

11 March 2020

David Lawson

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Tēnā koe David

**Your Official Information Act request, reference: GOV-003765**

Thank you for your email of 13 February 2020, asking for the following information under the Official Information Act 1982 (the Act):

*I respectfully request a copy of ACC's policy with respect to all aspects of how ACC and their staff handle review applications submitted to the Corporation from the time that they have been received through to the completion of the duties of ACC employees in managing this process. Please provide me a copy of the policy that was in effect at 1st July 2018 and any iterations that have been introduced through to present.*

*Please ensure it outlines what duties are expected and also confirms the expected timeframe a client from ACC per ACC's policy is supposed to receive an acknowledgement from the Corporation that their application for review of an ACC decision, or their lack to have made a decision, has been received by the Corporation after the client has forwarded their application by email, by post, and or hand delivered.*

*I also request confirmation as to when a review number is allocated to a clients application for review through this process.*

**Review processes are attached**

Since June 2019, we have been migrating our claims management processes and policies from CHIPS to Promapp, our new information reference site for managing claims.

The review processes relevant to your request are attached, and include process pages from both CHIPS and Promapp.

**CHIPS processes since 1 July 2018**

The CHIPS processes we are providing you are listed in the appendix, which includes details about all the changes made to these processes since 1 July 2018. As you will note, the changes were limited to new letter templates and name changes.

We are providing you with the final versions of these, before they were removed from the CHIPS intranet site on 5 July 2019.

**Promapp processes since June 2019**

ACC revised its review-related processes in 2019. These revised processes were published on Promapp from 21 June 2019, and include the following:

- Accept or Decline Late Review Application
- Close Review
- Complete Background Review
- Conduct Initial Customer Contact
- Create Bulk Print and Send CIT Task
- Implement Resolution Outcomes

- Prepare and Attend an Alternative Dispute Resolution (ADR)
- Prepare and Attend Case Conference (CC)
- Prepare and Lead an Internal Resolution Consultation (IRC)
- Receive, Log and Allocate Review Application
- Refer to Legal Services for external counsel

We are not providing you with every iteration of the above processes. In making this decision, we note the following:

- A new version of a process is created when any change has been made. This includes very small amendments, such as spelling corrections or minor formatting changes, as well as more substantive changes. Due to this, there are very many new iterations of some processes. For the 11 review-related processes, there has been a total of 162 iterations since they were published in June last year.
- We do not have a straightforward way to identify substantive changes to processes over a period of time. The only effective way to see changes, is by looking at individual entries in change logs and comparing one version of a process to the next.
- We are not currently able to print earlier versions of processes directly from Promapp.

As such, we are refusing your request for every iteration of the above processes, as to collate this information would require substantial manual collation and research. This decision is made under section 18(f) of the Act.

We are however, able to provide you with the first and the most current versions of each review process from Promapp for comparison. Please find these attached.

#### **Review number allocation**

We can confirm that a review number is allocated to an application for review when the PRC REV task is created. This task automatically assigns a review number when it is generated. Further information about this can be found in the 'Receive, Log and Allocate Review Application' Promapp page.

#### **ACC takes privacy seriously**

ACC has withheld the names of staff members from the attached documents to protect their privacy. This decision is made under section 9(2)(a) of the Act. In making this decision we have determined that withholding this information is not outweighed by the public interest in making it available.

#### **Questions about our response**

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

**Appendix**

**Changes to content on CHIPS processes since 1 July 2018**

Document name	Revision date	Type of change	Change description
Receiving a review application	-	None	-
Implementing alternative dispute resolution	01-Apr-19	Document change	Document 'ACC6239 Review - ADR file cover sheet' changed from 'REV07 Letter to Fairway Resolution Ltd'.
Investigating extenuating circumstances	01-Apr-19	Document change	Document 'REV 18 letter' changed from 'REV11 late review application - further information'.
Preparing for a review hearing	14-Mar-19	Name change	Change to ACC's online learning management system, from 'Lime' to 'Grow@ACC'.
	01-Apr-19	Name change	Name 'ACC6239 ACCReview - ADR cover sheet' changed from 'ACC6239 Review - ADR cover sheet'.
Managing the review outcome	-	None	-
Withdrawing a review	-	None	-
Managing an appeal	-	None	-