

24 May 2013

Gladys Webster
fyi-request-851-fc4f2b10@requests.fyi.org.nz

Dear Ms Webster

Official information request

I refer to your request of 5 May 2013, asking for the following information under the Official Information Act 1982 (the Act).

*Please provide the numbers of claims that applied for any entitlements from the Sensitive Claims unit over the past 5 years 2008-2013
 The number of claims accepted by the sensitive claim unit over the same time period successful for treatment only or weekly compensation (ERC) only or both treatment and weekly compensation in table form.*

ACC does not specifically record the number of applications received for an entitlement. This level of detail is not captured and would require reviewing individual claim files. Therefore, ACC declines this request as it would involve substantial collation or research. This decision is made pursuant to section 18(f) of the Act.

The following table shows the number of sensitive claims receiving treatment and/or weekly compensation, by financial year, as at 9 May 2013.

Entitlement type	Number of claims					
	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Weekly Compensation	471	482	492	378	371	356
Treatment	15,627	15,849	10,734	10,734	10,095	9,199

Please Note:

- Treatment includes all primary care services (eg counselling, GP, physiotherapy, hospital (including public) and dental)
- Treatment figures also include counselling support sessions on declined claims
- The same claim(s) may be in receipt of both entitlement types in each of the financial years.

Please contact me on anna.mildenhall@acc.co.nz if you have any questions regarding this letter.

If you're still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman
P O Box 10 152
WELLINGTON 6143

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anna Mildenhall', with a horizontal line underneath it.

Anna Mildenhall
Senior Advisor, Government Services