

7 April 2017

Mr Karl Bloxham
fyi-request-5611-6f5a12f4@requests.fyi.org.nz

Dear Mr Bloxham

Official Information Act Request

We refer to your email of 25 March 2017.

Your request

You asked for the following information under the Official Information Act 1982 (the Act):

Do all forms which are completed on a claim file bear a coding example: ACC18, ACC6233,

If not, what forms that dont have this ACC.. code., example Individual Rehabilitation Plan, what are they called and used for. What is the reason for these form numbers to either have two, three or four digits after The ACC....

Are their different versions of a form used on a claim with the same title and are required to be completed at varing stages of claim

Our response

All ACC forms (as well as reports, booklets, fact sheet and brochures) are assigned a unique identification number at the time of creation.

Although all forms have an identification number, this number is not necessarily visible on the form. For example, the ACC091 Individual Rehabilitation Form is labelled as such in ACC's claims management system, but the identification number does not always appear on the printout of the form itself.

Numbers are assigned sequentially, therefore a form with a two digit number sequence will have been created a number of years before one with a four digit number sequence.

From time to time, a form may be updated, but its identification number will remain the same. Consequently, a claim file may contain more than one version of the same form (for example, the ACC18 Medical Certificate) if that form is updated during the period that the claim is active.

Some forms are also designed to be completed in stages to document a client's progress. In these cases, a new copy of the form (containing additional client information) is uploaded to our system at each stage.

Queries or concerns

If you have any questions about the information provided, ACC will be happy to work with you to answer these. Please address any concerns by emailing 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. 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
Government Services