

17 April 2019

Anthony Jordan

[fyi-request-9901-42174480@requests.fyi.org.nz](mailto:fyi-request-9901-42174480@requests.fyi.org.nz)



Dear Anthony

**Your Official Information Act request, reference: 0053926**

I refer to your email of 22 March 2019, asking for the following information under the Official Information Act 1982 (the Act):

1. *Year EOS system was introduced*
2. *Policy in which Claimants Hard Copy files, pre-EOS introduction, would be stored post-introduction of EOS*
3. *Is the ACC required to adhere to Health (Retention of Health Information) Regulations 1996?*
4. *ACC released a statement sometime between 2003-2005 disclosing "...claimant's hardcopy files will be held for the life expectancy of the claimant..."*  
*I have misplaced the ACC disclosure and require this information.*

**Eos Claims Management system**

The Eos claims management system went 'live' in July 2006, following a staged implementation process that took approximately two years. Eos was intended to take ACC from a paper based file environment to a system that used a virtual claim file, with client's documents and other information stored digitally.

**Storage of hard copy files post Eos**

Section 66 of the Accident Compensation Act 2001 requires ACC to retain every claim file for at least 10 years after the date of the last action the Corporation had recorded on the claim file. ACC complies with this section of the Act and the practice continued following the introduction of Eos.

**Retention of health information**

In December 2010, the Virtual Claim File Certificate of Compliance with Archives New Zealand's Digitisation Standard was signed off by ACC's Chief Executive at that time, Dr Jan White. This provided ACC the authority to dispose of the physical claim documents and records, allowing the electronic claim documents and records to become the authoritative records.

In 2011 the Disposal Authority 442 Schedule was introduced. This schedule superseded the 2006 claims authority to include electronic and digitised information relating to all aspects of the claim process as well as reduce the retention of some categories of records. The retention periods were now aligned to the retention policies for District Health Boards.

- Physical files managed at Branch or Specialist Units are now retained for 20 years from the date of the last action on the claim.
- Electronic digitised records managed at the Branch or Specialist Units are retained for 75 years from the date of the last action on the claim.
- Digitised Original Source Documents six months from the date that the batch file is archived.

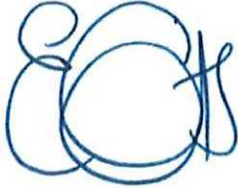
**Statement regarding retention of hard copy files**

We have been unable to locate the document you refer to that outlines the retention of claimant's hardcopy files. You advise ACC released a statement sometime between 2003-2005. Unfortunately, despite reasonable efforts we cannot locate it. For this reason, we are refusing this part of your request under section 18(e) of the Act.

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Yours sincerely



Emma Coats  
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