

10 July 2018

Mr David Lawson
Email: fyi-request-8136-dda00fff@requests.fyi.org.nz

Dear Mr Lawson

Ref: 0052220

I refer to your email of 28 June 2018, which asks a number of questions relating to the 'Intricate Client Unit' or 'Intricate Claims Unit'.

We have previously written to you on this subject, albeit the previous references were to the 'Intricate Claims Unit'. To clarify, there is no unit within the Wellington Branch, Wellington Central Branch or anywhere within ACC, with the name "Intricate Client Unit", 'Intricate Claims Unit' or anything similar to those titles.

The mention of the 'Intricate Client Unit' in the communication you have identified is an informal reference to the Wellington Central Branch. However, that title (or variations of it), is not the name ACC uses for that Branch.

Noting this, and in respect of your specific questions, we refer you to our letter of 31 May 2016, which advises we do not intend to enter into further correspondence with you on this issue. Please find this letter attached for your reference.

You have the right to make a complaint to the Office of the Ombudsman regarding our response. 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

Encl: *ACC official information response letter – 31 May 2016*

31 May 2016

David Lawson
fyi-request-3731-33014c06@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your email received 18 April 2016. This letter is also in response to your correspondence from the same FYI address dated 10 May 2016.

Our approach

Your eight requests are reproduced below with our corresponding responses. The wording of your specific questions is written in italics. Due to the similarity in subject matter, some of your questions have been grouped for response.

Requests one, two and three

- 1. Please supply to me under the Official Information Act 1982, copies of all communications distributed to local branches from the branch unit/individual/s/business unit/entity within ACC, or externally as may have been the case, that arranged the formation of, and the announcement to Branch Managers through out the country, about the formation of the Intricate Claims Unit, be it via email, ACC's intranet "The Sauce", or any other sauce.*
- 2. Please ensure that these communications cover all circumstances/senario's under which local branch managers and staff were advised of why and how an acc claimant would be transferred to this unit, as would have been advised to all local branch managers at a local level.*
- 3. Please also supply to me a dated copy of the original official information that was circulated within ACC to local branches and local branch managers that advised that the Intricate Claims Unit's title had been changed to the Wellington Central Branch.*

Response to requests one, two and three

As we have previously advised, the name "intricate claims unit" is not in use nor has it ever been officially used. This was the name used by a manager at the conceptual stage prior to the Wellington Central Branch being established. It follows that the documents you seek do not exist. This decision complies with section 18(e) of the Act. Please note that we consider we have answered your queries in relation to the use of that name fully and do not intend to enter into any further correspondence with you on this issue.

Request four

- 4. Please also provide all any and all Official Information about either the Intricate Claims Unit/Wellington Central Branch, which relates to ACC's policy of using this unit in an attempt to mitigate ACC's staff's breaches of the ACC Act and the Code of Claimant Rights.*

5. *Please provide all Official Information about the Intricate Claims Unit /Wellington Central Branch, that allows claims management staff within this unit to extend the time limit from 21 working days considered acceptable by the Crown's service agreement with ACC for the notification of decisions of non complex covers on claims based cover decisions through to 4 months.*
6. *Please provide all Official Information in terms of restrictions on claims management services provided to ACC claimants, brought on by the application of a client to apply to have an acc decision reviewed.*

Response to requests four, five and six

We have carefully considered requests four, five and six and note the following in respect of each:

- Request four suggests that ACC has a policy of using the unit to mitigate instances where ACC staff breach the Act and/or the Code of Claimant's rights
- Request five appears to suggest that ACC has a policy that allows staff to act inappropriately in respect of the time taken to notify decisions on non complex claims
- Request six appears to suggest that ACC places restrictions on the services provided to clients by virtue of them seeking a review.

In accordance with section 18(e) of the Act we note that the documents alleged to contain the information you seek simply do not exist. Furthermore, we consider each of requests four five and six to be vexatious in terms of section 18(h) of the Act.

Request seven

7. *Please provide to me under the Official Information Act all Official Information associated with the Claims Management Network, and all the Specialist Service Units that form and are attached to the Claims Management Network.*

Response to request seven

We have decided to decline request 7 on the basis that it would require substantial collation and research to process. That decision has been made in accordance with sections 18(f), 18A and 18B of the Act.

Request eight

8. *Please provide all official information that is associated with a case managers requirement to acknowledge email contact from an acc claimant, and how long a claims manager can take to reply to an email requesting a cover decision for the addition of class of injury codes for non complex claims never lodged previously. Is it ACC policy to acknowledge an email and advise when the information is likely to be provided?*

Response to request eight

This information is in the process of being provided to you in response to your request dated 3 May 2016 for further information from Appendix one.

Questions or concerns about ACC's response

If you have further questions, contact us by email at GovernmentServices@acc.co.nz.

You have the right to make a complaint to the Office of the Ombudsman regarding our response. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

Government Services