

24 February 2020

David Lawson

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Tēnā koe David

**Your Official Information Act request, reference: GOV-003603**

Thank you for your email of 03 February 2020, asking for the following information under the Official Information Act 1982 (the Act):

1. *It would be appreciated if you could supply me a copy of the ACC2222 Remote Claims Unit referral form first used, and copies of all the iterations that have been updated through to present.*
2. *I note that the Wellington Central Branch and the Remote Claims Unit have now been amalgamated into the Te Ara Tika Unit....please confirm as to whether the ACC2222 Remote Claims Unit referral form will continue to be used unchanged or a separate form is now being rebranded and used. If a new form is being used please supply me with a copy of the new equivalent form of the old ACC2222 Remote Claims Unit referral form.*
3. *Since claimants have been discriminatively selected to be transferred to Wellington Central Branch, please supply a copy of the equivalent referral form as to the ACC2222 Remote Claims Unit used for the RCU that ACC staff use for the referral and transference to the Wellington Central Branch since inception of said branch.*
4. *Please supply copies of all other selective criteria and forms that an ACC staff member was required to complete to facilitate a claimant into the Wellington Central Branch.*
5. *Likewise since claimants were discriminatively selected to be transferred to the RIS branch please supply a copy of the equivalent referral form as to the ACC2222 Remote Claims Unit used for the RCU that ACC staff use for the referral and transference to the historical RIS team.*
6. *Please supply copies of all other selective criteria and forms that an ACC staff member was required to complete to facilitate a claimant into the RIS Unit when it was functional.*
7. *Please supply copies of all other selective criteria and forms that an ACC staff member is required to complete to facilitate a claimant into Te Ara Tika Unit.*

**The ACC2222 form**

Please find attached a copy of the ACC2222 form ACC staff use to refer clients to the Remote Claims Unit. This is the current form and is the only version of the form that has existed.

**Te Ara Tika**

The Wellington Central Branch is also known as Te Ara Tika. The Remote Claims Unit and Wellington Central Branch have not been amalgamated.

**The Wellington Central Branch forms and criteria**

For a client to be transferred to the Wellington Central Branch, they must meet a high threshold of unreasonable demands on staff time, this could include for example, repeated frivolous requests or complaints or correspondence of a confrontational matter. This is not an exhaustive list.

Please find attached a copy of the ACC6267 form ACC staff use to transfer clients to the Wellington Central Branch. This is the current form and is the only version of the form that has existed.

The only other form used is ACC29, File summary and overview. This form is used whenever a claim is transferred to another branch.

As no other selective criteria or forms exist to transfer a client to Te Ara Tika, we are therefore refusing question 7 under section 18(e) of the Act.

### **The Recover Independence Service**

As we explained in our official information response to you dated 6 March 2017, the criteria for being part of the Recover Independence Service (RIS) was the client had to have been out of the workforce for at least 912 days.

There was no specific referral form staff completed prior to a client being referred into RIS.

As such, we are refusing this part of your request under section 18(e) of the Act, as the information does not exist.

As you are aware the RIS was disestablished in mid-2013. Your previous request can be found through [www.fyi.org.nz/request/4922-request-for-official-information-re-acc-s-recover-independence-service-s-units#incoming-17514](http://www.fyi.org.nz/request/4922-request-for-official-information-re-acc-s-recover-independence-service-s-units#incoming-17514).

### **How to get in touch**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

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