



07 May 2026

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Kia ora Spencer

Your Official Information Act request, reference: GOV-046854

Thank you for your emails of 18 March 2026, asking for various information regarding ACC's dealings with Veterans Affairs, under the Official Information Act 1982 (the Act).

I have responded to each of your questions from your two emails (FYI refs: 34142 and 34144) in turn.

Request 1 – FYI ref: 34142 (ACC information sharing with Veterans' Affairs under AISA 2024)

1. Records of information sharing

All records of personal or claim-related information shared by ACC with Veterans' Affairs New Zealand under the Approved Information Sharing Agreement (AISA) authorised by the Privacy (Information Sharing Agreement Facilitating Services for Veterans and Other Claimants) Order 2024, including:

- *Dates of sharing*
- *Categories of information shared (e.g. entitlement status, impairment assessments, claim details)*
- *Purpose of sharing (as recorded)*

ACC does not record whether a client is a Veteran. Any individual client information shared with Veterans' Affairs New Zealand (VANZ) would have to be manually searched for. We are refusing this part of your request as extracting the data would require us to manually read through all individual claim files, requiring substantial collation and research. This decision has been made under section 18(f) of the Act.

In making this decision, we considered extending our timeframe to respond and charging (as allowed under the Act). However, we determined that neither of these options would enable us to grant your request. Due to the resources required, the impact on the everyday functions of the teams involved in gathering the information requested would still be too great.

2. Operational use of shared information

Any records showing how information shared with Veterans' Affairs has been used by ACC, including:

- *Internal guidance, policies, or procedures relating to use of Veterans' Affairs information*
- *Any documented cases, examples, or summaries where shared information influenced ACC decisions*

Please find attached as Appendix 1 Our Veterans' affairs Policy.

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

We have interpreted the second part of your request for 'documented cases, examples, or summaries' as being cases used as an example in guidance material or processes, as a reference for ACC staff. However, we do not hold such information. We are therefore refusing this part of your request on this basis, under section 18(g) of the Act.

3. Decision-making logs / audit records

Any logs, audit trails, or system records showing:

- *When information received from Veterans' Affairs was accessed or used*
- *The decision context in which it was used (e.g. entitlement, rehabilitation, permanent impairment)*

We are refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

4. Fraud detection / anomaly identification.

All documents relating to the use of Veterans' Affairs data in:

- *Fraud detection*
- *Risk assessment*
- *Anomaly identification*
- *Cross-agency verification processes*
- *This includes policies, internal reports, briefing papers, or evaluation documents.*

ACC's Fraud Prevention and Investigation team does not use data from Veterans' Affairs. We are refusing this part of your request, as the information does not exist. This decision has been made under section 18(e) of the Act.

5. Implementation documentation

All documents relating to ACC's implementation of the AISA, including:

- *Internal briefings*
- *Operational procedures*
- *Data-sharing protocols*
- *System or process design documents*

ACC has a working relationship with Veterans Affairs NZ. This includes being a party to the Veterans' Affairs Information Sharing Agreement. You can read more about this agreement here: www.veteransaffairs.mil.nz/about-veterans-affairs/our-programmes/aisa/

Request 2 - FYI ref: 34144 (Cross-agency coordination between ACC and Veteran Affairs)

1. Cross-agency coordination structures

All documents relating to coordination between ACC and Veterans' Affairs New Zealand, including:

- *Working groups*
- *Steering groups*

- *Inter-agency committees*
- *Joint governance arrangements*

We are refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

2. Fraud detection/integrity programmes

Any documents relating to cross-agency:

- *Fraud detection*
- *Integrity assurance*
- *Risk assessment*
- *Data matching or verification activities involving both ACC and Veterans' Affairs*

As noted above (question 4, ref: 34142), ACC's Fraud Prevention and Investigation team does not use data from Veterans' Affairs. We are also refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

3. Shared analytics or reporting

All documents describing or containing:

- *Shared reporting dashboards*
- *Referral tracking systems*
- *Data analysis outputs involving both agencies*
- *Performance or monitoring reports relating to AISA use*

We are refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

4. Data-sharing governance

Any Memoranda of Understanding, agreements, or governance documents beyond the AISA that relate to:

- *Data sharing*
- *Information use*
- *Joint-decision making*

We are refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

5. Evaluation or review documents

Any reviews, audits or evaluations of:

- *The effectiveness of the AISA*
- *Cross-agency information sharing between ACC and Veterans' Affairs*
- *Outcomes or impacts of shared data on decision-making*

We are refusing this part of your request, as the information does not exist or, despite reasonable efforts to locate it, cannot be found. This decision has been made under section 18(e) of the Act.

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

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

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

A handwritten signature in black ink that reads "N Judd". The signature is written in a cursive style with a large, stylized 'N'.

Nicky Judd

Manager Official Information Act Services

Government Engagement