



6 November 2024

Kia ora [REDACTED]

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 ACC45 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 ACC45 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 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. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

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

S

Logout ACC Config

m Search

m

ACC45 Number

Confirm ACC45 Number

Create

New Search

OK Cancel

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 [Add a party](#).

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

ess Status

Process

 ACC45 Claim Form PreviousNext 

ess Steps

ACC45 Claim Form

ACC45 FORM

* Mandatory Fields

Claim Summary

ACC45 Number

Registration type

Full 

Management Site

Wellington Branch 

Lodgement Date *

30/10/2018 

Registration Users Name

Part A: Personal Details

National Health Index (NHI)
Number

Middle Name

Preferred Name

Gender *

Please Select 

Address Line 1 *

Suburb

Post Code

Work Phone

Claimant 

First Name *

Last Name *

Date of Birth *

DD/MM/YYYY 

Ethnicity *

Please Select 

Address Line 2

Town/City *

Country

New Zealand 

Home Phone

Personal Details

Ethnicity Details

Middle Name

Preferred Name

Gender *

Please Select 

Address Line 1 *

Suburb

Post Code

Work Phone

Claimant 

Last Name *

Date of Birth *

DD/MM/YYYY 

Ethnicity *

Please Select 

Address Line 2

Town/City *

Country

New Zealand 

Home Phone

Personal Details

Ethnicity Details

ACIDENT SCENE	1. How did the accident happen?	ACIDENT SCENE	1. How did the accident happen?
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		
Off Road Agency	Please Select		
Did the Accident happen at work?	No		
Earners Status at Date of Accident	Please Select		
Claimant Occupation		What type of work do you do?	Please Select
Department			
Missing Mandatory Data for Dental Claim			

Employer Details

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

Part C: Injury Diagnosis and Assistance

Code	
Additional Injury Comments	

Is this claim for Treatment Injury?

☐ Yes ☒ No

Has the patient been admitted to Hospital?

☐ Yes ☒ No

Fatal Claim Type *

☐ Yes ☒ No

Referral 1 Type

Not Selected ▼

Referral 3 Type

Not Selected ▼

Referral 5 Type

Not Selected ▼

Referral 2 Type

Not Selected ▼

Referral 4 Type

Not Selected ▼

Suggested Treatment or Objectives

Submit Form with Missing Mandatory Data?

☒ Yes ☐ No

Pause

Previous

Next

Step 8

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



[Transfer entitlement to a further injury claim](#)



Add a bank account in Eos



Update the payment notification method



Update the default account



Transfer the cost to another claim



Add a nominated payee



Add Corporate Finance as a nominated payee in Eos



Update a bank account added in error



View a payment preference



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

RELEASED UNDER THE
OFFICIAL INFORMATION ACT