

03 March 2020

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Tēnā koe David

Your Official Information Act request, reference: GOV-003600

Thank you for your email of 03 February 2020, asking for information under the Official Information Act 1982 (the Act). We are responding to each question in turn below.

Reviews

1. *Please provide to me the updated figures for the 2018/19 Financial year, the above Table 1 for both the Remote Claims Unit and the Wellington Central Branch*

Table 1: Number of reviews sent to an external reviewer where the claim is managed by the Remote Claims Unit or Wellington Central Branch

Branch	2015/16	2016/17	2017/18	2018/19
Remote Claims Unit	39	36	42	48
Wellington Central Branch	82	39	79	94

Not all review applications proceed to a formal review hearing as they may be resolved through discussion, mediation or conciliation. Review applications that are resolved prior to a formal review hearing are captured in the withdrawn/settled category in Table 2 below.

2. *For each of the financial years at year end please provide the percentage of reviews that had been completed within that year and were 1) won by the claimant, settled in the claimants favour, 3) settled in the Corporations favour, and or won by the Corporation Please provide figures for the Remote Claims Unit and the Wellington Central Branch separately. 2015/16, 2016/17, 2017/18, 2018/19*

Table 2: Review hearing outcomes as a percentage for claims managed in the Remote Claims Unit and Wellington Central Branch, and for the rest of ACC

Branch	Review outcome	2015/16	2016/17	2017/18	2018/19
All others	In favour of ACC	38%	38%	37%	32%
	In favour of clients	16%	18%	19%	18%
	Modified	1%	1%	0%	0%
	Withdrawn/Settled	45%	43%	44%	50%
Remote Claims Unit	In favour of ACC	55%	54%	57%	68%
	In favour of clients	8%	23%	11%	7%
	Modified	0%	3%	0%	2%
	Withdrawn/Settled	37%	20%	32%	23%
Wellington Central Branch	In favour of ACC	82%	67%	56%	66%
	In favour of clients	5%	5%	18%	15%
	Modified	3%	0%	2%	1%
	Withdrawn/Settled	10%	28%	24%	18%

The above data is based on the date the review outcome was determined.

Modified review outcomes occur when a review hearing decision modifies ACC’s initial review hearing decision. The reviewer can decide to modify ACC’s original decision or parts of the decision subject to review. Please note that we would need to perform a search of individual claim files to determine what the modification was.

- For each of the financial years at year end please provide the numbers of reviews that the corporation had appointed legal counsel to represent ACC, please reflect this both numerically as a total and also as a percentage of all persons at review within each unit at year end. Please provide figures for the Remote Claims Unit and the Wellington Central Branch separately. 2015/16, 2016/17, 2017/18, 2018/19

Table 3: Claims that ACC paid legal costs on, following a review application being lodged

Branch grouping	2015/16	2016/17	2017/18	2018/19	2015/16	2016/17	2017/18	2018/19
	Number of claims				Percentage of claims			
All others	161	211	283	163	2.6%	3.4%	3.8%	2.1%
Remote Claims Branch	32	31	25	48	80%	79%	68%	86%
Wellington Central Branch	52	35	42	71	84%	81%	76%	68%

The above count is by the financial year the review outcome was determined. Reviews without a review outcome, as at 17 February 2020, have not been included.

Remote Claims Unit

- For each of the following financial years please advise the number of persons who remained in the Remote Claims Unit as at the end of each financial year. 2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 4: Clients in the Remote Claims Unit at the end of each financial year

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients in RCU (active on 30 June)	105	146	148	154	156

This table only includes clients with active claims being managed in the Remote Claims Unit (RCU) as at the last date of each financial year.

- For each of the following financial years please advise the total number of persons who had been transferred into the Remote Claims Unit within each financial year. 2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 5: Number of clients transferred into the Remote Claims Unit by year

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients transferred into RCU	126	210	188	206	1,981*

*ACC’s automated streaming of claims, introduced in 2018/19, has resulted in a significant increase in clients transferred into and out of the RCU and Wellington Central Branch (WCB) during the year, with the majority of these coming from the Next Generation Case Management (NGCM) stream.

