

20 July 2023

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-026042**

Thank you for your email of 29 June 2023, asking for the following information under the Official Information Act 1982 (the Act). I will provide a response to each of your questions in turn:

**1. Name of the ACC Auckland Branch Manager**

ACC no longer operates under a model of branch managers. As such, we are refusing to provide the information requested as it does not exist. This decision has been made under section 18(e) of the Act.

**2. Name of ACC's Executive**

This information is publicly available, here: [www.acc.co.nz/about-us/who-we-are/our-minister-board-ce-and-executive/](http://www.acc.co.nz/about-us/who-we-are/our-minister-board-ce-and-executive/).

**4. Amount ACC paid Young Hunter for each financial year for the last 5 years**

Supplier	FY19	FY20	FY21	FY22	FY23
Hunter Young Lawyers	\$390,366.15	\$424,348.48	\$580,347.69	\$81,161.44	\$135,866.33

**5. Number of ACC Lawyers currently employed by ACC**

ACC's Legal Services team currently employs 20 lawyers.

**6. Number of external Lawyers ACC engage currently**

ACC has a panel of 27 external counsel who are contracted to appear in District Court litigation for matters regarding the Accident Compensation Act 2001. From time to time, we may engage other external lawyers for advice or representation as the need arises.

**7. Number of court appeals currently awaiting a hearing**

As of 5 July 2023, there are 260 District Court appeals, 1 High Court appeal, and 2 Court of Appeal appeals awaiting a hearing.

**8. Number of reviews awaiting a hearing, for Fairway and ICRA**

At the end of May 2023, Fairway had 1079 reviews on hand and ICRA had 1638 reviews on hand.

**9. Number of people currently employed by ACC**

This information is publicly available on page 67 of ACC's Annual Report, here: [www.acc.co.nz/assets/corporate-documents/acc8430-acc-annual-report-2022.pdf](http://www.acc.co.nz/assets/corporate-documents/acc8430-acc-annual-report-2022.pdf).

**10 and 12. Number Official Information and Privacy Act breaches committed, and privacy complaints received, by ACC in the 2020, 2021 and 2022 calendar years**

This information is publicly available on page 35 of ACC's 2022/23 Annual Review, here:

[www.parliament.nz/resource/en-](http://www.parliament.nz/resource/en-NZ/53SCEW_EVI_129928_EW9693/a918714e0eb9a2222964ce3815a33f7f145e614e)

[NZ/53SCEW EVI 129928 EW9693/a918714e0eb9a2222964ce3815a33f7f145e614e.](http://www.parliament.nz/resource/en-NZ/53SCEW_EVI_129928_EW9693/a918714e0eb9a2222964ce3815a33f7f145e614e)

**11. Number of reviews filed each calendar year for 2020, 2021 and 2022 for ACC's Breaches of The Code of Claimants Rights**

Reviews lodged between 1 January 2020 and 31 December 2022 and have reason code "Code of ACC Claimant's Rights" are included in the table.

Review lodgement calendar year	Number of reviews
2020	68
2021	77
2022	77

**13. Complaints ACC received between 1 January 2020 and 30 June 2023**

The complaint data is based on customer feedback cases. A feedback case is counted if the feedback case type is 'Dissatisfaction/Complaint', and it was received between 1 January 2020 and 30 June 2023.

Complaint received calendar year	Number of complaints
2020	1,951
2021	1,784
2022	1,828
2023 (to 30 June)	1,003

**14. Number of mediation sessions ACC attended for all of the reviews filed between 1 January 2020 and 2023 YTD**

ACC uses conciliation or evaluative mediation as alternative dispute resolution methods. We have provided information on these mediation methods for each performance year as this is how the data is formatted in monthly reports. Providing the information by calendar year would require manual review and would be refused under section 18(f) of the Act.

	July 2019 – June 2020	July 2020 – June 2021	July 2021 – June 2022	July 2022 – May 2023
Conciliation or evaluative mediation meetings	931	1099	1063	889

**15, 16 & 17. Number of Medical Advisors, Clinical Advisors and Psychology Advisors currently employed by ACC**

ACC currently has 38 Medical Advisors, 66 Clinical Advisors, and 33 Psychology Advisors.

**18. Number of days ACC legally have to formally acknowledge and provide the privacy investigation number for a privacy complaint email sent to ACC Privacy Officer**

Legal timeframes are outlined in section 7 of the Health Information Privacy Code, here:

[www.privacy.org.nz/assets/New-order/Privacy-Act-2020/Codes-of-practice/Health-information-privacy-code-2020/HIPC-Amendment-No-1/Consolidated-Code-incorporating-Amendment-No-1.pdf.](http://www.privacy.org.nz/assets/New-order/Privacy-Act-2020/Codes-of-practice/Health-information-privacy-code-2020/HIPC-Amendment-No-1/Consolidated-Code-incorporating-Amendment-No-1.pdf)

**As this information may be of interest to other members of the public**

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement