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OIA-2026-5720

14th April 2026

Spencer Jones

fyi-request-34143-fb58970b@requests.fyi.org.nz

Dear Spencer Jones

I refer to your request of 18 March 2026, under the Official Information Act 1982 (OIA), seeking the following information in relation to the use of ACC information by Veterans' Affairs (VA):

1. *Use of ACC-provided information*

All documents describing how information received from ACC under the Approved Information Sharing Agreement (AISA) is used in:

- *Determining eligibility under the Veterans' Support Act 2014*
- *Entitlement decisions*
- *Impairment assessments or related evaluations*

Operational procedures for specific organisations are in development. Some entitlements available from VA under the Veterans' Support Act 2014 are also provided by ACC, although the rates of payment from VA are typically higher. Where a claimant may have received an ACC entitlement previously, VA may seek confirmation of this from ACC, as well as information about what payments may have been provided, in order to determine the correct rate of payment from VA. This is undertaken after receipt of a completed consent form¹.

2. *Internal guidance and interpretation*

All internal guidance, manuals, policies, or instructions relating to:

- *Interpretation of ACC entitlement information*
- *Use of ACC permanent impairment assessments (including AMA Guides outputs if referenced)*
- *Weight given to ACC decisions in Veterans' Affairs processes*

3. *Decision-making application*

Any documents, case summaries, or internal reports showing:

- *How ACC data has been applied in actual decision-making*
- *Whether ACC impairment assessments are relied upon, modified, or independently reassessed*

Please provide anonymised examples where necessary.

¹ <https://www.veteransaffairs.mil.nz/assets/Forms/Personal-Information-and-Consent-form.pdf>

VA does not use information provided by ACC in the manner you have described. These parts of your request are declined in accordance with section 18(e) of the OIA because the requested information does not exist. Any impairment assessments that are required will be undertaken separately.

4. *Data handling and access*

Any documents describing:

- *How ACC data is received, stored, and accessed within Veterans' Affairs systems*
- *Whether access is manual, batch-based, or automated*

VA has no batch-based or automated process. As noted above, VA may seek confirmation from ACC of previous entitlements and associated payments. Any such information is stored securely within the VA client management system, as with any other personal or medical information received relating to a veteran or their claim.

5. *Implementation of AISA*

All documents relating to the implementation of the AISA within Veterans' Affairs, including:

- *Briefings*
- *Operational procedures*
- *Data-sharing workflows*
- *Training materials*

I refer you to the response of 7 April 2026, OIA-2026-5702.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF