

| Date Ombudsman correspondence received by ACC | Date of Original OIA Request(s) | Wording of OIA Request(s) |
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| | | <p>practice review of ACC claims management.</p> <ol style="list-style-type: none"> 3. Their recommendations on the execution of claims management practices. 4. Their recommendations on the execution of service delivery in claims management. 5. Any guidance provided to ACC about removal long-term claimants/managing the tail/reducing liabilities. 6. Any guidance provided about analytical techniques for individual claims. 7. Any guidance provided on where to look to test hypothesis or investigate anomalies eg., where to undertake file reviews, where 'targeting' is desired. 8. How to identify claim segments to look at 9. How to identify specific claims for file reviews. 10. How to develop hypothesis to test. 11. How to develop pearls of information. 12. How to conduct file reviews. 13. How to formulate or structure questions to test the hypothesis. 14. How to identify high risk claims/claimants. 15. How to identify clients requiring extra support. 16. How to identify the appropriate level of intervention at the right time. 17. Etc etc. <p>This should also include all briefing documents by ACC to Finity Consulting Group and all correspondence between the two parties.</p> |

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| 7/5/12 | 13/5/11 | <p>What steps and or advice did ACC take to ensure the Risky Client Register complied with the</p> <ul style="list-style-type: none"> • Treaty of Waitangi • New Zealand Bill of Rights Act • Human Rights Act • The Privacy Act <p>Requested are copies of all material relating to</p> <ul style="list-style-type: none"> • the policy proposal • policy development, including legislative impact analysis • consultations undertaken by ACC with whom and the results • consultation with Maori and the outcome • approval of policy proposal • final compliance assessment <p>How many claimants are on the risky client register?</p> <p>What is the category make up of these?</p> <p>How many of these are managed by the Remote Claims Unit (RCU)?</p> <p>What is the criteria used to determine whether a client is managed by the RCU or a local branch?</p> <p>Does the policy provide ACC with the latitude to register a client who does not meet the criteria?</p> <p>If so, how many clients are registered?</p> <p>Does ACC share Risky Client information with other agencies such as IRD, Work and Income?</p> <p>If so, what analysis of the Privacy implications were undertaken? A copy of this is also requested?</p> |

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| | | <p>ACC to its board or management relating to that meeting following its conclusion.</p> <p>Hi [REDACTED]</p> <p>[REDACTED] The person, who is an ACC client, does not want their identity disclosed because they fear a deluge of ACC clients would contact them asking if their details were on the lists. [REDACTED]</p> <p>In August ACC sent files to this person that include the details of at least 9000 claimants including their full names, details of their claim and disputes and individual claim numbers. Included in this were the same details for at least 250 sensitive claims unit clients. ACC's senior manager [REDACTED] was warned that they had made this breach in December after a succession of earlier breaches of privacy and concerns raised at the board level of systemic failure of privacy processes. The details appear to have also been sent to at least 50 ACC managers around the country. [REDACTED] ACC have since made no attempts to investigate or contain the breach.</p> <p>A sensitive claims client who I have spoken to says she is horrified that this breach has occurred and she will be demanding ACC tell her whether she is one of those on the lists. She says ACC has previously had to pay her compensation for another privacy breach and when she made ACC aware they had breached another client's, not her, privacy, ACC would not give her a written assurance they would inform that client of the breach so she still holds the paper work involved.</p> <p>My questions are:</p> <ol style="list-style-type: none"> 1) What risk management systems does ACC currently have in place to stop such a breach? 2) Does ACC concede this is a grave breach of thousands of its clients privacy? 3) Why had ACC taken no steps to |

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| 10/7/12 | 10/4/12 | <p>I'd like to request under the Official Information Act, an anonymised copy of the spreadsheet of ACC claimant details released to ██████ that was the subject of media and political debate in March this year.</p> <p>Separately, I'd like to request all reports and correspondence between ACC, its board and the Government, and to and from ACC management and its board, that related to the release of this information.</p> <p>Separately, I'd like to request the names of all the reports indicated above, in the event the request to release the actual reports or correspondence is declined.</p> |
| 23/7/12 | 9/5/12 | <p>In your response you advised as follows:</p> <p>Treatment Injury Legislation from 1 July 2005</p> <p>There were 8 treatment injury claims, of which 6 were accepted and bowel perforation was recorded in 3 claims.</p> <p>In terms of the Official Information Act 1982 and the Privacy Act 1993 we now request that we be advised what injuries were involved in the 3 accepted claims not involving bowel perforation.</p> |
| 31/7/12 | 5/4/12 | <p>..... I request any letters, emails, correspondence, phone calls or text messages regarding ██████ and ██████. That includes any material between yourself, your office, former minister Nick Smith, ACC or any third parties.</p> <p>I also request any communication between yourself and ██████ or ██████ and any other parties and any advice you received on the matter.</p> |