

**From:** [Megan Main](#)  
**To:** [Dr Tracey Batten](#)  
**Subject:** For ACC Chair: documents to print/read  
**Date:** Sunday, 28 April 2024 9:38:31 am  
**Attachments:** Outside of Scope

[iFHP and Study Tour 2024 - draft messaging\\_280424.docx](#)

---

Kia ora Tracey

The talking points to support the meeting with the Minister are not finalised due to people away on 4-day weekends, but in the meantime I attach:

Outside of Scope

5. High level overview of my planned study tour – as discussed my travel coincides with the period for reviewing responses to the change proposal which I can do remotely, and I'll be back in time to lead communication of decisions

Also in regard to my study tour, I could potentially fly from Paris to Stockholm and squeeze in a visit to Platform 24 straight after the conference given how close Helsinki is to Stockholm. I'd just need an introduction to the right contact person there.

Ngā mihi

Megan

**Megan Main, (She/Her)**  
**Chief Executive Officer, ACC**

Chief Executive 0900 / Wellington - Justice Centre  
ACC / 19 Aitken Street, Wellington, 6011  
PO Box 242 / Wellington 6140 / New Zealand / [www.acc.co.nz](http://www.acc.co.nz)

ACC cares about the environment – please don't print this email unless it is really necessary. Thank you.

## Megan's Europe trip - messaging

### Background

Over two weeks from late May to early June ACC CEO Megan Main will be travelling to Europe to attend and speak at the International Federation of Health Plans (iFHP) 2024 Biennial Conference in Paris. The conference is aimed at Chief Executives of iFHP member health insurers and social insurers.

Attendance at the conference gives Megan the opportunity to learn about global issues and trends in health insurance and to rapidly grow her network across the industry.

The theme of the conference is 'Changemakers' and Megan's speech is titled: 'From process to system thinking – rethinking the rehabilitation journey'. She will speak about the extensive work ACC has done to better understand the 'end to end' experience of our clients in order to improve rehabilitation outcomes and hence Scheme performance.

The conference has sessions on data, digital, AI, future of healthcare and innovation more broadly, all of which are highly relevant to ACC. The conference will help Megan to understand similarities and differences between ACC and traditional health insurers and to target relevant ideas and insights.

To make best use of the trip, Megan will spend the week after the conference visiting Finland, Switzerland, Ireland and England - countries that share similar characteristics to New Zealand. The focus of all Megan's meetings will be sharing and gaining insights that support ACC's focus on improving short and long-term rehabilitation outcomes and overall scheme sustainability.

### Itinerary

#### Sat 25 May am – Depart NZ

**Sun 26 – Thu 29 May, Paris, France**  
iFHP Conference

#### Fri 31 May, Helsinki, Finland

Meetings with:

Janne Reini, Managing Director and CEO, Finnish Workers' Compensation Center (TVK)

Juha-Pekka Halmeenmaki, Managing Director, The Finnish Insurance Centre

Other meetings TBC

#### Mon 3 Jun, Lucerne, Switzerland

Meeting with Marc Epelbaum, CEO and General Secretary, SUVA and range of executive topic meetings

#### Tue 4 – Thu 6 Jun, Dublin, Ireland

Meetings and site visits hosted by:

Brian Walsh, Chief Executive, Vhi Healthcare

Michael Kelly, Chief Executive, FINEOS

#### Thu 6 – Fri 7 June, London, England

Meetings with:

Dame Carol Black – UK Occupational Health Tsar

[Health and Safety Executive](#) (HSE)

Rick Brunt, Director of Engagement and Policy Branch, Mike Calcutt, Deputy Director of Health & Work Division and Tarla Patel, Policy Advisor, Health & Safety Executive (HSE)

