



02 December 2022

V. Roberts

fyi-request-21285-cdd71341@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-022287

Thank you for your email of 28 November 2022, asking for the following information under the Official Information Act 1982 (the Act):

I request the latest version of the 'Payments Outside Scope of Statutory Entitlements' policy, and any other associated decision making guidelines for payments in excess of \$2,000.

Payments Outside Scope of Statutory Entitlements (POSSE)

POSSE are made to clients when it is determined that there has been a serious service failure and the client has experienced a measurable financial loss because of ACC's actions.

A serious service failure must relate to ACC failing to do something that was a legislative requirement or an error in the way something was done. It does not include poor service or normal rectifiable human error. A serious service failure requires more than a simple omission or delay. It requires ACC to have fallen well below reasonable service standards. The client must be able to demonstrate that due to ACC's service failure they experienced a measurable financial loss.

The requested information is attached to this letter as Appendix 1

The appendix contains the following documents:

- Payments Outside Scope of Statutory Entitlements Policy
- Framework for determining POSSE compensation for non-financial loss

As staff names were not requested, they have been deemed out of the scope of your request and removed.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

Sara Freitag

Acting Manager Official Information Act Services
Government Engagement