

Ref: 0051121

11 January 2018

Ms N Wihongi  
[fyi-request-6971-a27ec17a@requests.fyi.org.nz](mailto:fyi-request-6971-a27ec17a@requests.fyi.org.nz)

Dear Ms Wihongi

### Official Information Act Request

Thank you for your request of 8 December 2017, asking for the following information under the Official Information Act 1982, (the Act):

*All guidelines, policies and procedures in relation to Social Rehabilitation – ACA 2001, Schedule 1, clauses:*

- 13 *Aids and appliances*
- 14 *Attendant care*
- 17 *Home help*
- 18 *Modifications to home: matters to which Corporation must have regard*
- 21 *Transport for independence: matters to which Corporation must have regard*

#### Our response

ACC's intranet contains a section called CHIPS, a computer-based system, which is the single source of policies, processes and guidance information for ACC staff working with clients. We are providing you with sections from the intranet relevant to your request. A schedule list of documents is attached to this response.

We have withheld staff names from the documents under section 9(2)(a) of the Act, as there is a need to protect the privacy of natural persons. ACC has carefully considered whether there are reasons why it is desirable, in the public interest, to make the information available. ACC is of the view that maintaining an individual's privacy outweighs any public interest in making the information available.

#### Queries or concerns

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing [GES@acc.co.nz](mailto:GES@acc.co.nz) or in writing to *Government Engagement and Support, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. 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 Engagement and Support**

Encl: *Document schedule*

## List of Documents

<b><i>Aids and Appliances</i></b>
What is an aid or appliance
When to provide an aid or appliance
Providing personal alarms
Injury-related increased electricity charges
Requesting high cost aids and appliances
Managing aid or appliance request
Assessing a client's increased electricity charges
Guide and assistance dogs
Managed rehabilitation equipment service
Artificial limbs (Artificial Limbs Service)
Types of visually impaired rehabilitation services
Overseas claims
<b><i>Attendant Care</i></b>
Purpose of attendant care
Attendant care
When to provide attendant care
Types of attendant care
Supervisory care
Overnight care
Relief care
Providing attendant care overseas
Attendant care payments
<b><i>Home Help</i></b>
Purpose of home help
Home help
When to provide home help
<b><i>Modifications to home</i></b>
Housing modifications – (purpose of)
Housing modifications
Further housing modifications

Guidelines for engaging with the client
Guidelines for managing the housing modification (clients use own architect or builder)
Decision-making help for case owners
Arranging a housing modification assessment
Arranging minor housing modifications
Arranging standard/complex housing modifications
Arranging the installation of pre-made standard length grab rails
Timeframes
<b><i>Transport for independence</i></b>
Transport for independence
Transport for independence (purpose of)
Assessments
Transport for independence options
Funded transport
Driver licences
Driver licence retraining
Vehicle modification
Transport for Independence for children
Vehicle grants
Completing a transport needs assessment
Arranging vehicle modifications