

Ref: 0050770

30 October 2017

Mr Karl Bloxham  
fyi-request-6612-155f5ab5@requests.fyi.org.nz

Dear Mr Bloxham

### **Official Information Act Request**

Thank you for your request of 30 September 2017, asking for the following information under the Official Information Act 1982, the Act:

*Please provide details of the high level data that's captured under the ACC45 in respect to the following data elements;*

- 1. Injury Type*
- 2. Death*
- 3. Severity*
- 4. Activity*
- 5. Mechanism*

We emailed you on 16 October 2017, seeking clarification of your request and the time period you want the data to cover.

Your response of 30 October 2017 was:

*To narrow down my request, a list of data "Indicators" that are available to record on a person's file/claim and the reason for the use of the indicators i.e. vulnerable, risky, wilful self harm etc.*

We have enclosed a copy of the ACC claim indicators list as at 30 October 2017, for your information.

Please contact [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) if you would like to talk about this letter. We will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

You have the right to complain to the Office of the Ombudsman about our decision to withhold some information. 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

OIA Services  
**Government Engagement and Support**

## Indicators

Indicators signal that staff need to take something into account before acting in relation to either a client, or his or her claim. They create a visual reminder that there is something to note.

Indicator	Description
Appeals Indicator	Client is appealing an ACC decision through the court system
Care Indicator	Risky client – potential threat to the safety of ACC staff
Civil Damages Indicator	Client is attempting to recover, or has recovered, civil damages for the injury
Complaints Party or Claim Indicator	ACC has received a complaint about its management of a claim or client
Consent Claim Indicator	Client has given ACC consent to discuss aspects of his or her claim with other parties
Convicted For Murder Indicator	Client was convicted for murder and should be considered a care risk
CPX-WC Indicator	Client or client's employer has CoverPlus Xtra cover; weekly compensation to be paid at a fixed rate
Fraud Indicator	Fraud investigation is underway against the client
Hearing Loss Indicator	Client has applied to ACC for hearing loss cover
Imprisonment Indicator	Client is imprisoned and not entitled to benefits
Ministerials Party or Claim Indicator	ACC has received a complaint about its management of a claim or client from the Minister for ACC
Non Compliance Indicator	Client is not complying with ACC requirements in relation to a claim.
Proceed Pre 1/4/74 Indicator	Client is covered for a gradual process injury which occurred prior to 1/4/1974
Rehabilitation Pathway Indicator	Client has a common injury that can be managed using a rehabilitation pathway (RP)
Repugnant To Justice Indicator	Client is denied benefits because granting entitlements would be repugnant to justice
Review Indicator	Client has requested ACC to review a decision made in relation to his or her claim
Vulnerable Situation Indicator	Client is in a situation where there is a potential threat to their safety, health or wellbeing
Wilful Self-Inflict Indicator	Client is suspected of inflicting an injury on self to obtain benefits

Indicator	Description
Augmentative aids required	Assistance Required - Person requires additional assistance when there is verbal or written contact
Authority To Act	Person has granted another party authority to act for them
ECS Claim	Claim is an Employer Centric Services (ESC)
Exclude from Client Research	Client doesn't want to participate in customer satisfaction surveys and has been added to the research exclusion database
Hearing impaired	Assistance Required - Person requires additional assistance when there is verbal or written contact
Interpreter required	Assistance Required - Person requires additional assistance when there is verbal or written contact
Other information	Assistance Required - Person requires additional assistance when there is verbal or written contact
Overseas More Than 3 Months	Client has been overseas for more than 3 months
Preferred language exists and is set to a value other than English	Assistance Required - Person requires additional assistance when there is verbal or written contact
Reading difficulties	Assistance Required - Person requires additional assistance when there is verbal or written contact
Visually impaired	Assistance Required - Person requires additional assistance when there is verbal or written contact