#### Fri 7 June evening - depart London

#### Sun 9 June - Arrive back in NZ

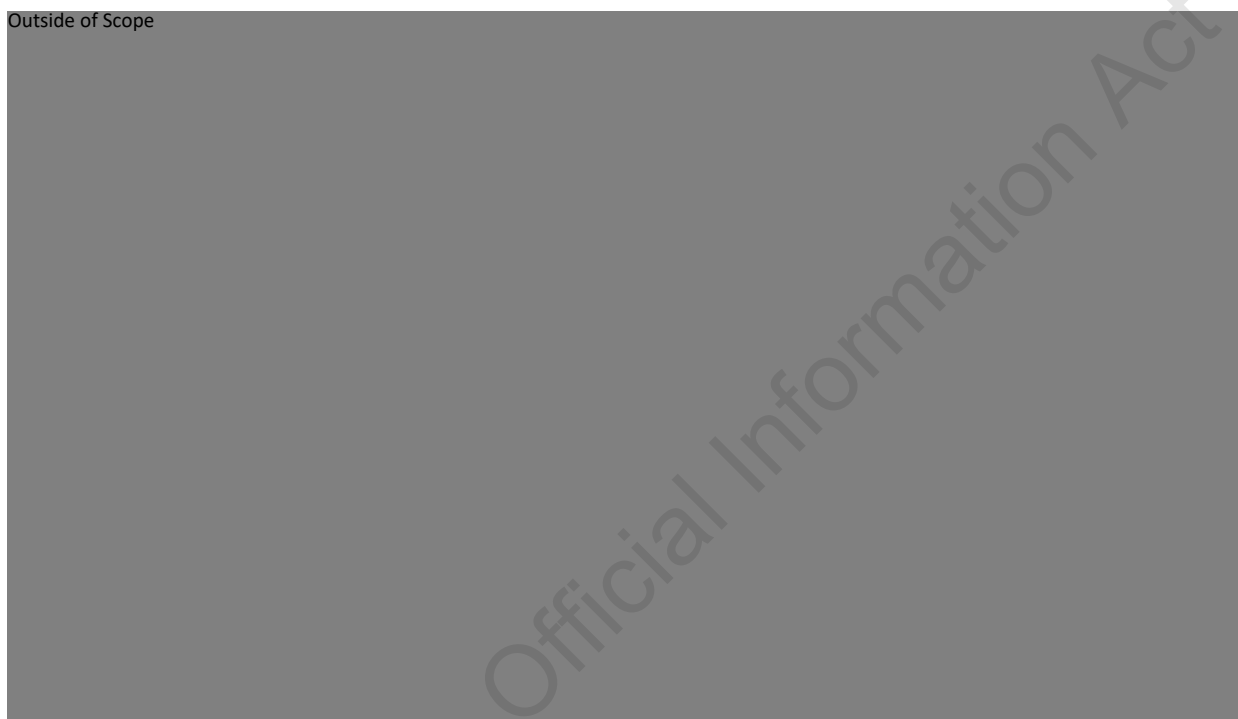
**From:** [Megan Main](#)  
**To:** [DL-MGMT-ACC Executive](#)  
**Subject:** For Exec: my week (w/c 20 May)  
**Date:** Friday, 17 May 2024 4:55:51 pm

---

Kia ora koutou

As you're all aware, I heading to Europe at the end of next week and will be away from Saturday 25 May, arriving home on Sunday 9 June and back in the office on Monday 10 June. Michael will be Acting Chief Executive during this period.

Outside of Scope



Ngā mihi  
Megan

**Megan Main, (She/Her)**  
Chief Executive Officer, ACC

Chief Executive 0900 / Wellington - Justice Centre  
ACC / 19 Aitken Street, Wellington, 6011  
PO Box 242 / Wellington 6140 / New Zealand / [www.acc.co.nz](http://www.acc.co.nz)

ACC cares about the environment – please don't print this email unless it is really necessary. Thank you.

**From:** [Michael Frampton](#)  
**To:** [Andrew Milne](#)  
**Subject:** FW: Media query - Europe trip  
**Date:** Monday, 27 May 2024 1:52:40 pm  
**Attachments:** [image003.png](#)  
[image004.png](#)

---

Ngā mihi  
Michael

**Michael Frampton**, (He/Him)  
Deputy Chief Executive - People and Culture, ACC

DCE Office - People and Culture | Wellington - Justice Centre  
ACC | Wellington 6011 | New Zealand | [acc.co.nz](http://acc.co.nz)

ACC cares about the environment. Please don't print this email unless it's really necessary. Thank you.

S9(2)(g)(i)



Released under the Official Information Act 1982

s9(2)(g)(i)

**From:** Lillian Hanly <[REDACTED]>  
**Sent:** Monday, May 27, 2024 12:07 PM  
**To:** Media <[Media@acc.co.nz](mailto:Media@acc.co.nz)>  
**Subject:** Media query - Europe trip

You don't often get email from [REDACTED]. [Learn why this is important](#)

Kia ora,

We under the CEO is currently on a trip in Europe. Can we get some information about this:

What is the purpose of the trip?

When was it organised?

Where there discussions about delaying the trip due to it being during the job cut proposal period at ACC?

Please include any other relevant information about this trip

Thank you,

**Lillian Hanly** | *She/Her*

**Political Reporter**

RNZ | Press Gallery

Mobile: S9(2)(a)

[www.rnz.co.nz](http://www.rnz.co.nz)



Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. [www.rnz.co.nz](http://www.rnz.co.nz)

Released under the Official Information Act 1982

**From:** [Michael Frampton](#)  
**To:** [Dr Tracey Batten](#)  
**Cc:** [Megan Main](#)  
**Subject:** Fwd: Media wrap - overseas travel  
**Date:** Tuesday, 28 May 2024 7:54:51 pm  
**Attachments:** [NewstalkZBDrive.mp3](#)

---

Kia ora Tracey

FYI, a media wrap on today from the team.

M

Get [Outlook for iOS](#)

---

**From:** Outside of Scope  
**Sent:** Tuesday, May 28, 2024 7:44 PM  
**To:** Michael Frampton Outside of Scope Megan Main  
Outside of Scope  
**Cc:** Outside of Scope  
Shaun Jones Outside of Scope  
**Subject:** Media wrap - overseas travel

Kia ora koutou,

To date, we have supplied NZ Herald, RNZ, Media Works and Newshub with the statement regarding Megan's overseas travel.

Newshub had yet to broadcast a story at the time of writing. There was no ACC mention on the 1 News 6pm TV bulletin.

The [RNZ article](#) - which included our statement, comments from the Minister and Labour Party leader Chris Hipkins, was syndicated by Stuff, 1 News website, Newshub website and Otago Daily Times.

The [NZ Herald article](#), which included our statement and comments from the Minister, was syndicated by the Newstalk ZB website.

The story was covered in the following radio news bulletins: RNZ, Newstalk ZB, More FM, Gold AM. [This press release from the Tax Payers' Union](#) received minor coverage on Newstalk ZB.

On the Newstalk ZB Drive show, host Heather du Plessis-Allan voiced an opinion piece criticising the timing and merits of the trip (attached).

It was also a talkback subject on Newstalk ZB's Simon Barnett and James Daniels Afternoons. This included a call from an ACC client who felt unheard in her experience with ACC and criticised the decision to travel overseas to hear the views of others.

Ngā mihi,

Outside  
of Scope

Released under the Official Information Act 1982



**From:** [Michael Frampton](#)  
**To:** [Megan Main](#)  
**Cc:** [Dr Tracey Batten](#)  
**Subject:** Fwd: Media - overseas travel audio  
**Date:** Wednesday, 29 May 2024 5:09:11 pm  
**Attachments:** [NewstalkZB MikeHosking.mp3](#)

---

Kia ora Megan

FYI, the **attached** clip is from the opening of the Mike Hosking Breakfast show this morning. I listened to this earlier and asked Outside of Scope to clip it as it was missed by our monitoring service.

M

Get [Outlook for iOS](#)

---

**From:** Outside of Scope  
**Sent:** Wednesday, May 29, 2024 4:43 PM  
**To:** Michael Frampton Outside of Scope  
**Subject:** Media - overseas travel audio

Kia ora Michael,

As discussed, please see attached the audio clip of Mike Hosking commenting about the trip.

Apologies this wasn't included in this morning's daily clippings email, it wasn't picked up by our media monitoring service. We'll include tomorrow.

Ngā mihi,

Outside of Scope

Released under the Official Information Act 1982

**From:** Outside of  
**To:** [ACC News Clippings](#)  
**Cc:** Outside of Scope  
**Subject:** Media clippings - 28 May 2024  
**Date:** Tuesday, 28 May 2024 11:02:50 am

banner

ACC Media Mentions

Interesting Reads

ACC Social media

## ACC Media Mentions



### [ACC CEO flies business class for Europe work trip amid 390 proposed job cuts](#)

News • The New Zealand Herald • 28/05/2024

ACC chief executive **Megan Main** says the timing of a business trip to Europe to attend a conference and meet health system experts is not what she would have chosen, but she added the trip is important to improving ACC's services. Main is speaking at the International Federation of Health Plans biennial conference in Paris before meeting health leaders in Finland, Switzerland, one day in Ireland and England. The trip comes at a time when ACC are consulting on a significant change proposal with its workforce in an effort to reduce spending. "The timing of the trip coinciding with consultation on ACC's change proposal is not what I would have chosen," Main said. "I have carefully considered attending the conference and these meetings and believe the knowledge gained will help us with our important work to enhance rehabilitation outcomes for the New Zealanders ACC supports. I know this is a tough time for many of our kaimahi [staff] and I remain closely connected with the process and will continue to receive and consider consultation feedback while overseas."

Outside of Scope

Released under the Official Information Act 1982

**From:** Outside of  
**To:** [ACC News Clippings](#)  
**Cc:** Outside of Scope  
**Subject:** Media clippings - 29 May 2024  
**Date:** Wednesday, 29 May 2024 10:32:08 am

banner

[ACC Media Mentions](#)      [Interesting Reads](#)      [ACC Social media](#)

A story pitched by the media team about the excellent ACC support received by Wellington man Andy Pedley following his hunting injury in Fiordland was published by the Southland Times, Taranaki Daily News, and Manawātū Standard.

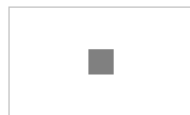
### ACC Media Mentions



#### [Newstalk ZB Wellington at May 28th 2024 6:10 PM](#)

[Radio • Newstalk ZB Wellington • 28/05/2024](#)

Newstalk ZB Drive show host Heather du Plessis Allan says she's "not OK" with ACC chief executive Megan Main travelling to Europe on a business trip. Du Plessis Allan says she understands there are costs an agency bears to do its job properly, that many people may not understand. But she says this is not one of those instances, because there is currently a very high standard for spending money in the public service and many staff are facing job cuts. She says any trip overseas should be extremely important and absolutely necessary.



#### [Radio New Zealand \(National\) at May 28th 2024 10:00 PM](#)

[Radio • Radio New Zealand \(National\) • 28/05/2024](#)

The Labour Party has criticised the timing of ACC chief executive Megan Main's business trip to Europe. Main is attending the International Federation of Health Plans biennial conference in Paris, and meeting with health system experts in Finland, Switzerland, Ireland, and England. The Labour Party has questioned the timing of the trip, given ACC has recently proposed to cut almost 400 jobs to help reduce costs.

