

10 June 2020

Anthony Jordan

fyi-request-12845-04b83817@requests.fyi.org.nz

Tēnā koe Anthony

Your Official Information Act request, reference: GOV-004917

Thank you for your email of 15 May 2020, asking for the following information under the Official Information Act 1982 (the Act):

Please Supply information that would indicate dates the ACC has carried out:

- 1. research with Concussion Claimants that has identified their confidence with any ACC guidelines*
- 2. research with Concussion Claimants that has identified their confidence with ACC Clinicians opinions*
- 3. research with Concussion Claimants that has identified their experiences with ACC Clinicians competence with Concussion issues*
- 4. research with Concussion Claimants that has identified their confidence with non-ACC Clinicians opinions in dealing with their Concussion complications*
- 5. research with Concussion Claimants that has identified their experiences with non-ACC Clinicians competence with Concussion in dealing with their Concussion complications*

Clarifications

We have interpreted your request to be about research that ACC has commissioned and paid for.

Also, we have interpreted the part of your request about 'ACC clinicians' to relate to Clinical Advisors employed by ACC, and 'non-ACC clinicians' to be clinicians who provide services through contracts, Cost of Treatment Regulations, or non-contracted/one-off arrangements.

ACC research

We are unable to locate any research ACC has conducted that meets the criteria in your request. Your request is therefore declined under section 18(e) of the Act, as despite reasonable efforts to find the information requested it cannot be found or it does not exist.

However, ACC does, through a number of streams of work, specifically obtain insights into the customer experience of ACC's customer groups, ie clients, providers, business customers and the general public of New Zealand. These streams include:

- A closed loop feedback system. This is a platform through which we can gather customer feedback related to specific ACC interactions, eg through people calling our contact centre or using our digital tools. We invite feedback about these types of interactions via email or text invitations to complete a short, interaction-focused questionnaire.
- Regular relationship level customer experience surveys. These are provided by external researchers and are intended to monitor the overall relationship of our customers with us on the 'bigger' questions – eg trust, overall satisfaction, opportunities for improvements etc, as opposed to feedback on specific interactions.
- Outcomes after injury. We have recently started a quarterly survey that explores our customers' experiences returning to work after an injury and their broad wellbeing outcomes. Experiences with and confidence in clinicians is not covered by this survey.

- We also obtain insights through analytics, our customer advisory panels, and our human centred design team who undertake qualitative research (interviews) with various customer groups based on specific projects or focus areas. We have not done anything specific to concussions.
- Client feedback is a requirement in some contracts but not in the Concussion Services contract.

Who to contact

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
Manager Official Information Act Services
Government Engagement & Support