

19 April 2023



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

[REDACTED]

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-024079

Thank you for your email of 27 March 2023, asking for the following information under the Official Information Act 1982 (the Act):

Reference to the act that allows the ACC to access a Claimant ACC Private File in Conjunction with an Official Information Request.

Reference to the act that allows any third party/agent of the ACC's to access a Claimant ACC Private File in Conjunction with an Official Information Request.

The Official Information Act 1982 is the relevant legislation

Official information is defined under section 2 of the Act as any information held by a public service agency, a Minister of the Crown in his official capacity, or an organisation. ACC is defined as an organisation under the Act.

As information on claim files is held by ACC, it is then subject to the requirements of the Act. Therefore, the Act itself is the legislation that allows ACC to access claim files when it is necessary for responding to Official Information requests.

Responses to Official Information requests are centralised and responded by ACC's OIA Services team. A request for information received elsewhere, for example by other Government Agencies, for information that sits with ACC would be transferred to us for a response under section 14 of the Act. For this reason, we are not aware of occasions or circumstances in which a third party or an agent would access an ACC claim file for the purposes of responding to an Official Information Act request. However, the Act would be the relevant legislation to respond to an Official Information request relating to ACC claim information.

In practice it is rare that we would access individual claims to answer an Official Information Act request. Most of ACC's key claim related information is copied from the system of record (for example our case management system Eos and our Medical Fees Payment system) to data warehouses, where the information can be extracted by authorised staff with reporting and analysis tools such as SAS Enterprise Guide and PowerBI; noting that any disclosure of information would be subject to withholding and refusal grounds. Furthermore, requests under section 23 of the Act for a written statement of reasons for a decision affecting that client will always require access to claim files.

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 'Sara Freitag', written over a white background.

Sara Freitag

Acting Manager Official Information Act Services
Government Engagement