data. To identify these figures would require us to manually read through the individual claim files (for the claims counted in table 1) requiring substantial collation and research. As such we are refusing to provide these figures under section 18(f) of the Act.

In doing so, we have considered extending the time frame to respond and charging (as per the Act). However, we have determined that the resources required to collate the information would have a significant impact on the teams involved.

Instead, to provide a more accurate picture of clients transferred into Te Ara Tika, we are providing you with a count of claims managed by Te Ara Tika, as at the end of each financial year, excluding the 2019/2020 financial year.

Table 1. Number of managed claims in Te Ara Tika at the end of each financial year, excluding 2019/20

Financial Year	Snapshot date	Managed claim count
2014/15	27/06/2015	22
2015/16	2/07/2016	51
2016/17	1/07/2017	78
2017/18	30/06/2018	101
2018/19	29/06/2019	109

Further notes about the data

- Te Ara Tika was established in the 2014/15 financial year. As such, we have provided data for the last five financial years.
- Managed claim count refers to the number of claims actively managed in Te Ara Tika (previously known as Wellington Central branch) as at the end of each financial year.
- The claim count includes claims that are receiving an entitlement payment or being actively case managed.
- Claims are counted once for each Te Ara Tika client. As such, more than one claim referenced in the data may correspond to a single client
- Excludes non-entitlement claims that open and close within a week (e.g. medical fee only claims), staff claims, and accredited employer programme (AEP) claims.

Managed claim count data for 2019/2020 and 2021

The way in which our claim management system, EOS, captures the claim count for Te Ara Tika has been updated. The update allows ACC to identify all claim types that fall within the scope of Te Ara Tika management, rather than just those recorded under the branch name. This is a manual reallocation that has been applied for an accurate managed claim count existing in Te Ara Tika presently. With this adjustment, the count of claims currently managed in Te Ara Tika is 185, as at 4 February 2021.

This figure is a relatively significant increase from the previous year, as the previous year figures were extracted without using the manual reallocation. As such, some claims managed by Te Ara Tika will have been left out of these figures. This reallocation has not been applied to previous financial years due to the time needed to do this. However, this reallocation will be standard practice going forward and we can expect more reliable reporting on managed Te Ara Tika claims in the future.

How to get in 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