

15 September 2023

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-027613**

Thank you for your email of 7 September 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *Can an individual who is already in receipt of Cover for an s21 claim, opt out of the ISSC policies and processes/pathway once 'cover has been granted'?*
- *Is the ISSC a fundamental requirement for a Claimant under the AC Act 2001?" (\*this prior question was not answered within GOV - 027135)*

**A client can disengage from the Integrated Services for Sensitive Claims (ISSC) at any time**

Information about this was provided in the link to the ISSC Operational Guidelines in our response of 7 September 2023 (reference: GOV-027135).

As advised in our response under GOV-027135, ISSC was established to allow people to access immediate, up-front support for sexual abuse or schedule 3 events (referred to as sensitive claims). Assessing and establishing cover following an injury, or event for sexual abuse, is a requirement under the AC Act 2001. However, ISSC, the mechanism for providing this support, is not a requirement.

**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 [www.acc.co.nz/resources/#/category/12](http://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](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



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Government Engagement