



26 November 2025

[REDACTED]

Kia ora

Your Official Information Act request, reference: GOV-044438

Thank you for your email of 14 November 2025, asking for the following information under the Official Information Act 1982 (the Act):

Veteran Affairs NZ provides support to all service members enlisted before 1 Apr 1974 as well as all service members that have qualifying operational service. All other service members are advised by VANZ to seek support from ACC.

ACC website states it covers injuries from accidents and does not cover illnesses or conditions from aging or emotional issues. Typically service members not only suffer from accidental injury but from wear and tear or gradual degenerative conditions and diseases. Would such conditions or diseases be considered by ACC?

Does ACC have a working relationship or work in partnership with VANZ?

VANZ utilises the Australian (Repatriation Medical Authority) Statement of Principles (for Veteran Entitlements) to assist with determining claims. Does the ACC utilise the same or similar?

ACC forms are completed by service members in the event of injury during service. Are these records researched and made available to claimants upon an application for support? If not, why not? Or is it the claimants responsibility to prove the injury (eg. by applying to NZDF for a copy of their medical records)?

Types of injuries we cover

You have asked what type of conditions ACC considers for veterans, such as accidental injuries, conditions resulting from wear and tear, or gradual degenerative conditions and diseases.

The Accident Compensation Act 2001 (the AC Act) does not include any unique cover provisions for veterans. ACC generally only covers injuries caused by accidents, and certain work-related gradual process diseases or infections. Conditions resulting from ‘wear and tear’ are unlikely to be covered if they relate to the aging process, and if they do not fall under the definition of an ‘accident’, or ‘personal injury’ within the AC Act. Accident and Personal injury are defined in sections 25 and 26 of the AC Act, which you can view at:

www.legislation.govt.nz/act/public/2001/0049/latest/DLM99494.html?search=sw_096be8ed81f1da19_veteran_25_se&p=1#DLM2508266

Veteran Support

As you have indicated, some veterans may also be eligible for support under the Veterans' Support Act 2014 administered by Veterans Affairs New Zealand.

We note that there is information on the Veterans' Affairs website on entitlements, services, and support they provide at: www.veteransaffairs.mil.nz/a-z/

For your information, we have also attached ACC's Veterans' Affairs Policy.

Does ACC have a working relationship or work in partnership with VANZ

Yes, ACC does have a working relationship with Veterans Affairs NZ. This includes being a party to the Veterans' Affairs Information Sharing Agreement and being responsible for an action in the Veterans' Affairs Te Arataki Strategic Action Plan Work Programme.

You can read about these here:

- The Information Sharing Agreement: www.veteransaffairs.mil.nz/about-veterans-affairs/our-programmes/aisa/
- Te Arataki Strategic Action Plan: www.veteransaffairs.mil.nz/about-veterans-affairs/our-programmes/mental-health-framework/ - That page includes a link to the Work Programme, which includes ACC's actions on page 7.

Australian Statement of Principles

You have asked whether ACC uses the 'Australian (Repatriation Medical Authority) Statement of Principles (for Veteran Entitlements)' to assist with determining claims (or similar). It is not used for ACC claims. As to whether the Statement of Principles is used in relation to claims made under the Veterans' Support Act would need to be directed to Veterans' Affairs.

Medical records needed for claim assessment

Medical practitioners usually lodge claims on behalf of clients. To do this, they fill in an ACC45 claim lodgement form which asks for information needed to assess a claim for cover. The medical practitioner will work with the client to provide this information. For detail about what information is required, see this page: www.acc.co.nz/for-providers/lodging-claims/lodging-a-claim-for-a-patient

The New Zealand Defence Force (NZDF) are an accredited employer, which means they manage all NZDF work-related injuries on behalf of ACC. If ACC is sent the lodgement form, we will send this to NZDF to manage the claim (including assessing cover and entitlements). NZDF, like ACC, may be able to accept the claim just based on the ACC45 information, or they might need to ask the client or the medical practitioner for more information if anything was missing. If the injury is more complex, NZDF may need to request clinical records by making a request to the client's medical practitioner. The client is not usually provided a copy of their ACC45 form or their clinical records. However, under the Privacy Act 2020, clients can make a request for a copy of any information held about them.

After five years, the claim is transferred to ACC, and NZDF will send us the full claim file including all medical information and assessments. You can read more about accredited employers here: www.acc.co.nz/for-business/understanding-your-cover-options/accredited-employers-programme

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

ACC may publish 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. Please also view this page about making requests and our published responses <https://www.acc.co.nz/contact/official-information-act-requests>.

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

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Chris Johnston', written in a cursive style.

Christopher Johnston

Manager Official Information Act Services

Government Engagement