

13 March 2014

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Dear Mr Van Helmond

Official Information Act request

Thank you for your emails of 14, 16 & 18 February 2014, via the FYI website, requesting information on AON NZ Ltd and complaints made to the Office of the Complaints Investigator under the Official Information Act 1982 (the Act). Please find ACC's response below to each of your requests.

14 February 2014

How many long term ACC claimants were assessed as having a work capacity of 30 or 35 hrs per week and exited off ACC ERC between (and including) 1998 and July 2002 by ACC's service provider AON NZ Ltd (WorkAon - Aon Risk Services etc).

ACC is required to hold a client's information for 10 years, unless the client continues to receive entitlements from the Corporation. After 10 years of inactivity the paper records are destroyed but some information remains available in ACC's data warehouse.

The information you have requested may be in ACC's data warehouse. The number of Long Term Claimants exited from the ACC Scheme would not be readily available, but would have to be extracted and created from all claimant information over the 1998 to 2002 period. To extract that information would require the Corporation to create lines of programming, which may take at least four working days to complete. Even if ACC were to create the lines of programming to extract information you have requested, it is unsure if these details would be accurate. Therefore, ACC must decline your request as it cannot be made available without substantial collation or research. This decision complies with section 18(f) of the Act.

16 February 2014

The following request is in regards to AON NZ Ltd's case management contract with ACC between 1998 and July 2002. It does not include AON NZ Ltd's 3rd Party LTC Case Management Contract they had with the then ACC owned subsidiary Catalyst Injury Management Ltd.

1. How many complaints did acc receive regarding case management practices practiced by AON NZ Ltd while managing ACC's LTC's injury files between 1998 and July 2002?

Between 1998 and 2002 the Corporation received 92 complaints in regards to AON NZ Ltd. However, ACC is not able to discern, from the recorded details available, which of these complaints related to Long Term Claimants. In order to do this, all 92 complaints records would need to be located and reviewed. As some of this information is now 16 years old, the information is likely to have been destroyed. Therefore, ACC must decline your request as it cannot be made available without substantial collation or research. This decision complies with section 18(f) of the Act.

2. How many of those complaints were upheld (in part and fully) in the complainant's favour?

The records that are centrally available indicate that of the 92 complaints found, 20 were considered as valid complaints. ACC is unable to locate specific information about the outcome of these complaints. Accordingly, your request is declined under section 18(e) of the Act because the information does not exist or cannot be found.

3. Did AON NZ Ltd suffer any financial penalties for breaching "The Claimants Code of Rights" between 1998 and July 2002?

The Code of ACC Claimants' Rights (the Code) was introduced in the Accident Compensation Act 2001, and the Code came into effect on 1 February 2003. As such, there were no Code complaints before 2003. ACC must decline this part of your request as the requested information does not exist. This decision complies with section 18(e) of the Act.

4. Did ACC investigate AON NZ Ltd at any time for any reason between 1998 and July 2002?

Between 1998 and 2002, ACC did not investigate AON NZ Ltd.

5. Why was AON NZ Ltd's contract not renewed end of June 2002?

In 1999 ACC contracted the management of long term claimants to a group of Third Party Administrators (TPA's). This was in part to determine if management of long term clients by TPA's resulted in better rehabilitation outcomes for clients.

In 2002, ACC assessed the management of long term claimants by TPA's and of those managed by ACC. The assessment did not find clients managed by TPA's had better outcomes than those managed by ACC. As a result of the assessment ACC did not renew any of its contracts with the TPA's.

18 February 2014

1] How many complaints have been lodged by ACC clients with the ACC's Office of the Complaints Investigator about documents (medical and other) missing from their injury files between 1998 and until January 2014?

2] How many of these complaints were upheld?

The Office of the Complaints Investigator (OCI) was established in 1994 to provide an objective investigation service for complaints lodged by clients unhappy with ACC's services. Before 1994 ACC did not have a centralised complaints service, because issues were addressed directly by the different business units involved. Once the OCI was set up, a centralised database was used to track the complaints received. However, the records available from that system are not consistent or detailed enough to provide reliable data on the numbers of complaints about missing file information.

In the last three years, there have been approximately 1,400 complaints to the OCI. A manual review of every complaint made between 1998 and January 2014 would have to be completed to find the details you seek. Accordingly, ACC must decline part of your request as the information cannot be made available without substantial collation or research. This decision complies with section 18(f) of the Official Information Act 1982 (the Act).

You may be interested to know that since October 2012, ACC's Privacy Team has recorded three complaints on missing documents from claimants' file. None of these complaints were upheld.

18 February 2014

How many complaints were lodged with ACC Office of the Complaints Investigator between 2000 and July 2002 about LTC case management practices practiced by Ms Leanne MacDonnell while employed by AON NZ Ltd?

How many of those complaints were upheld?

Complaints received by ACC on AON will have been recorded against the company name, not their individual staff. The complaints that ACC received against AON also had no mention of a Ms Leanne MacDonnell. Therefore, ACC must decline your request as the information does not exist. This decision complies with section 18(e) of the Act.

As noted earlier in this letter, ACC is unaware if any of the complaints made during the timeframe you have asked for, were from long term claimants.

Please contact me at Daniel.James@acc.co.nz if you have any queries about this letter.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to:

The Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Yours sincerely

A handwritten signature in black ink, appearing to read 'Daniel James', with a horizontal line underneath.

Daniel James
Advisor, Government Services