

03 March 2022

Tracy Livingston

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Tēnā koe Tracy

Your Official Information Act request, reference: GOV-016627

Thank you for your email of 7 February 2022, asking for the following information under the Official Information Act 1982 (the Act):

1. *How many employees are currently processing ACC claims for covid vaccine injuries? I have seen your page showing hundreds of claims still waiting to be processed and that was just up until Oct 2021.*
2. *Please include all correspondence between Medsafe, MOH and ACC that discusses the issue of staffing numbers required to process covid vaccine injuries claims in a timely manner.*

ACC's response

Regarding your first question, ACC does not have specific employees that solely process COVID-19 related claims. ACC operates a number of cover assessment teams, comprising cover assessment staff that deal with a range of cover decisions such as general cover, treatment injury and hearing loss. As such, we are unable to provide you the information requested as it does not exist. This decision is made under section 18(e) of the Act.

Regarding your second question, there were no discussions between Medsafe, Ministry of Health and ACC, about staff numbers required to process Covid-19 vaccine injury claims. As such, we are unable to provide you the information requested as it does not exist. This decision is made under section 18(e) of the Act.

COVID-19 vaccine data and information available online

You can find up to date COVID-19 vaccine injury claims data on the ACC website here:

<https://www.acc.co.nz/assets/oia-responses/covid-19-vaccination-claims-refresh-february-2022-IPA5768.pdf>. This data includes a breakdown of COVID-19 vaccine injury claims, for claims lodged with ACC between 18 February 2021 (when New Zealand began COVID-19 vaccinations) and 5 February 2022. Please note that the data on the ACC website is updated on a monthly basis.

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