Outside of Scope

Released under the Official Information Act 1982

**From:** Outside of  
**To:** [ACC News Clippings](#)  
**Cc:** Outside of Scope  
**Subject:** Media clippings - 30 May 2024  
**Date:** Thursday, 30 May 2024 11:25:10 am  
**Attachments:** Outside of  
Scope



banner

ACC Media Mentions	Interesting Reads	ACC Social media
--------------------	-------------------	------------------

Newstalk ZB (audio attached) – Host Mike Hosking comments on ACC chief executive Megan Main travelling to Europe for a conference at the same time as the change proposal at ACC. Hosking says business trips are part of a CEO's role and struggled to see the news value in the story covered by media outlets. "The same way board meetings and business hiring is business, conferences and travel are business. Business doesn't stop just because some of the outworkings are not particularly pleasant. If the board had gone to Lake Como for a strategy session and cocktails, yes, you've got a headline, but a CEO doing CEO stuff is what a CEO is expected to do."



Outside of Scope

Released under the Official Information Act 1982

**From:** Outside of [redacted]  
**To:** Outside of [redacted] [DL-SOC-Media Log](#)  
**Cc:** Outside of Scope [redacted]  
**Subject:** Media Log - 28 May 2024  
**Date:** Tuesday, 28 May 2024 5:06:37 pm  
**Attachments:** [Outside of \[redacted\]](#)  
[280524 Independent Media Association CE Travel .docx](#)  
[280524 Mediaworks CE Travel .docx](#)  
[280524 Newshub CE Travel .docx](#)  
Outside of scope [redacted]

Kia ora koutou,

Date	Enquiry	Reporter and Outlet	Status	Signed out by	Topic
28/05	CE travel arrangements	Courtney Fraser, MediaWorks	Closed	Michael Frampton	Information
28/05	CE travel arrangements	Safiya Mehta-Woledge, Newshub	Closed	Michael Frampton	Information
28/05	CE travel arrangements	Bevan Berg, Independent Media Agencies NZ	Closed	Michael Frampton	Information

Outside of scope [redacted]

Ngā mihi,

Outside of [redacted],  
Senior Advisor Media, ACC

Te [Outside of \[redacted\]](#)  
External Engagement-0879 / Wellington - Justice Centre  
Wellington 6011 / New Zealand



[ACC Website](#) | [ACC Newsroom](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Twitter](#)

Released under the Official Information Act 1982

## Media enquiry

<b>Date</b>	28 May 2024
<b>Reporter</b>	Safiya Mehta-Woledge
<b>From</b>	Newshub
<b>Contact</b>	S9(2)(a)
<b>Timeframe</b>	n/a
<b>Request</b>	<p>Hiya,</p> <p>I'm hoping to get a statement on chief exec Megan Main flying business class to Europe on a taxpayer-funded trip as staff are being consulted on a proposal to <a href="#">cut almost 400 jobs</a> to reduce spending.</p> <p>Please let me know if you have any questions.</p> <p>Thanks,</p>
<b>Data reference</b>	
<b>Response</b>	<p>Kia ora Safiya,</p> <p><b>The following statement can be attributed to Michael Frampton, Acting Chief Executive</b></p> <p>ACC Chief Executive, Megan Main, is travelling to Europe for two weeks to attend and speak at the International Federation of Health Plans (iFHP) 2024 Biennial Conference and visit a range of health system experts.</p> <p>The focus of Megan's trip is sharing and gaining insights that support ACC's focus on improving rehabilitation outcomes for clients and overall scheme sustainability.</p> <p>Megan will spend the week after the conference visiting experts in Finland (4 days), Switzerland (1 day), Ireland (1 day) and England (2 days). Ireland and Finland have similar populations to New Zealand and highly performing health systems, as well as strong social insurance systems. SUVA in Switzerland is the most comparable scheme to ACC anywhere in the world, with a mandate for prevention, rehabilitation and compensation of injured workers regardless of where their injury occurs. In London, Megan has two meetings with public sector departments for workplace health and safety.</p> <p>The approximate cost of the trip is \$32,000. For the long-haul flights within her itinerary, Megan is travelling business class. Final costs associated with this trip will be published as part of the Chief Executive Expenses for the 2023-2024 year.</p> <p>Megan returns to the office on 10 June. Final decisions on the proposed changes are due to be shared with all employees on 26 June.</p>

	<p><b>The following statement can be attributed to Megan Main, Chief Executive</b></p> <p>The timing of the trip coinciding with consultation on ACC's change proposal is not what I would have chosen. I have carefully considered attending the conference and these meetings and believe the knowledge gained will help us with our important work to enhance rehabilitation outcomes for the New Zealanders ACC supports. I know this is a tough time for many of our kaimahi and I remain closely connected with the process and will continue to receive and consider consultation feedback while overseas.</p> <p><b>ENDS</b></p> <p>Ngā mihi</p> <p>Outside of Scope</p>
<p><b>Who involved</b></p>	

