



Office of Hon Nikki Kaye

MP for Auckland Central

Minister for ACC

Minister of Civil Defence

Minister for Youth

Associate Minister of Education

2015-58

Lee M

Sent via email: fyi-request-3313-7f33ff3c@requests.fyi.org.nz

Dear Lee M

On behalf of Hon Nikki Kaye, Minister for ACC, I acknowledge receipt of your email dated 3 November 2015 requesting the following:

1. Does the ACC put claimants on a so called "communication plan"?
2. Does the ACC Act, regulations, policies, procedures and/or guidelines provide for the ACC putting claimants on a so called "communication plan"?
3. If the answer to the abovementioned question is "no", then why is there is no statutory or internal policies, procedures and/or guidelines that provide for the ACC putting claimants on a so called "communication plan", and, what safeguards are in place that would prevent a claimant from being frivolously and/or vexatiously put on a so called "communication plan"?
4. How many ACC claimants were put on a so called "communication plan" in the 10 years between 2005 and 2015 (the latter to-date)?
5. If the ACC cannot answer the abovementioned question because - for instance - it does not collect such data, then why does it not collect such data?
6. If the ACC does put claimants on a so called "communication plan", Is there any statutory review and/or appeals process from such an administrative decision? If not, why not?
7. In the ACC's experienced opinion, what claimants would most likely be put on a so called "communication plan" if the ACC does this, and what are the more common reasons for putting claimants on a so called "communication plan" if the ACC does this?

8. If the ACC does put claimants on a so called "communication plan" it would surely need to have good cause and reason to do this. I would like to know, if the ACC does put claimants on a so called "communication plan", whether the ACC has identified any particular cause/s and reason/s for doing this, and, what alternatives - if any - have been considered and explored by the ACC that would see the ACC instead fostering a more positive and understanding relationship with claimants (rather than annoying, frustrating and even angering claimants by putting them on a so called "communication plan" if the ACC does this, and, which logically speaking could only cause a break down in mutual trust, respect, understanding and participation which are critical between the ACC and claimants)?

9. Does the ACC think it is the highest practicable standard of service and fairness to put ACC claimants on a so called "communication plan" if it does do this?

10. Do claimants put on a so called "communication plan" if the ACC does this, have their records and files held by the ACC flagged or otherwise uniquely identified to indicate that they are or have been (in the past) put on a so called "communication plan"? If so, how do claimants access a copy of such a record?

Minister Kaye does not hold the information you have requested. Pursuant to s14(b)(ii) of the Official Information Act I am transferring your information request to the Accident Compensation Corporation for a direct response.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Vicky Holmes', with a stylized flourish at the end.

Vicky Holmes
Private Secretary (ACC)