

22 April 2016

P.A. Hamill
fyi-request-3816-8d046d84@requests.fyi.org.nz

Dear Ms Hamill

Official Information Act Request

Thank you for your email of 28 March 2016.

Your request

You asked for the following information under the Official Information Act 1982 (the Act):

"...was the intricate claims unit set up to be able to handle the majority of claimants that , had been previously put on communication plans at other branches. Due to the pressure put on the case managers by the monentual daily contact from the claimant.

To be sent to the intricate claims unit does a care indictor have to be activated on the claimant file. Or is it more of a decision by case manager and or branch manager."

Our response

The Wellington Central Branch (WCB) (initially referred to as the Intricate Claims Unit) commenced operating in April 2015. The WCB was established to better support those clients whose demands on staff time were taking up a disproportionate amount of time compared to other claimants of a like nature.

The decision to transfer a client to the WCB is not contingent on a communication plan being put in place, or the activation of a care indicator. The decision involves input from the (local area) Branch Manager and the WCB Manager, and is made on a case by case basis. Relevant factors include the nature and extent of requests or contact made by the client and the extent to which this is frivolous, repeated or confrontational. In making the decision to transfer, ACC's focus is on how we can best support the client in the circumstances.

Queries and concerns

If you have any questions, ACC will be happy to work with you to answer these. You can contact us at GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

You have the right to complain 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 10152, Wellington 6143*.

Yours sincerely

Government Services