Released under the Official Information Act 1982

## Media enquiry

<b>Date</b>	28 May 2024
<b>Reporter</b>	Courtney Fraser
<b>From</b>	Media Works
<b>Contact</b>	S9(2)(a) <a href="mailto:news@mediaworks.co.nz">news@mediaworks.co.nz</a>
<b>Timeframe</b>	Asap
<b>Request</b>	<p>Good morning Megan</p> <p>I'm after the statement you provided to the NZHerald about your flying business class amid public service cuts.</p> <p>Please reply all</p> <p>regards</p> <p>Courtney</p>

Outside of scope

Released under the Official Information Act 1982



## Media enquiry

<b>Date</b>	28 May 2024
<b>Reporter</b>	Bevan Berg
<b>From</b>	Independent Media Association
<b>Contact</b>	S9(2)(a)
<b>Timeframe</b>	n/a
<b>Request</b>	<p>Greetings Team Media</p> <p>Regarding this controversy over the CEO's trip to the UK regarding rehabilitation.</p> <p>Is there any information available on which clients in particular would benefit from the trip?</p> <p>Is there any information on the destination sources that would provide information?</p> <p>TIA BB</p>
<b>Data reference</b>	
<b>Response</b>	<p>Kia ora Bevan</p> <p>Thanks for your enquiry.</p> <p><b>The following statement can be attributed to Michael Frampton, Acting Chief Executive</b></p> <p>ACC Chief Executive, Megan Main, is travelling to Europe for two weeks to attend and speak at the International Federation of Health Plans (iFHP) 2024 Biennial Conference and visit a range of health system experts.</p> <p>The focus of Megan's trip is sharing and gaining insights that support ACC's focus on improving rehabilitation outcomes for clients and overall scheme sustainability.</p> <p>Megan will spend the week after the conference visiting experts in Finland (4 days), Switzerland (1 day), Ireland (1 day) and England (2 days). Ireland and Finland have similar populations to New Zealand and highly performing health systems, as well as strong social insurance systems. SUVA in Switzerland is the most comparable scheme to ACC anywhere in the world, with a mandate for prevention, rehabilitation and compensation of injured workers regardless of where their injury occurs. In London, Megan has two meetings with public sector departments for workplace health and safety.</p> <p>The approximate cost of the trip is \$32,000. For the long-haul flights within her itinerary, Megan is travelling business class. Final costs associated with this trip will be published as part of the Chief Executive Expenses for the 2023-2024 year.</p>

	<p>Megan returns to the office on 10 June. Final decisions on the proposed changes are due to be shared with all employees on 26 June.</p> <p><b>The following statement can be attributed to Megan Main, Chief Executive</b></p> <p>The timing of the trip coinciding with consultation on ACC's change proposal is not what I would have chosen. I have carefully considered attending the conference and these meetings and believe the knowledge gained will help us with our important work to enhance rehabilitation outcomes for the New Zealanders ACC supports. I know this is a tough time for many of our kaimahi and I remain closely connected with the process and will continue to receive and consider consultation feedback while overseas.</p> <p><b>ENDS</b></p> <p>Ngā mihi</p> <p>Outside</p>
<b>Who involved</b>	

Released under the Official Information Act 1982

Tue, 28 May at 8:30 AM

Hi Outside of Scope story has run this morning and carries all the messages and context from the statement. Let me know if there's anything further you need.



**ACC boss flies business class for \$32k Europe work trip amid 390 proposed job cuts**

[nzherald.co.nz](http://nzherald.co.nz)

Delivered

Thanks Shaun

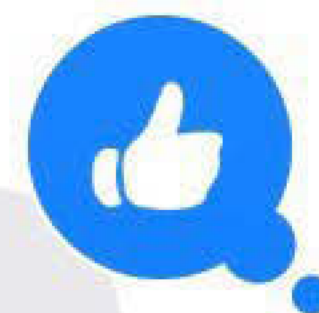


Tue, 28 May at 8:34 AM

Micheal rang for a chat just to check in. He has let the Board chair know. He asked that we just touch base to see if Mins office need anything further from us. I've text Outside of Scope (he's acknowledged message with a thanks). Can you check the media team touch base with Pres sec? I see media works (another part) has emailed seeking statement - has gone to media inbox from Outside of Scope.

Delivered

All under control. Press secretary is all good.




**From:** Outside of Scope  
**To:** [Shaun Jones](#)  
**Cc:** Outside of  
**Subject:** FW: NZH request: Reported overseas trip for CEO  
**Date:** Monday, 27 May 2024 4:59:33 pm  
**Attachments:** [image001.png](#)

---

Hi Shaun,

Outside of Scope



Outside of Scope

Senior Advisor Media, ACC

Tel 021 762 883

External Engagement-0879 / Wellington - Justice Centre

Wellington 6011 / New Zealand



[ACC Website](#) | [ACC Newsroom](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Twitter](#)

---

**From:** Adam Pearse <sup>s9(2)(a)</sup>

**Sent:** Monday, May 27, 2024 4:46 PM

**To:** Outside of Scope

**Subject:** Re: NZH request: Reported overseas trip for CEO

Thanks <sup>Outside of Scope</sup> Can I just check what the rationale is for the England stint? Given you've mentioned the other three in there. Cheers

Ngā mihi

## Adam Pearce

Political Journalist | NZ Herald Parliamentary Press Gallery

M: S9(2)(a)

E: S9(2)(a)



---

**From:** Outside of Scope

**Sent:** 27 May 2024 16:16

**To:** Adam Pearce S9(2)(a)

**Subject:** RE: NZH request: Reported overseas trip for CEO

Kia ora Adam,

Further details below on Megan's travel after the conference.

