



28 August 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-026837

Thank you for your email of 1 August 2023 to the ACC Media team, asking hot water bottle and heat pack data information. The following part of your request was transferred to my team for a response under the Official Information Act 1982 (the Act).

- *data on ACC claims from hospitals for heat pack (the gel activated one we use).*

TI claims related to heat packs

Between 1 January 2022 and 12 August 2023, ACC has made cover decisions for fewer than four TI claims for treatments in public or private hospitals, that mentioned heat pack (or related terms) in the claim details. All were accepted for cover. This data was extracted on 14 August 2023 and may differ if extracted again, due to ACC claim reassessment and review processes.

Claim counts fewer than four

The figure provided only indicates the claim count is fewer than four, to protect our clients' privacy. This decision has been made under section 9(2)(a) of the Act. In doing so, we considered the public interest in making the figure available and determined that it did not outweigh the need to protect our clients' privacy.

We are unable to provide data about the type of heat pack used

We are unable to determine whether gel heat packs have resulted in treatment injury claims as we do not record the type of heat pack used. As such, we are refusing to provide the claims count for 'gel activated' heat packs as we do not hold the information. This decision has been made under section 18(g) of the Act.

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.

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

Sara Freitag

Acting Manager Official Information Act Services
Government Engagement