However, the number of clients remaining in the RCU and WCB at the end of the 2018/19 financial year has not changed greatly compared to previous years, refer to Table 4.

Every new claim that is transferred to the RCU or WCB queue is manually reviewed to ensure it is appropriate for management in the RCU or WCB. If it is not appropriate for RCU or WCB management, the claim is moved to an appropriate unit.

Clients in this table are counted once, regardless of the number of times they are transferred in and out of the RCU.

6. *For each of the following financial years please advise which unit within ACC each of the persons who had been transferred into the Remote Claims Unit had been transferred from; 2014/15, 2015/16, 2016/17, 2017/18, 2018/19*

Table 6: Units from which clients have been transferred into the Remote Claims Unit

Transferred from	2014/15	2015/16	2016/17	2017/18	2018/19
NGCM	0	0	0	<4	1,926*
Dunedin Registration Centre	73	114	128	158	73
Actioned cases	22	31	19	23	24
RCU Actioned	20	38	13	24	17
Sensitive Claims	6	4	12	12	5
Tauranga Branch	7	10	4	<4	<4
Hawkes Bay Branch	4	5	<4	<4	0
Counties Manukau Branch	0	5	4	<4	<4
Palmerston North Branch	4	5	<4	<4	<4
Christchurch Branch	<4	<4	4	<4	<4
North Harbour Branch	0	<4	6	<4	<4
Hamilton Registration Centre	<4	<4	<4	<4	<4
Henderson Branch	<4	6	<4	0	<4
New Plymouth Branch	<4	5	0	<4	<4
Whangarei Branch	<4	<4	<4	<4	<4
Auckland Branch	<4	<4	<4	<4	<4
Dunedin Branch	<4	<4	<4	<4	0
Hamilton Service Centre	<4	4	<4	0	<4
Hutt Valley Branch	<4	<4	<4	<4	0
Rotorua Branch	<4	0	<4	<4	<4
Invercargill Branch	<4	<4	<4	<4	0
Wellington Short Term Claim Centre	0	<4	<4	<4	0
Dunedin Service Centre	<4	<4	<4	0	<4
Porirua Branch	<4	0	<4	0	4
Waikato Branch	<4	<4	<4	<4	0
Treatment Injury	<4	0	<4	0	<4
Wellington Central Branch	<4	0	<4	<4	<4
Alexandra Branch	<4	<4	<4	0	<4
Northern Short Term Claim Centre	<4	0	0	0	<4

Transferred from	2014/15	2015/16	2016/17	2017/18	2018/19
Auckland Short Term Claim Centre	<4	<4	<4	0	0
Nelson Branch	0	<4	<4	<4	0
Service Needs Assessment	0	<4	<4	<4	0
Southern Area Short Term Claim Centre	<4	0	0	0	<4
Timaru Branch	<4	<4	0	0	<4
Wanganui Branch	0	<4	0	0	0
Employer Centric Services	0	<4	<4	0	0
Gisborne Branch	<4	0	0	0	<4
Staff Claim Unit	<4	<4	0	0	0
Wellington Branch	0	<4	<4	0	0
Unknown	<4	0	0	0	0
Elective Services Unit	0	0	<4	0	0
Greymouth Branch	0	0	0	<4	0
Masterton Branch	<4	0	0	0	0
Northern Service Centre 22	<4	0	0	0	0

Clients in this table are counted once for each source unit they have been transferred from. If a client has been transferred in and out from multiple units, they may appear in the data more than once.

*Please see the explanation provided with Table 5 for the increase in the number of NGCM claims for 2018/19.

- For each of the following financial years please advise the total number of persons who had been transferred out of the remote Remote Claims Unit within each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 7: Number of clients transferred out of the Remote Claims Unit

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients transferred out of RCU	102	177	183	205	1,973*

Clients in this table are counted once, regardless of the number of times they are transferred in and out of the RCU.