*Megan will spend the week after the conference visiting experts in Finland (4 days), Switzerland (1 day), Ireland (1 day) and England (2 days). Ireland and Finland have similar populations to New Zealand and highly performing health systems, as well as strong social insurance systems. SUVA in Switzerland is the most comparable scheme to ACC anywhere in the world, with a mandate for prevention, rehabilitation and compensation of injured workers regardless of where their injury occurs.*

Ngā mihi

Outside  
of Scope

Outside of Scope

Senior Advisor Media, ACC

Tel 021 762 883

External Engagement-0879 / Wellington - Justice Centre

Wellington 6011 / New Zealand

[REDACTED]

[ACC Website](#) | [ACC Newsroom](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Twitter](#)

---

**From:** Media

**Sent:** Monday, May 27, 2024 3:34 PM

**To:** Adam Pearse <sup>S9(2)(a)</sup> [REDACTED]

**Subject:** RE: NZH request: Reported overseas trip for CEO

Kia ora Adam,

Thanks for your enquiry.

**The following statement can be attributed to Michael Frampton, Acting Chief Executive**

ACC Chief Executive, Megan Main, is travelling to Europe for two weeks to attend and speak at the International Federation of Health Plans (iFHP) 2024 Biennial Conference and visit a range of health system experts.

The focus of Megan's trip is sharing and gaining insights that support ACC's focus on improving rehabilitation outcomes for clients and overall scheme sustainability.

The approximate cost of the trip is \$32,000. For the long-haul flights within her itinerary, Megan is travelling business class. Final costs associated with this trip will be published as part of the Chief Executive Expenses for the 2023-2024 year.

Megan returns to the office on 10 June. Final decisions on the proposed changes are due to be shared with all employees on 26 June.

**The following statement can be attributed to Megan Main, Chief Executive**

The timing of the trip coinciding with consultation on ACC's change proposal is not what I would have chosen. I have carefully considered attending the conference and these meetings and believe the knowledge gained will help us with our important work to enhance rehabilitation outcomes for the New Zealanders ACC supports. I know this is a tough time for many of our kaimahi and I remain closely connected with the process and will continue to receive and consider consultation feedback while overseas.

**ENDS**

Ngā mihi

[REDACTED]  
Outside of Scope

[REDACTED]  
Outside of Scope

**Senior Advisor Media, ACC**

Tel 021 762 883

External Engagement-0879 / Wellington - Justice Centre



Wellington 6011 / New Zealand



[ACC Website](#) | [ACC Newsroom](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Twitter](#)

---

**From:** Adam Pearse <sup>S9(2)(a)</sup>  
**Sent:** Monday, May 27, 2024 11:13 AM  
**To:** Media <[Media@acc.co.nz](mailto:Media@acc.co.nz)>  
**Subject:** NZH request: Reported overseas trip for CEO

Hey team, hope the weekend went well.

S9(2)(a)

Could you please provide a statement addressing the following questions:

- Is Main attending (or has attended a conference) recently? If that's not accurate, don't worry about the other qs.
- What is the conference, where is it and how long does it go for?
- How long is Main's trip and how much will it cost or how much was budgeted?
- Did she fly economy or business class?
- Why was it necessary to attend the conference, given the Government's current directive to reduce public spending which has led to ACC proposing to cut more than 300 roles?

On the cuts, the latest info I can find was in this article about proposing to cut 390 roles (81 vacant) and creating 65 new roles. Could you please provide the latest update on that proposal?

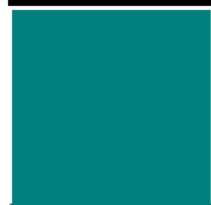
Any queries, please give me a call.

Thanks for your help.

Ngā mihi

**Adam Pearse**  
Political Journalist | NZ Herald Parliamentary Press Gallery

S9(2)(a)





**From:** Outside of Scope  
**To:** [Michael Frampton](#); [Megan Main](#)  
**Cc:** Outside of Scope; [Shaun Jones](#); Outside of Scope  
**Subject:** FW: Trip Agenda  
**Date:** Tuesday, 28 May 2024 11:38:05 am  
**Attachments:** [image001.png](#)

---

Kia ora ,

S9(2)(g)(i)

**From:** Bevan Berg [S9\(2\)\(a\)](#)  
**Sent:** Tuesday, May 28, 2024 11:18 AM  
**To:** Media <[Media@acc.co.nz](mailto:Media@acc.co.nz)>  
**Subject:** Trip Agenda

You don't often get email from [S9\(2\)\(a\)](#). [Learn why this is important](#)

Greetings Team Media

Regarding this controversy over the CEO's trip to the UK regarding rehabilitation.

