



14 November 2023

Anon

[fyi-request-24451-f72726a3@requests.fyi.org.nz](mailto:fyi-request-24451-f72726a3@requests.fyi.org.nz)

Kia ora Anon

**Your Official Information Act request, reference: GOV-028561**

Thank you for your email of 24 October 2023, asking for information about claim lodgement under the Official Information Act 1982 (the Act). I will respond to each of your questions in turn:

**(1) Instructions on how a claimant (person who experiences a personal injury, from an accident) lodges a claim with ACC.**

**(3) A copy of the form that must be completed in order for a claimant to lodge a claim.**

**(4) The web-address where members of the public can find the information described in (1)-(3) above.**

A claimant cannot lodge a claim with ACC directly. Therefore, these parts of your request are refused under section 18(e) of the Act as the information does not exist.

A claim is lodged by a health provider as per the information provided in our email of 16 October 2023. As you have noted, the page titled "Receive and input manual claim" is for internal staff only and is used when an internal staff member recognises that a new claim should be lodged. If, for example, a claim was lodged as a personal injury caused by an accident, but ACC recognises it is a work-related gradual process injury.

**(2) A list of people who may lodge a claim on behalf of the claimant (e.g., claimant, spouse, parent, advocate, lawyer, or health professional).**

An authorised representative can sign an ACC45 on behalf of a client. However, as above, a claim must be lodged by a provider and cannot be lodged by an authorised representative.

**As this information may be of interest to other members of the public**

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

**If you are not happy with this response**

you can contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

Sara Freitag

**Acting Manager Official Information Act Services**  
Government Engagement