*Please see the explanation provided with Table 5 for the increase for 2018/19.

- For each of the following financial years please advise where each person moved out of the Remote Claims Unit was transferred to within ACC, providing also the number claimants per ACC unit that were transferred out of the Remote Claims Unit as at the end of the financial year. Where a claimant was exited by the unit but not transferred to another unit within ACC please advise these numbers as at each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 8: Units clients have been transferred to

Transferred to from RCU	2014/15	2015/16	2016/17	2017/18	2018/19
Dunedin Registration Centre	13	21	8	12	1,010*
RCU Actioned	87	154	166	187	185
Actioned cases	4	4	<4	<4	481
Hamilton Registration Centre	<4	<4	8	10	337
Wellington Central Branch	<4	0	<4	<4	<4
Sensitive Claims	<4	0	0	<4	<4
Counties Manukau Branch	0	0	0	<4	<4
Dunedin Branch	0	0	<4	0	<4
Rotorua Branch	0	0	0	<4	<4
Christchurch Branch	0	0	<4	0	0
Dunedin Service Centre	0	0	0	0	<4
Treatment Injury	<4	0	0	0	<4
Auckland Short Term Claim Centre	0	<4	0	0	0
Employer Centric Services	0	0	0	0	<4
Hawkes Bay Branch	0	<4	0	0	0
New Plymouth Branch	0	0	0	<4	0
North Harbour Branch	<4	0	0	0	0
Northern Short Term Claim Centre	0	0	<4	0	0
Service Needs Assessment	<4	0	0	0	0
Wellington Short Term Claim Centre	0	<4	0	0	0
Whangarei Branch	0	0	<4	0	0

Clients in this table are counted once for each unit they have been transferred to. If a client has been transferred in and out from multiple units, they may appear in the data more than once.

*Please see the explanation provided with Table 5 for the increase in client numbers for 2018/19.

- For each of the following financial years please advise what the average time that each claimant had remained in the Remote Claims Unit, as at the end of each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 9: Average number of years a client is managed in the Remote Claims Unit

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Average years in RCU	4.25	3.72	4.02	4.44	5.07

This table only includes clients with active claims being managed in the RCU, as at the last date of each financial year.

- For each of the following financial year ends please provide statistics detailing the percentage of the total number of persons who are within the Remote Claims Unit whom have remained in the Remote Claims Unit for:

*Under 1 year, Between 1 and 2 years, Between 2 and 3 years, Between 3 and 4 years, Between 4 and 5 years, Between 5 and 6 years, Between 6 and 7 years, Between 7 and 8 years, Between 8 and 9 years, Between 9 and 10 years, Between 10 and 15 years, Between 15 and 20 years, Between 20 and 25 years, Between 25 and 30 years.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19*

Table 10: Number of clients managed in the Remote Claims Unit, by the number of years in the Remote Claims Unit

Years in RCU	2014/15	2015/16	2016/17	2017/18	2018/19
0 to 1 years	38	51	45	29	24
1 to 2 years	9	29	30	30	21
2 to 3 years	4	10	19	27	25
3 to 4 years	11	6	5	15	23
4 to 5 years	7	9	5	6	13
5 to 6 years	8	6	7	5	6
6 to 7 years	4	8	5	8	<4
7 to 8 years	4	4	7	6	7
8 to 9 years	<4	4	<4	6	5
9 to 10 years	5	<4	4	<4	5
10 to 15 years	12	11	8	8	13
15 to 20 years	<4	6	10	11	11

This table only includes clients with active claims being managed in the RCU, as at the last date of each financial year.

Wellington Central Branch

11. *For each of the following financial years please advise the number of persons who remained in the Wellington Central Branch as at the end of each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19*

Table 11: Clients with claims remaining in Wellington Central Branch at the end of each financial year

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients remaining in WCB	20	33	60	72	83

The WCB was established in the 2014/15 financial year. This table only includes clients with active claims being managed in the WCB, as at the last date of each financial year.

