

23 June 2017

Mr David Lawson
Email: fyi-request-5987-fc2d7c03@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your request of 9 June 2017 asking for the following information under the Official Information Act 1982:

1). A copy of the ACC Form letter that was sent to ACC clients advising that their claims management through ACC was transferred to ACC's Recover Independence Services (RIS) Team/s. (Which was established in 2009 in response to the recommendations put forward by Phil Riley, via Denise Cosgrove and outlined in what is commonly now referred to as the "Riley Report").

2). Any and all subsequent variations to the original 2009 ACC Form letter that was sent to ACC clients when their claims management through ACC was transferred to ACC's Recover Independence Services (RIS) from 2009 through to present.

Please find attached the template for letters informing clients that their claim was being transferred to the Recover Independence Service for case management. Included with this is the one-pager provided to clients with that letter.

There were no further iterations of this letter.

ACC is happy to answer your questions

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140.*

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 10152, Wellington 6143.*

Yours sincerely
Government Services

Your claim number is **[Claim number auto]**

[Date auto]

[Client Title Auto] [Client Full Name Auto]
[Additional Recipient Reference Auto]
[Address Line 1 Auto]
[Address Line 2 Auto]
[Suburb Auto]
[Town Or City Auto] [Post Code Auto]
[Country Auto]

Dear [Client Title Auto] [Client Surname Auto]

Helping you with your ongoing rehabilitation needs

I'd like to take this opportunity to introduce myself, as I will now be working with you as your new ACC Case Manager.

I'd also like to get together with you in the near future to talk about how ACC can best support you with your ongoing rehabilitation needs.

I will call you shortly to arrange a suitable time to meet – or if you prefer, you can call me to arrange the appointment.

In the meantime, please feel free to contact me if you have any questions, or I can help you in any way with the support you're currently receiving from ACC.

Yours sincerely

[Staff_Name auto]

[Job Title auto]

Telephone: [Telephone auto]

Taking steps towards greater independence

Helping you keep your rehabilitation on track



When you experience ongoing difficulties for a long time after an injury, it's easy to lower your expectations about achieving a successful rehabilitation. That's why we want to make sure we continue to give you all the help we can, to keep you working towards realistic rehabilitation goals.

We understand that no two people's recovery from injury is ever the same. And that sometimes, it can feel as if there's little chance of getting back to the life you had before you were injured. But we're committed to helping you keep working towards this goal. Even if you've been out of full-time employment for a long time, we can help you return to work, or at least achieve a greater level of independence in your everyday life.

We can give you specialised assistance

At ACC, we have people who are specialised at helping anyone who's been receiving longer-term assistance from us following an injury. Their job is to work out how we can best help you keep your rehabilitation on track. Sometimes, these people may not be based in your area. However, this doesn't mean you will have to travel far to meet them – usually, they will arrange meetings with you at your nearest ACC branch.

Arranging the help that's right for you now

Because your circumstances and the types of assistance we're able to provide can change over time, it's important that we keep revising your needs and what help may be most appropriate for you. Any assistance we arrange for you will always be based around meeting your needs at this particular point in time.

What help can I get that I'm not already getting?

There are many ways we may be able to help you work towards your goal of returning to work or achieving greater independence. For example, we have programmes that can help you address physical aspects of your rehabilitation, or practical aspects of looking for work, eg career guidance, assistance preparing a CV.

We'll look at the help you've received to date, and explore what other assistance may benefit you. The help you're entitled to will depend on your particular injury and situation.

Making a commitment to work together

ACC will assess your needs and provide rehabilitation that addresses these needs. In return, your obligation is to work with us and participate in any treatment or rehabilitation programmes we agree to. We understand that there may be challenges along the way, but we'll support you as much as possible to manage these.

A team approach

When looking at what help we can give you, we'll work closely with you, your GP and any other relevant health professionals. If appropriate we'll also work closely with your family, whanau or people who are supporting you.

We're happy to answer your questions.

If you have any questions about this information sheet, please call your Client Services staff member or 0800 101 996.