

6 November 2024



Kia ora

#### Your Official Information Act request, reference: GOV-035969

Thank you for your email of 16 October 2024, asking for information relating to ACC45 forms under the Official Information Act 1982 (the Act). I have provided a response to each of your questions in turn.

1. Is information on the hardcopy AC45 form transcribed into your computer data basis manually or via computer scanning/AI reading of the information?

Hardcopy or paper based ACC45 forms are manually copied and loaded onto the client's electronic file. We do not use any AI reading, scanning or inputting of information; this is done by a lodgement administrator.

2. If manually does the recording software have the exact or near exact same "fields" to accurately populate the data into?

The Lodgement Administrator manually enters the following information from the ACC45 form into the client file:

- Date and time of the accident\*: date/time format
- Did the accident happen in NZ: yes/no
- Accident Scene\*: Select dropdown
- Accident Contact: Select dropdown
- Prior Activity: Select dropdown
- Did the accident happen on the road: yes/no
- Off Road Agency\* (ie. Vehicle / item / article): Select dropdown
- Did the accident happen at work: yes/no
- How did the accident happen: Open field text
- Accident Location\*: Select dropdown
- Accident Cause: Select dropdown
- \*= Mandatory fields
  - 3. If raw data from say a hand completed AC45 is electronically scanned & uplifted into the electronic data base what guarantees of accuracy around the transfer are there?

The mandatory information fields provide us with the information we need about how, where, and why the accident happened. If there is missing information on the form or there are inconsistencies with these fields, the lodgement administrator will call the client to ask for clarification and update the fields on the electronic file.

4. Can ACC supply a discrete screen dump image(s), of this data transfer, manual or electronic, that proves that data supplied is accurately transferred?



Accident details from a hardcopy or paper based ACC45 form are manually entered on to the client's electronic file as listed and described above. Please see the attached *Register a claim* for a copy of the steps that staff follow. As staff names were not requested, they have been deemed out of the scope of your request and removed.

The ACC45 is then manually uploaded as a document and attached to the claim file for that client. If the client's party record can't be found in the system, then the lodgement administrator will contact them to let them know that we have received a claim but we need more information.

5. Once data has been uplifted into an electronic format what safeguards are there to prevent witting or unwitting corruption of the data?

Each time an ACC staff member has contact with a client, their accident details are confirmed with them.

6. Does ACC audit the data uplifted from hard to electronic copy for accuracy on a random or wall to wall basis?

ACC does not conduct any audits however Team Leaders do conduct ad hoc quality checks on claim files which could include checking accident details are accurate.

7. Same question as #6 above but is an independent auditor involved?

No independent auditors are involved in this process.

#### 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 <a href="https://www.acc.co.nz/resources/#/category/12">www.acc.co.nz/resources/#/category/12</a>

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

You can email me at <u>GovernmentServices@acc.co.nz</u>. If you are not happy with this response, you can also contact the Ombudsman via <u>info@ombudsman.parliament.nz</u> or by phoning 0800 802 602. Information about how to make a complaint is available at <u>www.ombudsman.parliament.nz</u>.

Ngā mihi

Christopher Johnston

**Manager Official Information Act Services** 

**Government Engagement** 



## Introduction

Use these instructions to register a manual ACC45 claim into Eos.

# How to: Register a manual claim

- Register a manual claim
  - Quick steps

# Register a manual claim

## **Quick steps**

1. Click Create a new ACC45 Claim

#### 2. Enter ACC45 number in Confirm ACC45 Number field. Click Create

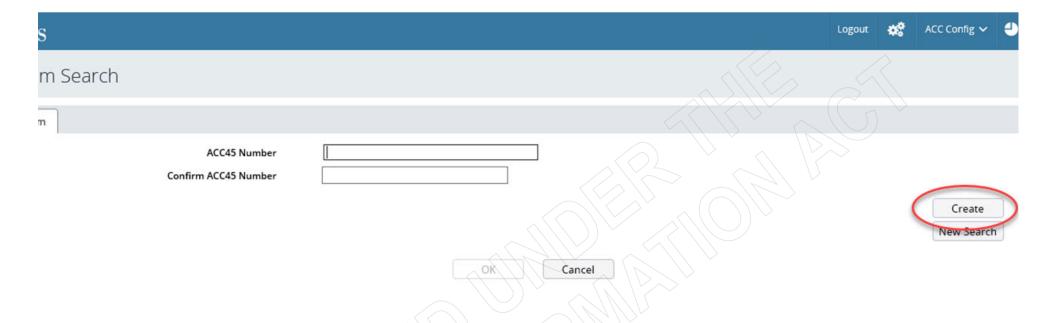
If the number isn't in use, the **Person** tab on the **Case Search** screen displays

