

18 June 2014

Gold
fyi-request-1624-63d89356@requests.fyi.org.nz

Dear Gold

Request for information under the Official Information Act 1982

Thank you for your further requests of 21 and 29 May 2014 in respect of alternative therapies. ACC will respond to your questions in the order they were raised.

Total treatment costs

The following table shows the total amount (in dollars, excl GST) ACC has paid under Regulations for treatment costs for the last 10 years. Please note treatment costs include but are not limited to; treatment and services for doctors, hospital treatment and surgery, nurse and dental treatment and counselling services.

Financial year	Expenditure (\$000s)
2003-04	719,425
2004-05	825,078
2005-06	935,284
2006-07	1,037,602
2007-08	1,182,393
2008-09	1,307,938
2009-10	1,241,044
2010-11	1,191,738
2011-12	1,207,850
2012-13	1,297,783

Discrepancy in data quoted in a parliamentary question of 10 December 2004, and that most recently provided to you by ACC

In order to ensure that the data ACC holds is as accurate as possible, the systems the Corporation has used to capture and record data have been developed, improved, and updated over time. While those system changes provide surety as to the accuracy of the data ACC holds, they also determine that we are unable to always replicate data that has previously been provided to the public. Unfortunately, that is the case with the data quoted in the parliamentary question of 10 December 2004. The reason for this is that to achieve this new level of accuracy, our current data systems often rely on search criteria and parameters that differ from those used previously.

Furthermore, owing to the significant software and hardware upgrades that have been required to achieve these improvements, ACC is unable to ascertain (with any degree of certainty) what criteria might have been applied in those earlier searches.

Having said that, given the improvements that have been made to the manner in which we extract data, ACC is confident that the data provided to you on 20 May 2014 is the most accurate available on the subject.

ACC is happy to answer your questions

Please contact me at, koleti.vae'au@acc.co.nz if you have any queries in relation to the information ACC has provided.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to:

The Office of the Ombudsman
PO Box 10152
Wellington 6143

Yours sincerely



Koleti Vae'au (Mrs)
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