



24 January 2023

V. Roberts

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Kia ora

**Your Official Information Act request, reference: GOV-022712**

Thank you for your email of 20 December 2022, asking for the following information under the Official Information Act 1982 (the Act):

*Could I please amend my request then to be re: all POSSE payments rather than specifically regarding sensitive claims. One would therefore imagine that it is information that is a) information currently held and is in the public interest when considering the actions of ACC and serious service breaches, and b) contains enough data to not put at jeopardy the privacy of clients due to the ease of extrapolating information.*

**The requested information is attached to this letter as Appendix 1**

This information is provided in the form of quarterly POSSE reports dated between October 2018 – September 2022. As staff names were not requested, they have been deemed out of the scope of your request and removed.

We have withheld some claim specific information included in these reports to protect our clients' privacy. This decision has been 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 our clients' privacy.

**Complaints under the Code of Claimants' Rights (the Code) are provided in the table below**

Please consider the following points when interpreting the data:

- The data includes complaints received by ACC between 1 July 2018 and 30 June 2022 where the complaint case has one or more indicators related to breaches of the Code of ACC Claimants' Rights.
- A complaint may indicate that multiple rights were breached. Complaints are counted once for each relevant right breached, and only once in the total. This means the total differs from the sum of each column.
- The data was extracted on 16 January 2023 and may differ if extracted again at a later date.

Right breached	2018/19	2019/20	2020/21	2021/22
Right 1: You have the right to be treated with dignity and respect.	33	59	93	73
Right 2: You have the right to be treated fairly, and to have your views considered.	39	60	90	75
Right 3: You have the right to have your culture, values, and beliefs respected.	-	1	2	-
Right 4: You have the right to a support person or persons.	1	1	2	2
Right 5: You have the right to effective communication.	73	103	142	107
Right 6: You have the right to be fully informed.	59	82	111	94
Right 7: You have the right to have your privacy respected.	10	11	25	19
Right 8: You have the right to complain.	5	5	11	13

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement