

10 October 2023

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-027855**

Thank you for your email on 12 September 2023 to [REDACTED], asking for the following information under the Official Information Act 1982 (the Act):

- *Please send an ACC document instructing the ACC staff that ACC6300 must be renewed every 12 months.*
- *Please send a copy of the correspondence from Te Whatu Ora regarding the lifespan of an ACC6300.*

Due to the nature of your request, it was transferred to OIA Services for response under the Official Information Act 1982 (the Act).

**The requested information is attached as Appendix 1**

The appendix contains the following documents:

- Obtain Client Authority to Collect information process
- ACC45 vs ACC 6300

As staff names were not requested, they have been deemed out of the scope of your request and removed.

**Te Whatu Ora correspondence**

We are refusing this part of your request because, despite reasonable efforts to locate it, we cannot find any correspondence from Te Whatu Ora about the lifespan of the ACC6300. This decision has been made under section 18(e) of the Act.

**As this information may be of interest to other members of the public**

ACC may decide to 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).

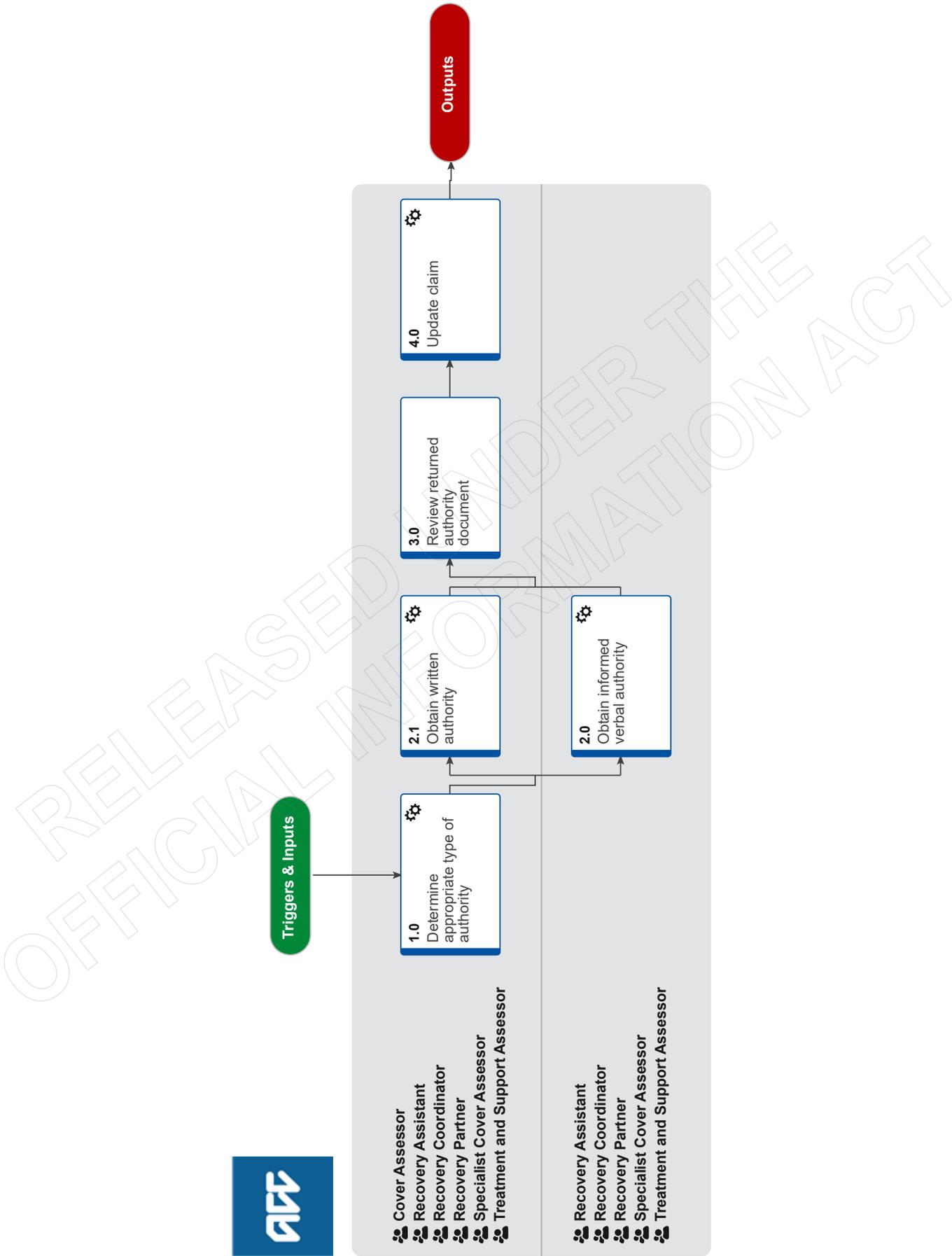
**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement





## Summary

### Objective

To obtain verbal or written authority from the client so that we can collect relevant medical or other records.

### Background

Obtaining client authority to collect information is required when ACC needs to gather client medical or other records, and ensures our clients understand the type of information we might request and why.

Use this process to either obtain:

- informed verbal authority during client onboarding to ensure the client is aware of what they've consented to when the ACC45 claim form has been lodged, or
- written authority via MyACC or an ACC6300 form when verbal authority is not appropriate.

Each time we request information about a client, we should first explain why we are collecting the information, and how we intend to use it.

**ACC6300 Expire** – As long as the ACC6300 is on the claim and the claim is actively managed there is no need to redo it. If the claim hasn't been active for more than a year and then needs to be managed again, redo an ACC6300 even if one was already on the claim. While waiting for a renewed 6300 to be completed, a verbal confirmation with the client that they are still happy to give consent and a contact made in the claim is enough to demonstrate that the client has provided interim authorisation. - Privacy Team

Te Whatu Ora is only able to legally fulfil information requests when a current ACC6300 has been received (received within the last 12 months). An ACC6300 is required for all claims where the date of injury or lodgement is greater than 12 months or we are requesting information for a 12 month or longer period

**Owner** [Out of Scope]  
**Expert** [Out of Scope]

## Procedure

### 1.0 Determine appropriate type of authority

**Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner, Specialist Cover Assessor, Treatment and Support Assessor**

- a** In Eos, check what existing authority there is on the claim.

**NOTE What if you view Client Authority through Claim on a Page (COAP)?**

Claim on a Page will show if there is consent on the client's claim, but to view more details or make changes you will need to open the claim in Eos.

[View Client Consent](#)

**NOTE What if your client is under 16 years of age?**

Your client's parent, guardian or nominated person will provide the authority to collect information. When your client turns 16 they can give the authority themselves therefore you need to request authority from the client directly as per steps in this process.

Clients under 16 with complex mental injuries, require that you identify a Safe Contact. Your clients' Safe Contact or guardian can provide authority to collect information on your clients behalf. Depending on who your clients' Safe Contact is you will need to Obtain Authority to Collect Information and/or Authority to Act .

For more details refer to the information and process below.

**PROCESS** Identify Safe Contact for Child Clients

Children and Adolescents Consent

**NOTE What are the different authority types?**

There are five different authority types and a Conditions section on the Consent tab:

- **ACC45:** The ACC45 claim form that provides ACC with initial authority to collect information
- **Verbal:** A pre-recorded message played to the client during onboarding, to ensure they are informed of the authority they have previously provided on the ACC45 claim form and reaffirm this
- **MyACC:** The client has reviewed the authority terms and conditions and provided authority to collect information via MyACC. Eos creates the ACC6300D form as a record of the client's agreement.
- **ACC6300:** The client has reviewed the authority terms and conditions and signed their authority on the ACC6300 Authority to collect medical and other records form. Eos holds a record of this when it has been signed and returned
- **Withdrawn:** The client has advised they no longer give authority for any of the above authority types and we have 'Withdrawn' their authority. No records can be requested if the type is Withdrawn

**Conditions:** The client has provided authority to collect information in one of the ways above but they have also provided certain conditions to their authority. The conditions are recorded as comments in the Conditions text box.

**NOTE What needs to be on the claim for the ACC6300 information to show in MyACC?**

The Recovery Plan must be created, verbal Authority loaded on the RP before the ACC6300 will show in MyACC.

**MyACC:** The client has reviewed the authority terms and conditions and provided authority to collect information via MyACC. Eos creates the ACC6300D form as a record of the client's agreement.

- b** Determine if it's appropriate to request informed verbal authority or written authority using the Obtain Verbal or Written Authority Guidelines below or click on the Share-point link.

[ACC Guidelines to obtain verbal or written authority](#)

**NOTE What if you need to obtain informed verbal authority during the Welcome Conversation?**

Go to Activity 2.0 Obtain informed verbal authority.

**NOTE What if the client's claim is active and has been open for 12 months?**

Progress to an ACC6300 via form or MyACC as noted in the 'NG GUIDELINES Obtain Verbal or Written Authority' above.

**NOTE What if you need to obtain written authority from the client?**

Go to Activity 2.1 Obtain written authority.

 Personal and Property Orders for Clients Policy

**NOTE Do we accept Electronic Signatures?**

Information from the Privacy Team - Since Lock-down we have been more lenient in accepting electronic signatures. However, a client's name typed on a form isn't enough to accept the ACC6300, unless we have spoken with that client about typing their name and have captured this in a detailed 'contact' on EOS.

**NOTE Why is Te Whatu Ora asking for a signed ACC6300?**

Te Whatu Ora is only able to legally fulfil information requests when a current ACC6300 has been received (received within the last 12 months). An ACC6300 is required for all claims where the date of injury or lodgement is greater than 12 months or we are requesting information for a 12 month or longer period.

**2.0 Obtain informed verbal authority**

**Recovery Assistant, Recovery Coordinator, Recovery Partner, Specialist Cover Assessor, Treatment and Support Assessor**

**a** Advise the client that we want to explain how we gather and use their information by playing a pre-recorded message. Confirm they are ready to listen to this.

**NOTE What if the client is using interpreter**

Have the person conducting the phone call read out the consent message below line for line so the message can be interpreted correctly and clearly.

Consent Message:

To help with your recovery, we may need to talk to people such as your GP, other health providers or your employer.

That will mean collecting and sharing information about you.

Some examples of the information we may need are: details of your accident, medical information relevant to your claim, your work details and tax records.

We will follow the law when collecting, using, and sharing your information and we will keep your information safe.

You can ask us at any time for information we hold about you and tell us if you think there's something wrong.

You can read our privacy notice at [www.acc.co.nz](http://www.acc.co.nz) for more information about your rights and our responsibilities.

Before we can gather information about you, we need your permission, and we will now confirm that with you.

**b** Play the pre-recorded consent message

**NOTE How do you play the pre-recorded consent message?**

1. Select "Invite More People" in the top right hand corner of the active call window
2. Enter the extension for the Verbal Consent Recording: 50013 and press OK
3. You will appear in a Conference with the Verbal Consent Recording and the Client
4. Once the consent recording has finished playing, it will automatically leave the phone conference

**NOTE How do you play the pre-recorded message using Genesys Cloud?**

1. Select the 'Transfer' arrow icon
2. In 'Name or Number' bar, type 'Consent' and select 'Consent IVR' when it pops up
3. Select 'Consult'. This places the customer on hold and dials the IVR. While IVR is connecting, click on ALL to bring the customer into the call.
4. The IVR message plays, then disconnects automatically, leaving the Staff Member and customer on the phone together.

**c** Verbally confirm that the client agrees.

**NOTE What if the client requests a copy of what they have consented to?**

The consent is a pre-recorded message and can be emailed to the client if requested. Attach the Disclosure Statement - Consent Recording.

 Disclosure Statement - Consent Recording

**NOTE What if the client doesn't agree to the pre-recorded verbal authority?**

If they want to:

- provide authority in writing, fully or with conditions, go to Activity 2.1 Obtain written authority
- decline all authority options, go to the Decline or Withdraw Client Authority to Collect Information process.

 **PROCESS** Decline or Withdraw Client Authority to Collect Information

**NOTE How often do you need to update the authority to collect information when given verbally?**

Consider updating the consent indicator at 6 and 12 months post welcome conversation if the consent is verbal.

**d** Go to Activity 4.0 Update claim.

**2.1 Obtain written authority**

**Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner, Specialist Cover Assessor, Treatment and Support Assessor**

**a** Discuss and confirm if the client would like to provide written authority via:

- MyACC
- an emailed ACC6300 Authority to collect medical and other records form
- a posted ACC6300 Authority to collect medical and other records form.

 ACC6300 Authority to collect medical and other records

**NOTE What if the client wants to use MyACC?**

Advise them to log in to MyACC and complete the authority on the Injury Details section.

The ACC6300D will be uploaded to Eos automatically if provided via MyACC.

**NOTE What if the client wants it to be emailed?**

- Advise that they'll need to print, sign and scan the form back to ACC
- Check if the client's email address is verified. If not, got to Update Client's Party Record to verify the email address
- Email it to the client.

 **PROCESS** Update Client Party Records

**NOTE What if the client wants it to be posted?**

- Ensure they have a valid postal address
- Send a Send Letter task to the Recovery Administration department queue to request it to be posted.

**NOTE What if the client wants to provide their own conditions?**

- Discuss obtaining alternative conditions, using the Privacy - Authority Principles as a guide
- Request them to send their conditions in writing.

**NOTE What is the CLI01 letter and when should you use it?**

If you require the ACC6300 and the ACC165 to be completed by the client, you can use the CLI01Branch ACC6300 ACC165 Letter With Task - Client, which has the cover letter and the two forms attached.

You can also use this if you only require the ACC6300, just remember to remove the information about the ACC165.

As this letter has the cover letter already done it is a good way to send the form to the client.