Is there any information available on which clients in particular would benefit from the trip?

Is there any information on the destination sources that would provide information?

TIA BB

**From:** [Shaun Jones](#)  
**To:** [Michael Frampton](#); [Megan Main](#); [Andrew Milne](#)  
**Cc:** Outside of Scope  
**Subject:** Re: NZ Herald media article re travel  
**Date:** Tuesday, 28 May 2024 9:15:32 am

---

RNZ coverage, via a segment in their live blog, which just features the statement.

<https://www.rnz.co.nz/news/political/517998/politics-live-more-cuts-is-not-the-answer-public-workers-union-says>

Shaun Jones  
Head of External Engagement, ACC

---

**From:** Shaun Jones  
**Sent:** Tuesday, May 28, 2024 7:35:07 AM  
**To:** Outside of Scope  
[Redacted]  
**Cc:** Outside of Scope  
[Redacted]  
**Subject:** NZ Herald media article re travel

FYI - Currently the first story when you open the app. Article carries all the messages provided in the statement.

<https://www.nzherald.co.nz/nz/politics/acc-ceo-flies-business-class-for-europe-work-trip-amid-390-proposed-job-cuts/2SSF5QLRNDUFBQMYYWJPR26UU/>

Shaun Jones  
Head of External Engagement, ACC

Released under the Official Information Act 1982

**From:** Outside of  
**To:** [Michael Frampton](#); [Megan Main](#)  
**Cc:** Outside of Scope; [Shaun Jones](#); Outside of Scope  
**Subject:** Media wrap - overseas travel  
**Date:** Tuesday, 28 May 2024 7:44:15 pm  
**Attachments:** [NewstalkZBDrive.mp3](#)

---

Kia ora koutou,

To date, we have supplied NZ Herald, RNZ, Media Works and Newshub with the statement regarding Megan's overseas travel.

Newshub had yet to broadcast a story at the time of writing. There was no ACC mention on the 1 News 6pm TV bulletin.

The [RNZ article](#) - which included our statement, comments from the Minister and Labour Party leader Chris Hipkins, was syndicated by Stuff, 1 News website, Newshub website and Otago Daily Times.

The [NZ Herald article](#), which included our statement and comments from the Minister, was syndicated by the Newstalk ZB website.

The story was covered in the following radio news bulletins: RNZ, Newstalk ZB, More FM, Gold AM. [This press release from the Tax Payers' Union](#) received minor coverage on Newstalk ZB.

On the Newstalk ZB Drive show, host Heather du Plessis-Allan voiced an opinion piece criticising the timing and merits of the trip (attached).

It was also a talkback subject on Newstalk ZB's Simon Barnett and James Daniels Afternoons. This included a call from an ACC client who felt unheard in her experience with ACC and criticised the decision to travel overseas to hear the views of others.

Ngā mihi,

Outside  
of Scope



# Memorandum

<b>TO</b>	Dr Tracey Batten, Acting Board Chair
<b>FROM</b>	Megan Main, Chief Executive
<b>DATE</b>	5 February 2024
<b>SUBJECT</b>	Chief Executive International Travel, May - June 2024

Dear Tracey

In accordance with the Board Travel and Reimbursement of Expenses Policy (*All international travel by the Chief Executive on behalf of ACC must be approved by the Chair, or in their absence, the Deputy Chair*), I am seeking your approval to travel to Europe in May and June of this year.

The purpose of the trip is to attend and speak at the International Federation of Health Plans (iFHP) 2024 Biennial Conference in Paris (a copy of the draft programme is attached). The theme of the conference is 'Changemakers' and the topic I plan to speak to is 'from process to system thinking – rethinking the rehabilitation journey'.

Attendance at the conference provides an opportunity for me to learn about global issues and trends in health insurance and to rapidly build my network across the industry. There are sessions on data, digital, AI, future of healthcare and innovation more broadly, all of which are relevant to ACC. The conference will also help me to understand similarities and differences between ACC and traditional health insurers and to therefore be better able to target relevant ideas and insights.

I propose to make best use of the trip by extending it by a week in order to visit countries with which New Zealand shares relevant characteristics:

- Ireland and Finland have comparable populations to New Zealand and have highly performing health systems as well as strong social insurance systems (for road and workplace).
- The Netherlands is considered a leader in value based healthcare and social insurance; when I visited in 2022 I was unable to meet with organisations involved in accident and injury scheme as the focus of that visit was income insurance.

- Alternatively and depending on availability of key people in all proposed visits I could alter the itinerary in order to meet again with SUVA colleagues in Switzerland now that they have completed their case management overhaul. SUVA is the closest thing to ACC with a mandate for prevention, rehabilitation and compensation of injured workers regardless of where their injury occurs.

My focus will be sharing and gaining insights that support ACC's focus on improving short and long term rehabilitation outcomes and overall scheme sustainability (including through more impactful prevention and commissioning and procuring better value-for-money care).

