

7 June 2018

Karl Bloxham
fyi-request-7799-6c68ccbf@requests.fyi.org.nz

Dear Mr Bloxham

Ref: 0051954

Official Information Act request

Thank you for your request of 11 May 2018, asking for the following information under the Official Information Act 1982 (the Act):

1. *Guidelines or procedures when ACC are notified of a claim for a Member of Parliament (MP) or their family.*
2. *The number of claims by MP's or their family that required an individual rehabilitation plan (IRP) for the years 2013, 2014, 2015, 2016, 2017.*
3. *The number of claims relating to MP's or their family that were subject to a review by Fairway Resolution Ltd for the years 2013, 2014, 2015, 2016, 2017.*

Our response

In response to question one above, please find attached an extracted copy of ACC's internal policy document titled: *High profile clients* (Appendix 1) and process document titled: *Managing high profile client claims* (Appendix 2).

Regarding questions two and three of your request, we are unable to provide you with the number of MPs or their families who have had an IRP, or a review by FairWay Resolution Ltd, on a claim. To provide that information, we would need to manually review the claim files of hundreds of ACC clients with a high profile client indicator on their file to determine if they are an MP or family member of an MP, and then determine if they had an IRP or review.

Due to this, the information cannot be made available without substantial collation or research. This decision is made under section 18(f) of the Act. We do not consider that fixing a charge or extending the time limit for responding would enable the request to be granted without adversely impacting on ACC's operations.

We also have privacy concerns as your request asks for information on the claims of ACC clients based on who they are. Even if responding to your request did not require substantial collation and research, we would have to consider refusing your request under section 9(2)(a) of the Act to protect the privacy of the individuals concerned. As part of this consideration we would need to identify whether the release of this information would be in the public interest.

Queries

If you have any questions about the information provided, you can contact us at GES@acc.co.nz.

You have the right to complain to the Office of the Ombudsman about our decision to refuse part of your request. 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 Engagement and Support

Enclosed:

Appendix 1: *High profile clients*

Appendix 2: *Managing high profile client claims*

High profile clients

Introduction

Client confidentiality is ensured by ACC's code of conduct and privacy policy. However, claims involving clients with a high public profile could attract an additional element of curiosity. To address this, and protect ACC and the client from any possible conflict of interest, the records have further restricted access. These clients were previously referred to as VIP.

Rules

Generally, the category of high profile clients covers the following people and members of their immediate family:

- Governor General
- Members of Parliament
- Members of the Judiciary
- ACC Board members

All claims involving a high profile client must be assigned the Secure Access Indicator in Eos. This restricts access to unit managers and approved claim management staff only.

Special cases

A unit manager may recommend that a client outside the above categories is assigned high profile client status. The individual should have a high public profile and evidence is provided to support that:

- there is an increased risk of inappropriate claim access
- cover or entitlement decisions may have a wider reputational risk for ACC
- the client has been affected by a previous serious privacy breach
- there is a perceived risk of a conflict of interest.

All decisions to assign 'high profile' status are made by the Head of Client Service Delivery.

Claim management

The delegations relating to cover and entitlement decisions for high profile clients are the same as for all other clients. However, it is expected that the unit manager will have oversight of the claim's management and will ensure that any risks associated with an unfavourable decision are managed and escalated as required.

Managing high profile client claims

Claims involving clients with a high public profile may attract additional public interest. To manage this, these clients can be designated as high profile clients and access to their files restricted.

Identify possible high profile client

Responsibility

Case Owner

When to use

Use this instruction when you believe a claim involves a possible high profile client.

Instruction

Step 1

Review [High Profile Client](#) policy.

Step 2

Prepare a recommendation to your unit manager outlining the reasons for applying the 'secured access' restriction to the claim.

Step 3

Refer the claim to your unit manager for their decision.

What happens next

Go to [Determine if client meets criteria](#).

Determine if client meets criteria

Responsibility

Unit Manager

When to use

Use this instruction when a case owner or registration staff indicate that a claim involves a possible high profile client.

Instruction

Step 1

Determine if client meets high profile client criteria, including special case criteria, using the high profile client policy.

Step 2

Send your recommendation and supporting evidence to the Head of Client Service Delivery.

Step 3

If the recommendation...	then...
is approved	<ul style="list-style-type: none">ensure that the Secure Access Indicator is triggered on the claim in Eosdocument the reasons for assigning high profile client status in Eosgo to Manage high profile claiminform the case owner
is not approved	<ul style="list-style-type: none">this process ends

Note: If the client no longer meets the criteria of a 'high profile client' or the 'Secure Access' indicator is activated in error. Make sure you ask your unit manager to remove the 'Secure Access' indicator from EOS.

Manage high profile claim

Responsibility

Claims Management Staff involved in managing the claim

When to use

Use this instruction when managing a claim designated as involving a high profile client.

Instruction

Step 1

Request access to Eos Secure Access category through ICT Self Service.

Step 2

Manage the claim using [standard ACC processes](#). Delegations relating to cover and entitlement decisions are the same as for any other client.

Step 3

Update your Unit Manager regularly and ensure that they are aware of the progress of the claim.

What happens next

Go to **Manage reputational risk**.

Manage reputational risk

Responsibility

Unit Manager

When to use

Use this instruction when your unit is managing a high profile client claim.

Instruction

Step 1

Monitor claim management to make sure that frontline staff are managing the claim in accordance with [standard ACC processes](#).

Step 2

Use established risk management processes to manage any reputation risk associated with an unfavourable cover or entitlement decision.

Step 3

Following completion of the claim, ensure that EOS Secure Access is removed from the associated claims management staff. The claims management staff must individually request removal of this access through ICT Self Service.

What happens next

The process ends.