- 1. Complete as much info as you can. Click **Search**
- 2. If the Add button appears, click it to add the party record
- 3. Once added, continue registering claim. When you get matches, confirm correct party. Click Add Claim
- 4. Select Registration type
- 5. Enter the ACC45 details in the fields
- 6. Select Yes in the Submit Form with Missing Mandatory Data? field if the ACC45 has missing data. Click OK
- 7. Check details. Select reason for change. Click **OK**

#### Step 1

Click Create a new ACC45 Claim on the operational toolbar.

Create Claim - Claim Search TS102153



## Step 2

Enter the same ACC45 number in the Confirm ACC45 Number field and click Create.

- If the ACC45 number is already in use, the Case Search screen displays.
- If the ACC45 number is not in use, the **Person** tab on the **Case Search** screen displays to enable you to continue the registration.

#### Step 3

Fill out as much information on the Person tab as possible and click Search.

#### Step 4

If no matches are returned, or you're sure the party record doesn't exist, the Add button will appear. Click **Add** to add the party record. See <u>Add a party.</u>

Once the party has been added, continue registering the claim. When matches are returned, confirm the correct party and click **Add Claim**.

### Step 5

Select the **Registration type** ('Full' or 'Rapid') in the Claim Summary section.

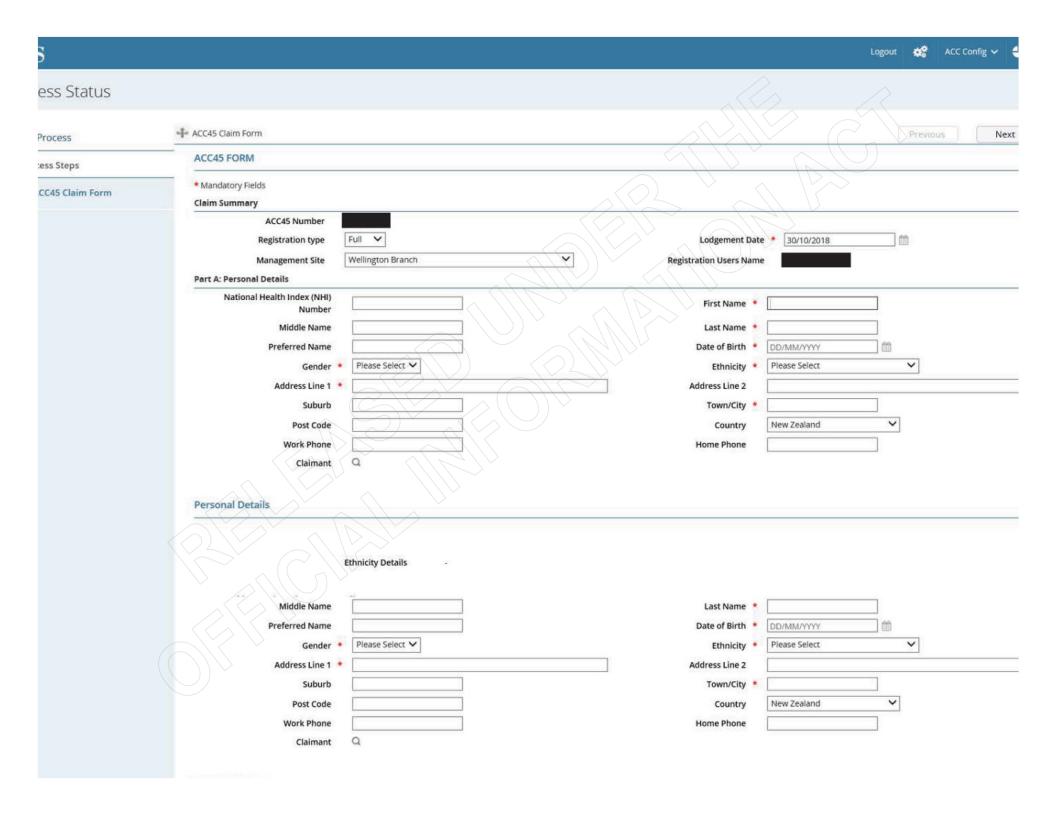
### Step 6

Enter the details from the ACC45 in the remaining fields, as appropriate.

## Step 7

Select **Yes** in the 'Submit Form with Missing Mandatory Data?' field if the ACC45 has missing data. Click **OK**. If no mandatory data is missing, the Summary Screen will display.

**Claim Summary TS102159** 

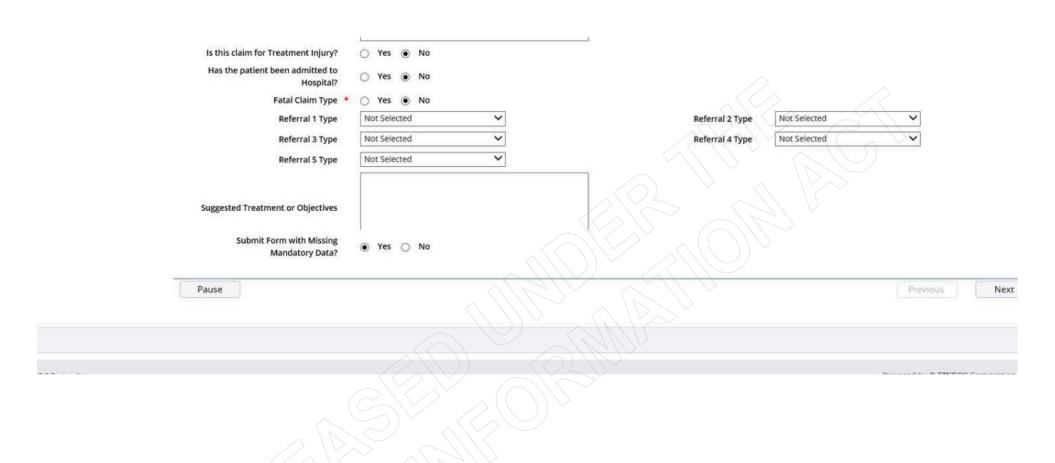


	Ethnicity Details -		
· · Accident scene	** [ ) result series	activities received	· muse server
Please give a brief description of how the accident happened			
Did the accident happen in New Zealand?	Yes		
Prior Activity	▶ Please Select ✓		
Accident Contact	Not Selected 🗸	Accident Cause	Not Selected 🗸
Did the Accident happen on a road?	No V		
Off Road Agency	Please Select		
Did the Accident happen at work?	* No Y		
Earner Status at Date of Accident	★ Please Select ✔		
Claimant Occupation	<b>Q</b>	What type of work do you do? *	Please Select 💙
Department			
Missing Mandatory Data for Dental Claim			
Employer Details			
		Q	
Employer Name			
Employer Address 1			
Employer Address 2			
Suburb			

Employer Address 1
Employer Address 2
Suburb
Town or City
Postcode
Country

Part C: Injury Diagnosis and Assistance
Code

Additional Injury Comments





Check the details on the **Summary Screen** (details are system-generated based on information that has been entered). Change the details if necessary.

Note: You're unable to return to the registration screen and must change details on this screen only.

## Step 9

Select the reason for the change, adding more information about the reasons for change when required. Click **OK** to return to the **Claim Search** screen to start another registration.

#### **Related Content**

12 results



<b>5</b>	Add a bank account in Eos
5	Update the payment notification method
5	Update the default account
5	Transfer the cost to another claim
5	Add a nominated payee
5	Add Corporate Finance as a nominated payee in Eos
5	Update a bank account added in error
5	View a payment preference
5	Change an expired bank account status

# Page Details

Content Owner

[Out of Scope]

Content Experts

[Out of Scope]

Topic

ACC: Rehabilitation and Treatment

EOS Online Topic

Specialist Functions Registering a claim Information Type System Steps Relates To Rehabilitation and Treatment