12. *For each of the following financial years please advise the total number of persons who had been transferred into the remote Wellington Central Branch within each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19*

Table 12: Number of clients transferred into Wellington Central Branch

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients transferred into WCB	22	45	71	73	107*

Please see the explanation provided with Table 5 for the increase in clients transferred to the RCU in the 2018/19 financial year. A similar situation has occurred for WCB clients.

13. For each of the following financial years please advise which unit within ACC each of the persons who had been transferred into the Wellington Central Branch had been transferred from; 2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 13: Units from which clients have been transferred into Wellington Central Branch

Transferred from	2014/15	2015/16	2016/17	2017/18	2018/19
Dunedin Registration Centre	<4	16	18	25	10
NGCM	0	0	0	<4	62*
Actioned cases	0	8	9	10	8
Sensitive Claims	0	0	<4	5	7
Christchurch Branch	<4	<4	4	4	<4
Wellington Short Term Claim Centre	0	0	7	<4	4
Hutt Valley Branch	0	<4	5	<4	<4
Service Needs Assessment	0	<4	0	5	5
Wellington Branch	<4	<4	<4	4	<4
Tauranga Branch	0	<4	<4	<4	<4
Nelson Branch	4	0	0	4	<4
Auckland Branch	<4	<4	<4	<4	<4
Counties Manukau Branch	<4	<4	<4	<4	<4
Dunedin Service Centre	0	<4	<4	<4	<4
Porirua Branch	<4	<4	<4	<4	<4
Hawkes Bay Branch	<4	<4	<4	0	0
Palmerston North Branch	0	<4	<4	<4	<4
Remote Claims Branch	<4	0	<4	<4	<4
WCB Actioned	0	0	0	0	6
Hamilton Service Centre	0	<4	<4	<4	0
New Plymouth Branch	<4	0	<4	<4	<4
North Harbour Branch	<4	<4	0	0	<4
Timaru Branch	0	<4	<4	0	<4
Treatment Injury	0	<4	<4	<4	0
Waikato Branch	4	0	<4	0	0
Dunedin Branch	0	0	<4	<4	<4
Rotorua Branch	0	0	<4	<4	<4
Hamilton Registration Centre	0	0	0	<4	<4
Henderson Branch	<4	<4	<4	0	0
Alexandra Branch	0	0	<4	0	<4
Gisborne Branch	0	0	<4	<4	0
Southern Area Short Term Claim Centre	0	<4	0	0	<4
Wanganui Branch	0	0	0	<4	<4
WellNZ Limited	0	<4	0	0	<4
Invercargill Branch	0	0	<4	0	0

Transferred from	2014/15	2015/16	2016/17	2017/18	2018/19
Masterton Branch	0	<4	0	0	0
Northern Short Term Claim Centre	0	0	0	0	<4
RCU Actioned	0	0	0	<4	0
Staff Claim Unit	0	0	0	<4	0
Third Party Administrator Support	0	0	0	<4	0
Whakatane Branch	0	0	0	<4	0

Clients in this table are counted once for each source unit they have been transferred from. If a client has been transferred in and out from multiple units, they may appear in the data more than once.

*Please see the explanation provided with Table 5 for the increase in NGCM claims for 2018/19.

14. For each of the following financial years please advise the total number of persons who had been transferred out of the remote Wellington Central Branch within each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 14: Number of clients transferred out of Wellington Central Branch

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Clients transferred out of WCB	5	33	50	63	104*

Clients in this table are counted once, regardless of the number of times they are transferred in and out of the WCB.

*Please see the explanation provided with Table 5 for the increase in client numbers for 2018/19.