The Chief Executive of iFHP, Chris Watney, is helping to arrange engagements with the leaders of Vhi Healthcare in Ireland and Achmea in the Netherlands.

I've also had an introduction to the New Zealand Ambassador to Finland to help connect me with relevant people in Finland.

Below is a table of the estimated costs and a more detailed draft schedule is attached. If you are happy to approve this travel, my office will arrange quotes for flights and accommodation from our travel provider, Tandem Travel. I will provide you with a copy of the quote before confirming any bookings.

Flights	\$15,300
Conference registration (includes 3 nights' accommodation)	\$8,800
Accommodation	\$3,280
Meals	\$1,500
Taxis and airport transfers	\$600
Contingency	\$2,000
<b>Total estimated cost</b>	<b>\$31,480</b>

Megan Main  
**Chief Executive**

Approved: YES / NO (circle)



Dr Tracey Batten **Acting Board Chair**

**Attachments**

1. Proposed itinerary (draft)
2. Proposed benefits of targeted engagements
3. iFHP 2024 Biennial Conference programme

*Note: Considered at ACC mtg on 4/12/23 and attendance supported*

## Attachment 1 Proposed itinerary (draft)

Date	Activity
Fri 24 May	Travel (late pm flight?)
Sat 25 May	Travel
Sun 26 May	Arrive Paris
Mon 27 May	Conference Paris
Tues 28 May	Conference Paris
Wed 29 May	Conference Paris
Thurs 30 May	AM Travel Paris-Helsinki
	PM Visit Finnish offices*
Fri 31 May	Visit Finnish offices*
Sat 1 Jun	In Helsinki
Sun 2 Jun	Travel Helsinki – Amsterdam <i>OR Zurich</i>
<i>Mon 3 Jun</i>	Visit Achmea offices, Zeist, Netherlands Visit Dutch social insurance agency
<i>OR Mon 3 Jun</i>	<i>Meet with SUVA re case management and prevention</i>
Tues 4 Jun	AM Travel Amsterdam/Zurich – Dublin
	PM Meet with FINEOS (and client)
Wed 5 Jun	Visit VHI Healthcare, Dublin Visit Irish Road Safety Authority, Health & Safety Authority
Thurs 6 Jun	Travel Dublin – Wellington
Fri 7 Jun	Travel
Sat 8 Jun	Arrive home

\* Introductions have been made to Finnish Institute of Health and Welfare (THL); Finnish Motor Insurance Centre (LVK); Finnish Workers Compensation Centre (TVK); Social Insurance Institute of Finland (KELA)

## Attachment 2 Proposed benefits of targeted engagements

Country	Organisation	Rationale for visit
Finland	<i>Finland has a comparable population to New Zealand so this presents opportunities for meaningful population based comparisons</i>	
	Finnish Institute of Health and Welfare (THL)	Opportunity to meet with Finland's leaders in prevention and wellbeing through introduction.
	Finnish Motor Insurance Centre (LVK)	Finland has one of the lowest rates of road fatality and injury at globally, with significant reduction in the last two decades, so there are clearly lessons for New Zealand.
	Finnish Workers Compensation Centre (TVK)	Finland has one of the lowest rates of worker fatality and injury at 0.7 per 100,000 so there are clearly lessons for New Zealand.
	Social Insurance Institute of Finland (KELA)	Opportunity to understand the Finnish approach and to share New Zealand's experience.
Netherlands	Achmea	Large Dutch private insurer operating in a mixed public-private healthcare system Early adopter of VBHC, 40% of healthcare spend funded for outcomes, strong outcomes measures framework Strong focus on climate change measures
Switzerland	SUVA	I met briefly with SUVA in 2022, just as they were embarking on a change to their case management model, as an add on to the Income Insurance study tour. Given SUVA is the closest to ACC in terms of mandate, there is real benefit in understanding the options they explored, rationale for their preferred model and how it is going, a year on. Strong focus on investments and climate change impact.
Ireland	<i>Ireland has a comparable population to New Zealand so this presents opportunities for meaningful population based comparisons</i>	
	Vhi Healthcare	Vhi is Ireland's largest health insurer, increasingly moving into healthcare provision as well and with strong focus on digital and data. Vhi 360 is about prevention and integrated care provision.
	Road Safety Authority	Ireland has a third the number of road deaths per 100,000 population as New Zealand so there are lessons to be had about prevention and the road safety system, especially we enter a new phase in which Road to Zero is unlikely to continue in its current form
	Health & Safety Authority	Interestingly Ireland's workplace fatality rate is only slightly better than New Zealand's at 1.85 per 100,000 compared to 3.1. I am interested in what they are doing to improve this, especially given the UK's is significantly lower at 0.4 per 100,000
	FINEOS	As ACC's core claim management system provider, there is real value in meeting with FINEOS to understand their views on health insurance, claim management, automation, AI and so on.  It is also an opportunity to reinforce our expectations as we move to the cloud, and the importance of the relationship as we move to delivery of RIG improvements.