

24 March 2016

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Dear Mr Lawson

### Official Information Act Request

Thank you for your two emails containing requests for the same information received 25 February 2016.

We have treated these emails as requests under the Official Information Act 1982 (the Act).

Your questions and our corresponding responses are set out below. Due to the similarity in subject matter, some of your questions have been grouped for response. The wording from your specific requests is set out in ACC's response, written in *italics*.

#### Request One

*"...all Accident Compensation Corporation Policy processing, legislative, training and computer/software flow charts, and or documentation/manuals that are associated with and detail the following process;-*

*a) the registering of a new ACC 45 claim via the Accident Compensation Corporation for an ACC claimant who is still on a current Individual Rehabilitation Programme for an prior claim, and the manner, and time frame from when the new claim is electronically or manually registered by ACC or a GP, until when and in which means the claimant's case manager is alerted to this new claim....."*

#### Response to Request One

Attached are copies of:

- Policy – Lodgement & registration of new claims
- Process – Lodging, registration and 'dealing with' claims
- Reference material (such as checklists)

This is all of the official information held by ACC in respect of training manuals/procedural documentation associated with lodging and registering a new ACC 45 claim (form). The attached material also deals with situations where a new claim is lodged for an ACC claimant, who is still on a current Individual Rehabilitation Programme for an prior claim – including the manner, and time frame from when that new claim is electronically or manually registered by ACC or a General Practitioner, until when and by what means the ACC claimant's case manager is alerted to the existence of this new claim.

**Request Two**

*"...all Accident Compensation Corporation Policy processing, legislative, training and computer/software flow charts, and or documentation/manuals that are associated with and detail the following process;-*

*.....*

*b) all OIA information that shows the process how and when following the new electronic claim registration, an automatically, or manually generated automatic notification is forwarded to the claimant's case manager who is supervising the claimant through their IRP programme, and by what means this information is advised to the claimant's case manager? "*

**Response to Request Two**

Please refer to our response to Request One above.

Of note, when a new claim is lodged, a notification in ACC's Eos alerts any claimant's current case manager by raising a flag in situations where that claimant is already undertaking an Individual Rehabilitation Programme. This notification process also works the other way – in that when a new claim is lodged, a flag notifying the fact of an existing active claim is raised.

**Questions or concerns about ACC's response**

If you have further questions, contact us by email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You have the right to make a complaint to the Office of the Ombudsman regarding our response. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

**Government Services**