14 March 2022

[redacted]

Tēnā koe [redacted]

Your Official Information Act request, reference: GOV-016043
Thank you for your email of 16 December 2021, asking for the following information under the Official Information Act 1982 (the Act):

> *Under the OIA can you please provide the following in a searchable spreadsheet:*
> *For each year between 2010-2021*
> *1.Total number of sensitive claims lodged each year.*
> *2.Total number of approved sensitive claims for each year*
> *3.Number of sensitive claimants that received weekly compensation in each year*
> *4. Number of sensitive claimants that were paid a lump sum payment*
> *5. number of sensitive claimants paid an independence allowance*
> *6. average lump sum payment given to sensitive claimaints in each year*
> *7. average total amount paid to sensitive claimants through independence allowance payments in each year*
> *8. largest lump sum payment to sensitive claimaint for each year*
> *9. largest weekly independence allowance paid to sensitive claimant for each year.*
> *10. number of sensitive claimants who received vocational rehabilitation each year*
> *11. number of sensitive claimants who received social rehabilitation each year.*
> *12. Please also provide all of the above for ALL ACC claims*

Our response
Please find attached 'GOV-016043 Attachment' with the requested data from 2010-2021.

Table 1 provides information about sensitive claims. A sensitive claim is a claim for a physical injury or mental injury caused by sexual abuse or assault, as defined by Schedule 3 of the Accident Compensation Act 2001.

Table 2 provides information about non-sensitive claims.

Differences in this data set and the data set provided for GOV-015610
As explained in our previous sensitive claims data released to you, GOV-015610, there are differences in the figures provided in this set and the previous data sets released.

There are a number of claims that were included in the previous data sets, that are no longer included in this data set. The main reason for this is because the claim has been identified as a duplicate since the last data set was created, and the cover decision has changed from either 'accept' or 'decline' to 'duplicate'. Duplicate claims are identified where more than one claim is lodged for the same accident event and injury. This usually happens when a client sees multiple providers who each lodge a new claim. Duplicate claims are not always identified when they are first received by ACC and when a potentially duplicated claim is identified there is usually a period of time taken to investigate and confirm this. This is because claims may have been lodged with alternative dates or event descriptions and these need to be verified. Once identified, investigated and confirmed, claims are marked as duplicates and joined with the original claim to make one record.

Notes about the data

- The data in this report is based on claims managed by ACC. Accredited employer claims are not included as ACC holds limited information on these.
- Identified duplicate claims have been excluded from this report.
- Question 1 - This is the count of all new claims lodged with ACC within the specified timeframes. Claims are counted by the date they are lodged, and includes accepted and declined claims, as well as those that currently have no cover decision. For sensitive claims, claims can be lodged immediately after a client has experienced sexual abuse or assault, or any time after.
- Question 2 - Accepted claims are based on the date that ACC made a cover decision of accept on the claim. This decision could be made in the year the claim was lodged with ACC, or the years following. Note that this measure is not directly comparable with the number of new claims lodged in each year. Please note that for sensitive claims, clients can access a number of pre-cover supports without seeking cover for a mental injury on their claim. Where a client is satisfied with the pre-cover support, they may choose not to proceed with a supported assessment to obtain cover for a mental injury caused by sexual abuse. This will result in a declined claim in the system; however, the decision reason will be noted as withdrawn.[1]
- Question 3 – clients paid weekly compensation over multiple years will be counted for each year they received payment.
- All other measures (questions 3 to 11) include accepted claims, declined claims, and claims that don't yet have a cover decision however, normally a cover decision of accept is required for any entitlement payments to be made. Declined claims are included in the data as some claimants may have received entitlements while a claim was accepted or under assessment, but the cover decision was later changed to declined. For sensitive claims, this generally occurs when entitlements are transferred to another accepted claim.
- Some clients who receive independence allowance are eligible for a five-yearly payment, meaning five years of entitlement are paid in advance in a single payment. Data for question 5 may reflect payments of this type.
- Entitlement payments for some groups (likely for vocational rehabilitation and social rehabilitation) may include a small amount of administrative or ancillary spend in addition to the entitlement.
- Entitlements can include rehabilitation, weekly compensation, permanent injury compensation, funeral grants, survivors' grants, weekly compensation for the spouse or partner, children and other dependants of a deceased claimant, and childcare payments.
- Questions 8 and 9 refer to actual amounts paid for individual claims. ACC does not routinely release information on the exact payments we have made to clients. We have therefore rounded these figures to the nearest $1000 in order to protect client privacy. This is done under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.
- The average and highest amounts paid for non-sensitive claims are generally higher than for sensitive claims due to the complexity of some serious injury claims covered by ACC.
- The number of clients who have received social rehabilitation is higher than vocational rehabilitation as only clients who have cover for a personal injury and are entitled, or likely to be entitled, to weekly compensation or loss of potential earnings are able to access vocational rehabilitation. Any client with cover for a personal injury may be eligible to receive Social Rehabilitation, which is provided to assist in restoring and returning a client to the fullest possible independence.
- Data was extracted on 10 January 2022 and may differ if re-run at a later date.

[1] Clients who have withdrawn from the assessment process can re-engage at any time.

How to get in touch
If you have any questions, you can email me at media@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

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 here.

Nāku iti noa, nā

Sasha Wood
Manager Official Information Act Services
Government Engagement & Support

Table 1: Various measures for sensitive claims by calendar year, 2010 to 2021.

Question	Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
1	Claims lodged	3,087	3,740	3,801	4,121	4,684	5,461	6,751	7,695	9,211	10,860	10,879	11,739
2	Accepted decisions made	859	642	910	1,068	1,061	1,674	2,209	2,993	3,171	3,877	4,551	5,273
3	Claims paid weekly compensation	412	355	363	384	431	487	592	827	864	893	973	1,178
4	Claims paid lump sums	135	87	115	137	164	169	223	306	412	477	495	629
5	Claims paid independence allowance	7,230	7,236	6,957	7,046	7,654	6,945	7,213	7,508	8,099	8,937	8,459	8,740
6	Average amount of lump sum payment	$6,812	$6,973	$6,381	$5,939	$7,599	$7,547	$6,852	$6,780	$7,162	$7,102	$7,130	$7,660
7	Average total independence allowance paid during year	$2,259	$2,222	$2,506	$2,673	$3,097	$2,634	$2,643	$2,743	$3,131	$3,387	$3,126	$3,154
8	Maximum amount of lump sum payment	$27,000	$34,000	$82,000	$18,000	$37,000	$53,000	$41,000	$58,000	$30,000	$52,000	$46,000	$39,000
9	Maximum single independence allowance payment	$14,000	$17,000	$35,000	$40,000	$38,000	$17,000	$25,000	$20,000	$43,000	$50,000	$62,000	$22,000
10	Claims paid vocational rehabilitation	291	200	161	150	183	192	238	468	489	452	553	524
11	Claims paid social rehabilitation	2,589	2,075	1,504	736	987	929	818	1,055	1,347	1,261	1,341	2,283

Table 2: Various measures for non-sensitive claims by calendar year, 2010 to 2021.

Question	Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
1	Claims lodged	1 697 317	1 705 499	1 746 167	1 802 338	1 847 758	1 900 642	1 988 205	2 000 229	2 039 358	2 084 055	1 933 546	1 951 265
2	Accepted decisions made	1,651,155	1,669,238	1,699,422	1,760,122	1,813,018	1,864,403	1,951,210	1,960,780	1,999,766	2,045,815	1,896,494	1,918,035
3	Claims paid weekly compensation	83,313	78,692	78,004	80,539	90,174	97,143	103,678	107,867	114,171	119,840	122,110	132,631
4	Claims paid lump sums	1,534	1,407	1,397	1,413	1,504	1,577	1,633	1,638	1,740	1,633	1,489	1,433
5	Claims paid independence allowance	11,486	10,991	10,467	12,346	12,846	10,438	10,125	9,679	11,368	11,881	9,887	9,513
6	Average amount of lump sum payment	$19,439	$20,728	$22,962	$21,912	$22,002	$24,521	$22,522	$23,855	$23,799	$25,346	$27,660	$28,354
7	Average total independence allowance paid during year	$1,918	$1,882	$1,886	$2,743	$2,925	$2,194	$2,069	$2,025	$2,896	$3,062	$2,353	$2,246
8	Maximum amount of lump sum payment	$123,000	$129,000	$131,000	$132,000	$134,000	$134,000	$116,000	$119,000	$120,000	$122,000	$125,000	$127,000
9	Maximum single independence allowance payment	$33,000	$32,000	$31,000	$48,000	$37,000	$42,000	$32,000	$116,000	$110,000	$22,000	$59,000	$22,000
10	Claims paid vocational rehabilitation	34,338	30,828	28,227	29,331	38,586	42,113	40,904	44,354	49,568	51,916	40,361	35,582
11	Claims paid social rehabilitation	107,134	98,554	91,859	90,196	97,877	109,940	117,050	131,572	143,704	152,181	146,158	151,210