

14 October 2016

Mr Anthony Jordan
fyi-request-4630-9606dd3d@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act request

Thank you for your request of 19 September 2016, asking for the following information under the Official Information Act 1982:

- a. *Please provide Evidence based practices and research used by the ACC to assist in Prevention Care and Recovery since 2006.*
- b. *Please provide Evidence based practices and research used by the ACC to assist in identifying and accepting claimants initial claim for potential ongoing entitlements since 2006*

On 22 September 2016 we wrote to you asking that you clarify your request as we were unable to identify the specific information you were seeking. You responded on 23 September 2016 by elaborating on your request for the following information:

- a. *The Corporations duty to Prevent Care and Recover a claimant where injuries(s) are concerned. What information is used to make decisions etc ie is there an information bundle, website etc that staff access to make decisions where concussion/mtbi is concerned?*
- b. *What does the Corporation use in the way of education and awareness material to assist them to accept a claim where Concussion/mTBI is concerned?*

We have interpreted your request to encompass ACC's policies and processes when assessing a claim for cover and/or treatment, in relation to concussion and mild traumatic brain injury.

Response

Cover criteria for physical injury

The process ACC follows to determine cover for concussion is the same as for any claim lodged for a physical injury. The claim may be registered initially as being related to unconsciousness or loss of consciousness. The claim may then be accepted with a diagnosis of 'concussion'. Once the claim is accepted medical evidence will be reviewed to ascertain if a traumatic brain injury can be diagnosed, where appropriate. Staff also have access to clinical advisors who assist with complex cases.

Guidelines for Concussion and/or TBI

Please find enclosed information available to ACC staff relating to policy and process for dealing with clients who have suffered a concussion and/or traumatic brain injury.

This includes:

- Cover criteria for physical injury
- About traumatic brain injury
- Managing Traumatic Brain Injury Residential Rehabilitation service
- Concussion service
- Concussion service responsibilities
- Concussion Service eligibility
- Concussion Service exclusions
- Concussion Service assessment and treatment
- Concussion Service client non-attendance
- Concussion Service completion
- Concussion service timeframes
- Training for independence services

Please note, that individual staff names have been withheld from these documents to protect their privacy, in line with section 9(2)(a) of the Act. We have also been unable to identify why the release of this information would be in the public interest.

With regard to operational guidelines, this information is publicly available and can be found on ACC's website; such as Concussion Service – Operational Guidelines 2015; Traumatic Brain Injury: Diagnosis, Acute Management and Rehabilitation: <http://www.acc.co.nz/for-providers/contracts-and-performance/operational-guidelines/index.htm> and <http://www.acc.co.nz/about-acc/research/evidence-based-healthcare-reports/index.htm>.

Queries and concerns

If you have any questions about the information provided, ACC will be happy to work with you to answer these. You can contact us at GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

You have the right to complain to the Office of the Ombudsman about our decision to withhold some of the information. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

Senior Advisor, Government Services