15. For each of the following financial years please advise where each person moved out of the Wellington Central Branch was transferred to within ACC, providing also the number claimants per ACC unit that were transferred out of the Wellington Central Branch as at the end of the financial year. Where a claimant was exited by the unit but not transferred to another unit within ACC please advise these numbers as at each financial year
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 15: Units clients transferred to

Transferred to from WCB	2014/15	2015/16	2016/17	2017/18	2018/19
WCB Actioned	<4	17	31	37	59
Wellington Branch	0	8	16	18	33
Wellington Short Term Claim Centre	<4	4	0	<4	6
Actioned cases	0	<4	0	0	<4
Dunedin Service Centre	0	0	<4	<4	<4
Remote Claims Branch	<4	0	<4	<4	<4
Treatment Injury	0	0	0	0	<4
Hutt Valley Branch	0	<4	0	0	<4
Wanganui Branch	0	0	0	<4	0
Dunedin Branch	0	0	0	<4	0
Dunedin Registration Centre	0	0	0	0	<4

Transferred to	2014/15	2015/16	2016/17	2017/18	2018/19
Hamilton Service Centre	0	0	0	<4	0
North Harbour Branch	0	0	0	0	<4
Sensitive Claims	0	0	<4	0	0
Third Party Administrator Support	0	0	0	<4	0

Clients in this table are counted once for each unit they have been transferred to. If a client has been transferred in and out from multiple units, they may appear in the data more than once.

16. For each of the following financial years please advise what the average time that each claimant had remained in the Wellington Central Branch, as at the end of each financial year.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 16: Average number of years a client is managed in Wellington Central Branch

Financial year	2014/15	2015/16	2016/17	2017/18	2018/19
Average years in WCB	0.10	0.85	1.20	1.76	2.20

The WCB was established in the 2014/15 financial year. As a result, no clients currently managed in the WCB have been there for more than five years.

This table only includes clients with active claims being managed in the WCB, as at the last date of each financial year.

17. For each of the following financial year ends please provide statistics detailing the percentage of the total number of persons who are within the Wellington Central Branch whom have remained in the Wellington Central Branch for:
Under 1 year, Between 1 and 2 years, Between 2 and 3 years, Between 3 and 4 years, Between 4 and 5 years, Between 5 and 6 years, Between 6 and 7 years, Between 7 and 8 years, Between 8 and 9 years.
2014/15, 2015/16, 2016/17, 2017/18, 2018/19

Table 17: Number of clients managed in Wellington Central Branch, by the number of years in Wellington Central Branch

Years in WCB	2014/15	2015/16	2016/17	2017/18	2018/19
0 to 1 years	20	14	32	21	21
1 to 2 years		19	12	26	19
2 to 3 years			16	10	21
3 to 4 years				15	10
4 to 5 years					12

No clients currently managed in the WCB have been there for more than five years. This table only includes clients with active claims being managed in the WCB, as at the last date of each financial year.

Notes on the data provided

The data was extracted on 17 February and may differ if run at a later date. It is provided in financial years, a financial year being 1 July to the following 30 June.

ACC takes privacy seriously

ACC does not generally disclose data on claims where the number is fewer than four. Accordingly, in the data provided we have used <4 where the claim count is between one and three. This limits the potential for particular individuals or matters specific to certain individuals being identified. This decision is made under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these individuals.

18. *Please advise what external government and or independent agencies have audited the Wellington Central Branch and the Remote Claims Unit for compliance with the Bill of Right Act 1990 in the treatment of their clients and their clients timely eligibility to have access to the covers and entitlements offered to them within the timeframes permitted by the ACC Act 2001, and the Human Rights Act 1993 and the Code of Health and Disability Consumers Rights Regulations 1996.*

Please advise how many times since each branch/unit was incepted they have been audited, and the years and month that each audit occurred ad who the oversite agency was.

No external government or independent agencies have audited the RCU or WCB for compliance with the Bill of Rights Act 1990, Accident Compensation Act 2001, Human Rights Act 1993 or the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996.

How to get in touch

If you have any questions, you can email me at 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 or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Acting Manager Official Information Act Services
Government Engagement & Support