 Privacy - Authority Principles

**NOTE What if the client doesn't agree to provide any authority?**

Go to the Decline or Withdraw Client Authority to Collect Information process. This process ends.

 **PROCESS** Decline or Withdraw Client Authority to Collect Information

- b** In the appropriate system Eos or Salesforce, create a Follow Up task for 10 working days from today to confirm the client has completed and provided their authority.

**NOTE What if the client needs to use an electronic signature on the form**

Information from the Privacy Team - Since Lock-down we have been more lenient in accepting electronic signatures. However, a client's name typed on a form isn't enough to accept the ACC6300, unless we have spoken with that client about typing their name and have captured this in a detailed 'contact' on EOS.

**NOTE What if the conditions need to be further clarified with the client?**

Contact the client to confirm the conditions and clarify any uncertainties.

**4.0 Update claim**

Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner, Specialist Cover Assessor, Treatment and Support Assessor

- a** In Eos, add the applicable consent record type and any conditions on the Consent tab.

 Add Client Consent

**3.0 Review returned authority document**

Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner, Specialist Cover Assessor, Treatment and Support Assessor

- a** Receive the 'NGCM - Action Attached Documentation' task.

**NOTE What if you've received an NGCM - Action Attached Documentation task?**

Close the task as it's to inform you that the ACC6300 form has been uploaded to the claim.

- b** Review the written authority to confirm you understand and accept any conditions provided.

## ACC45 vs ACC 6300

[Out of Scope]

We must ensure that our clients understand what it means to provide us with their authority to collect medical and other records. While the ACC45 claim lodgement form provides us with this authority, playing the verbal recording when we onboard the client ensures they fully understand how and why we collect their records, and that they agree to it.

*Things to note:*

- It is permissible to rely on the ACC45 plus the verbal authority for up to 12 months if the claim is straightforward and you are collecting only a limited amount of information. After 12 months, if further information is required, an ACC6300 will be needed.
- In some cases, a verbal authority is not appropriate and an ACC6300 will be required.
- In some cases, even if you have an ACC45 and a verbal authority, you may need to progress to an ACC6300. This is usually when the claim becomes more complicated than it originally was.

**When Verbal Authority is Not Appropriate**

For some clients, playing the verbal recording isn't the best option to obtain their authority. The following examples will support you to determine when obtaining written authority is more appropriate. These are only a handful of examples; please use your judgement to determine the best option for your client. If in doubt, speak with your Privacy Advisor.

If the client...	then...
has a sensitive claim.	only obtain authority via an ACC6300 form. Verbal authority must not be used.
is under the age of 16 years.	only obtain authority via an ACC6300 form. Verbal authority must not be used.
has a treatment injury and we need to request significant amounts of information - we will need to obtain external clinical advice and to do this we will send medical information to the clinician.	only obtain authority via an ACC6300 form. Verbal authority must not be used.
has communication or comprehension obstacles (e.g. limited understanding of English), and/or:  any disability limiting the client's comprehension or communication (for example, hearing loss, moderate-severe head injury).	only obtain authority via an ACC6300 form. Verbal authority must not be used.
has any of the following: <ul style="list-style-type: none"> <li>• advocacy involvement</li> <li>• active review cases</li> <li>• active care indicators</li> </ul> anything to identify trust issues with ACC in the past	only obtain authority via an ACC6300 form or MyACC. Verbal authority must not be used.

**Progressing from Verbal Authority to an ACC6300**

You should be constantly evaluating whether an ACC6300 is required during the first 12 months. For example, if the client now requires a mental injury assessment and we need to collect pre-injury mental health notes, you should obtain an ACC6300. The following examples will support you in your decision making. Again, judgement is required. If in doubt, speak with your Privacy Advisor.

If the client...	then...
has an active claim which has been open for more than 12 months and you still need to collect some information.	progress to an ACC6300 via form or MyACC.
has a claim that now requires the need for pre or post-injury medical notes about mental health or other medical conditions that may be impacting on the covered injuries – especially if the information is needed for the following: <ul style="list-style-type: none"> <li>• Mental injury assessment</li> <li>• Neuropsychological assessment</li> </ul> Requested by a medical advisor, psychologist or psychiatrist, internal or external.	progress to an ACC6300 via form or MyACC.
has a claim that now requires the collection of information that may be delicate in nature, e.g. gynaecological or fertility related.	progress to an ACC6300 via form or MyACC.
has a treatment injury and we now need to obtain external clinical advice and to do this we will send medical information to the clinician.	obtain authority via an ACC6300 form.

**Providers**

Some providers may be reluctant to disclose information unless they see a written authority.

If the provider...	then...
will not release information to ACC on the basis of an ACC45.	obtain authority via an ACC6300 form.

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT