

23 July 2013

Acclaim Otago  
Fyi-request-961-fecd2ec7@requests.fyi.org.nz

Dear Acclaim Otago

### Official Information Request

Thank you for your request of 26 June 2013, asking for a copy of the survey referred to in the story on Campbell Live.

The survey report is 135 pages long and is available in a hardcopy. If you are able to provide me with a mailing address I will post a copy to you. My email address is [hugh.mcilraith@acc.co.nz](mailto:hugh.mcilraith@acc.co.nz). In the copy of the survey released, ACC will withhold the names of some individuals to protect their privacy pursuant to section 9(2)(a) of the Act.

The figures used in the Campbell Live segment do not accurately represent the proportion of ACC clients who have received a Ministry of Social Development (MSD) benefit after leaving the scheme. The survey that the figures came from was a voluntary phone survey undertaken by 772 claimants, 526 of whom were non-earners (ie people who were not in the paid workforce, immediately preceding their injury). The figure Campbell Live used was based on a selective sample of those who responded to the survey, as it only included long-term ACC clients and non-earners, some of whom (36 per cent) felt they had been prematurely discontinued help and support.

ACC and MSD have undertaken data-matching to ascertain how many ACC claimants go on to receive a MSD benefit. Since 2001, on average, approximately 5 per cent of ACC claimants received a MSD benefit immediately after leaving the ACC scheme. This is usually the result of non-injury related factors that prevent clients from returning to the workforce or full independence.

ACC is happy to answer your questions. Please contact me if you would like to talk about the information provided.

If you're unhappy with this 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

A handwritten signature in black ink, appearing to read 'H McIlraith', written in a cursive style.

Hugh McIlraith  
**Advisor, Government Services**