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

6 September 2023

[redacted]

Kia ora [redacted]

Your Official Information Act request, reference: GOV-027031
Thank you for your email of 11 August 2023, to ACC's Privacy Team, asking for information about Health Information Privacy (6) Requests. Due to the nature of your request, it was transferred to my team for response under the Official Information Act 1982 (the Act). I will respond to each of your questions in turn.

Average numbers of requests received a year (ballpark is fine)
Percentage provided within 20 working days (again, doesn't have to be precise)
Information on the number of Client Information Requests (CIRs) is outlined in the table below. Many of these requests are between 1 and 500 pages, and a significant portion are between 500 and 5000 pages long. Extensions are available under the Privacy Act and are generally applied on large files (such as those requiring email sweeps), or requests that were sent to the CIR team late.

Calendar year	CIRs completed	Extensions
2020	9,597	44
2021	10,335	94
2022	8,512	116
2023 (partial year to August 2023)	5,078	63

Training materials/training requirements/expectation
We have identified four documents within scope of this part of your request:

- Requests for Client Information Policy
- CIR Performance Descriptors
- Benchmarking Guidelines for CIR
- CIR Detailed Instructions

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

CIR staff complete ACC courses on: care of personal information; information requests; protecting and managing information and, integrity. They also complete the Office of the Privacy Commissioner's free online learning module on the Privacy Act 2020, www.privacy.org.nz/tools/online-privacy-training-free/. Further, new staff members partner with an experienced team member, who provides job-specific training, guidance, and support.

Privacy checking processes
CIR's privacy checks are predominantly based on 3-point checks. However, some claims will need a higher level of privacy checking based on what has been requested and by whom (i.e., whether it is a first-person Privacy Act request, the requester is an advocate, or the request is made by an insurance company). Experienced staff members will double-check trainee files until management is satisfied with the competency of privacy checkers.
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.

Ngā mihi

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement

Requests for client information policy v16.0

Summary

Objective
FOR THE PROCESS REGARDING INFORMATION REQUESTS PLEASE SEE THE PROCESS PAGE HERE: https://au.promapp.com/accnz/process?processuniqueid=3ceabd17-816e-4b7f-b759-c0722927a50f

A request for personal information may result from one of the following processes:

•Complete client information requests
•Respond to a private insurer request for client information
•Receive, Log and Allocate Review Application
•Filing an appeal.

Client Information Requests (CIR) main objective is to collate information and prevent privacy breaches

CIR will prepare the Information request, if the request meets the CIR criteria below. In rare cases, a request for a full client copy file may require an email sweep, call recordings or footprint report.

Owner [Out of Scope]

Expert

Policy

1.0 Rules

a The CIR (Client Information Requests team) is responsible for collating, privacy checking and dispatching the information request. See the 'Complete Client Information Requests' process.

b The request for information must be responded to within 20 working days after receiving the request.

PROCESS Complete Client Information Requests

2.0 Privacy checks

a CIR are responsible for privacy checking all files to be released. If needed, secondary privacy checks may be requested at any time

b Existing full copies of a claim, that have already been privacy checked by CIR, can be reused for new requests. CIR only need to privacy check the new documents added to the file since the last release.

3.0 Notifications

a In the instance that:

• A Privacy Act or Appeal request is received
• It is also a full copy of a claim
• It also has a case owner

CIR will send a notification task to that case owner. This is to obtain any details about documents which the case owner feels should be secured or not released.
On rare occasions, this maybe include documents that should not be disclosed to protect client safety.
Any details about documents which the case owner/review owner feels should be secured or not released should be detailed in an email to the claims officer in CIR who is processing the request.

4.0 Securing documents

a CIR will review and secure any documents which are legally privileged before releasing the file.

See Information requests and legal professional privilege and Requests for personal information.

Secure a document

Information requests and legal professional privilege

5.0 Information Request Criteria

a Scoping

A request may meet CIR criteria if it's for a full or partial copy of a claim file (may include multiple claims) needed for either:
• a personal information request from the client or their authorised representative or advocate
• a formal review lodged by the Review Unit
• a statutory appeal lodged by ACC Legal Services
• a Third-Party Administrator (TPA) or Insurance request under the Official Information Act (OIA)

The following is not an exhaustive list of tasks which are in/out of scope, but it details the most common ones.

b In Scope:

• Requests under the Privacy Act for client files from the client or an authorised advocate
• Reviews/Appeals
• Insurance requests made under the OIA
• International lawyers not working for the client
• Most partial files
• TPA reviews and appeals if the file has been handed back to ACC OR if the decision being reviewed was made by ACC
• TPA requests for additional claim files
• Call recordings
• Email Sweeps
• Footprint Reports
• Disclosure of sensitive documents

c Out of Scope

• Requests for a single document to be emailed (excluding sensitive documents)
• Requests which are just for a Schedule of Injuries
• TPA reviews and appeals where the file is still held by the TPA or where the decision itself was made by the TPA
• Provider requests
• Requests for information from government third parties such as MSD and IRD.
• Question-based requests with no accompanying file request
• Employer requests for information
• Employer reviews

There may be circumstances where a request that is usually 'out of scope' will be dealt with by CIR. This will be determined by a Team Leader.

NOTE **What if you are unsure If the request meets the criteria?**
Contact the CIR team on DSCCIT@acc.co.nz or by calling +6434753356.

6.0 Preparing personal information requests

a A request for personal information must be from an authorised person but does not need to be in writing.

b CIR has 20 working days from the date of the original request to prepare the information. For this reason, information request should be transferred to CIR as soon as possible.

If an extension is needed CIR must send an extension letter to the requestor to let them know the number of days extended and are required to do this before the expiry of the 20 working days.

Personal Information Requests Policy

Privacy Check Before Disclosing Information Policy

7.0 Providing the information request

a Password protected PDF

• The information may be provided as a password-protected PDF or WinZip via Email to a verified email address
• The information may be provider as a USB or CD which may then be couriered or posted.

b Printed Copy

• If the requestor requires a printed copy of their file, CIR prefer them or their advocate to collect it from their local ACC branch/ hub.
• If the requestor wants us to courier the information to them, they must confirm they accept the courier risks detailed in the ACC6181 Receiving personal information by courier information sheet.

c Any questions following release of information should be forwarded to the review owner, case manager, or assisted recovery in the first instance.

NOTE **If the request is sent to the branch, how long is this kept before being destroyed?**
• The client should be notified when the information arrives at the branch.
• If contacting by email or post the decision a copy of the decision letter should be attached.
• This should be followed up 3 times over a 2 month period.
• The final follow up should be written (verified email or post) if appropriate. This communication should mention that the information will be disposed of if contact is not made, and the timeframe for disposal to be at the end of the third month ensuring this leave adequate time for the client to reply.
• If the client makes contact after the information has been disposed of, contact the CIR team. The information can be reprinted and resent to the branch by the CIR team.

8.0 Preparing copy files for reviews

a Review owner responsibilities

The review owner is responsible for:
• Checking documents for relevance
• Creating the VCF Bulk Print for the relevant documents
• Providing the Review Number, File Name, File Type (Basic PCF, Relevant Documents, or Full File), Review Provider, Recipients, and the Recipients preferred dispatch method in the Task sent to CIR

b Client Information Requests responsibilities

CIR is responsible for:
• Collating the relevant documents (and full copy if requested)
• If the request is for a full copy of a claim, CIR will review and secure any documents that are legally privileged before releasing the file referring to the instructions found in securing documents in Eos
• Privacy checking and transferring the copy to the reviewer (Fairway, ICRA, or TMR) within 20 working days of receiving the review application
• If an extension is required, CIR must make the review specialist aware of the number of days required for extension

NOTE **Communicating with review applicants**
The relationship with the review applicant is between the review owner and the applicant. Therefore any communication needed should go through the review owner.

9.0 Preparing copy files for appeals

a Appellant Copy
• CIR are not required to provide an Appeal file to the appellant unless they request one.

b Timeframes
• CIR must provide the file within 15 working days of receiving the request.
• If an extension is required, CIR must notify Legal Services as soon as possible with the number of days required for extension

c Judge and ACC Counsel files
• CIR must provide two copies of the file for the appeal, one for the Judge (Court) and one for ACC's Legal Counsel.
• The two files must be identical, except for legally privileged documents.
• The Judge's file must not include any legally privileged documents
• ACC's Legal Counsel file must include all documents, including legally privileged.

d Legal Services Responsibilites
• Legal Services are responsible for couriering the Judge's files to the Court.
• CIR must not send files directly to the Court.

10.0 Official information Act Requests

a Client Information Requests responsibilities
• CIR will take all possible measures to contact the client to ensure they consent the exact request.
• If unable to contact the client, CIR are still able to release the information to the Insurer or Third Party due to the consent form.

11.0 International requests

a In Scope:

• Request by client living internationally
• Request by client's international advocate or lawyer
• Request by an international party not acting on behalf of the client (e.g. a lawyer acting on behalf of an international insurer)

b Requestor Policies

CIR can action requests made by:
• a lawyer from a country with comparable Privacy legislation (e.g. Australia)
• a non-professional advocate, with ATA form, on behalf of a client

If the request is not from a party that directly acts for a client, CIR require:
• a signed authority/consent form for these requests
• consent directly from the client or their counsel to disclose information to the requestor in addition to the authority form provided by the requestor

12.0 Prison Requests

a CIR must contact the client to confirm the request, inform them that it needs to be sent as paper, and there are no guarantees that the file will not be opened by the prison.

13.0 Remote Claim Unit (RCU) Requests

a Pseudonyms
• CIR have been given pseudonyms that can be used on RCU claims.
• CIR will do all the admin on the claims

b Contact
• CIR staff (including those using RCU pseudonyms) are not allowed to contact the RCU clients.
• Any contact must be completed by the RCU case owner

c Privacy Checking
• CIR staff can look at the claim on Eos and open documents, but must not change anything

d Delivery
• Privacy Act Requests must be sent to the Justice Centre
• Reviews and Appeals must be sent to Legal Services

Performance Descriptors – Our People

Improving lives every day.

Customer Experience Focussed on delivering excellent customer experiences. Behaviour Match: Customer focused	Less than Successfully Achieved	Successfully Achieved	More than Successfully Achieved
Level 1	• Multiple privacy/quality incidents with no learning/action taken to avoid • Development plan not in place or goals not met • Passive participation in buzz • Unable to demonstrate a growth mindset, particulary in regards to learning opportunities	• Delivers customer service excellence by placing the customer at the heart of everything we do • Actively work to grow skills and capabilities including cultural competency to help a range of customers and utilise these regularly • Shares knowledge and experience at buzz meetings and coaching that enhance the customer experience • Respect the privacy of our customers information as if it were our own • Actively participate in all areas of the quality & performance framework • Approaches feedback and opportunities for growth with a positive growth mindset	• Utilize your skills and capability to grow others understanding and knowledge • Leads or plays a key role in customer experience or customer care initiatives and can demonstrate the positive impact
Level 2	• Passive participation in customer initiatives • Inconsistent use of range of skills or limited skill set • Level 2 operating at a level 1 level	• Pro actively grow and share your knowledge to help lead and land initiatives that enhance the customer experience • Demonstrated agility across workflows and customers taking on challenging work and recognised as a go to in this area	• Proactive in identifying/developing/leading **national** initiatives that positively impact the customer experience across client admin/the model

Performance Descriptors – Our People

Improving lives every day.

Efficiency Individually delivers and contributes towards a highly performing team Behaviour Match = Accountability	Less than Successfully Achieved	Successfully Achieved	More than Successfully Achieved
Level 1	• Not meeting expected performance based on time in role	• Individual contribution is aligned with Client Administration's objectvies, based on tenure whilst delivering service excellence • Actively engaged in continuous improvement and change activities	• Consistently exceeds benchmark performance expectations • Has built capability in other work types and is agile to support other workflows as needed • Building capabilities as a SME to support our business
Level 2	• Level 2 only operating at a Level 1 level	• Upskilled and actively working across different workflows to meet the needs of our clients • Provides proactive support through buddying other team members to grow capacity and performance and can demonstrate successful results • Proactively engaged as a SME in our business	• Leads or plays a key role in projects/initiatives/change for function or model to enhance customer outcomes and can demonstrate outcomes as a result • Recognised outside of function as a SME or expert

Performance Descriptors – Our People

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Engagement & Leadership An engaged team member who identifies areas of development to ensure personal and team growth Behaviour Match = inclusive & curious, accountable	Less than Successfully Achieved	Successfully Achieved	More than Successfully Achieved
Level 1	• Does not raise areas of improvement in a constructive manner and does not provide solutions • Takes no accountability for personal engagement and does not contribute positively to the team • Inconsistently champions Whaia Te Tika, promote diversity and inclusion • Takes no accountability in managing their personal resilience and wellbeing • Does not contribute to driving positive culture and engagement within the team and does not model the ACC behaviours and operating rhythm	• Identifies areas of improvement in their own performance and actively participates in growing their capability. • Takes accountability for personal engagement and contributes positively to the team • Champions opportunities to embed Whaia Te Tika and promotes Diversity and Inclusion and demonstrates this in your day to day role • Upholds the Treaty of Waitangi principles of Partnership, Participation and Protection and demonstrates this in your day to day role • Proactively manages personal resilience and wellbeing • Continuously contributes to a positive culture and engagement within the team through leading and role modelling ACC behaviours and operating rhythm	• Proactively identifies areas of improvement in their own performance and can demonstrate growth in these • Is proactive about initiating ideas for own and team engagement and can demonstrate outcomes • Proactively Champions opportunities to embed Whaia Te Tika and promotes Diversity and Inclusion across the hub • Upholds the Treaty of Waitangi principles of Partnership, Participation and Protection across your hub
Level 2	• Does not proactively seek out opportunities to develop others unless directed • Does not influence others to be successful	• Buddies team members, takes the initiative to build their capability and can demonstrate their influence through others growth • Influences other to be successful through role modelling a performance focus that balances experience and outcomes • Takes a proactive approach to own & team engagement and can demonstrate positive outcomes as a result	• Is identified as a positive influencer across the function/model for change and/or engagement and/or building others capability, deomstrating positive outcomes as a result

Performance Descriptors – Our People

Improving lives every day.

Recovery Outcomes Achieving the best outcomes for our customers Behaviour Match customer focused, accountability	Less than Successfully Achieved	Successfully Achieved	More than Successfully Achieved
Level 1	• Demonstrates a lack of understanding and does not consistently achieve measures of success. • Unable to demonstrate connection with stakeholders to support great customer outcomes when required. • Is not proactive in development of own competencies and skills with a view to achieving great customer and business outcomes. • Does little to contribute to a high performing and high engagement culture • Not aligned with the focus on ensuring every day counts. • Is unable to deliver practical and effective supports for customers when required • Does not demonstrate accountability and ownership of their own performance	• Understands what successful performance looks like and takes accountability to achieve this in their everyday work. • Demonstrates ability to connect with a wide range of stakeholders to support great customer outcomes. • Actively contributes towards a culture with a focus on ensuring every day counts. • Takes ownership of own performance and presents solutions to barriers, actively working on own performance • Actively owns and drives own development plan and demonstrates growth	• Consistently outperforms all measure of success and demonstrates support for others • Is a go to problem solver for others through sharing knowledge and helping others deliver great customer experiences and outcomes • Drives performance culture in your team/hub through goal setting, sharing knowledge and inspiring others to achieve • Role models ACC behaviours and Values and actively contributes towards a culture with a focus on ensuring every day counts
Level 2	• Little to no effort in place that demonstrates ownershiop of a development plan that demonstrates growth • Level 2 operating at level 1	• Is a go to problem solver for others through sharing and building capability to help others deliver great customer experiences and outcomes • Drives performance culture in your team/hub through goal setting, sharing knowledge and inspiring others to achieve • Takes a proactive approach to gaps in own/others performance and initiates ideas to support	• Leads or plays a key role in projects/initiatives/change for function or model to enhance customer outcomes and can demonstrate outcomes as a result

Performance Descriptors – Our People

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Personal Objective Achieving personal and professional growth	Less than Successfully Achieved	Successfully Achieved	More than Successfully Achieved
Personal Objective detail here	• Has not met the personal objective	• Has achieved the personal objective.	• Has achieved or exceeded the personal objective leading to benefits for the Operations Payments team or wider ACC.

Bench Marking guidelines for IDM and CIR

We have had some of our team explore 'what good looks like' in Inbound Document Management (IDM) and Client Information Requests (CIR).

The reason we have been doing this work is to provide our leaders with more tools to have great conversations with our people, to grow our teams capability , understand what good individual contribution looks like and ultimately to help us lift performance in a consistent way with consistent expectations.

Below are some guidelines for individual contribution that have been based on;

- The type of work being done
- Length of service
- Capability

How do you use this information?

Much like we have in Recovery Admin (RA) "benchmarking" we check in on our https://accnz.sharepoint.com/:w:/r/sites/Group-Clientinformationrequestsleaders/Shared%20Documents/General/What%20good%20looks%20like_.docx?d=web2ebe7f6ac24cb6bb9b220f6e884255&csf=1&web=1&e=iyZ8Ev peoples effort based on the work type they do and the time in position, we have broken this down to expectations per person.

We know that someone with a basic knowledge will produce a certain amount and we expect that through great conversations with our people will provide support to grow.

Individual conversations will vary so it's important that this information is used to support growth and to help individuals reach higher levels of capability over time, this should help to form part of an individual development plan.

The below table is only a guide for leaders to help shape expectations and development plans for performance.

Things that may contribute to throughput.

- Uploading - complexity varies in both document and task types when uploading to EOS
- Physical files – Size of physical file varies and if redactions are needed
- Escalated Care Pathways – Complexity of email depending on number of tasks needing to be generated
- Not Yet Registered - 1st check – basic investigation 2nd check – advanced investigation
- Set ups – Complexity in number of claims to set up vs type of claim i.e a review file on one claim vs a RCU file
- Redactions – the amount of time spent redacting differs Widley depending on the file
- Dispatch – the method and file size need to be taken into account

Building capability.

- There should be a focus on one work type in the first 6 months to get to a suitable level of performance,
- at 12+ months the expectation should be for one core work type at an advanced level and at least one other work type at a basic level and to continue to grow and develop from there.
- All level 2 recovery administrators that have been here for 12+ months are expected to perform across multiple work types

	BEGINNER 0-6 months	INTERMEDIATE 6-12 months	ADVANCED 12+ months
Prepping/Sorting	200 emails per day	300 emails per day	400+ emails per day
Uploading	150 + Focus on learning document/department types	180 + Trained in 90% of document/department types	200 – 220 + Trained in all document/department types
Physical files	6 files per day	10 files per day	15 + files per day
Vocational Medical Services (VMS)	2 regions Completing clinic bookings / actioning emails	3-5 regions Completing clinic bookings / actioning emails	5+ regions categorising inbox Complete clinic bookings/actioning emails
Escalated Care Pathways (ECP)	10 – 20 emails per day	20 – 40 emails per day	40-90 per day * depending on complexity
Not Yet Registered Claims (NYR)	1st check – 150 2nd check- 100	1st check – 200 2nd- check – 140	1st check – 250 2nd check – 190 h
SET UPS	10+ tasks for Review setups	7+ tasks and or 20+ files	8+ tasks and or 30+ files
READING SMALL	400	600+	800+
READING LARGE	450	800+	1000+
DISPATCH	10	12	12

Recovery Administrator – Physical & Mental Injury

Benchmarking tool (link) should be used in conjunction with Salesforce reporting for the individual, comparing average handling time, against the benchmarking percentile for specific skillsets completed.

Tenure		
Beginner	0-4 months	25th percentile
Intermediate	4-8 months	median

Advanced	8-12 months	75^{th}+ percentile

Consideration should be given to the capability of the individual and how long they have been in this role but should not be used in insolation.

Conversations will vary and its important to use this as a guide to support growth and to help individuals reach higher levels of capability over time, with the ultimate aim of seeing performance improvements.

This data will be useful to track our individual's skills to competency journey, and enable easy identification of areas with capability gaps.

It can also be used to identify and target specific skillsets that require an increased focus on capability building

Skills required:

Full copy file detailed instructions:

Fill in line in register: Choose a register to work out of and fill in the line with:

Date Request Received by ACC	Date Request Received by CIT	File Nar	Task Claim Number	Type	# of claims requested	Managing Unit	Dual or Sp	Reason	Staff Role	Setup Chang	Staff Name	Date Assigned to Setup

Date ACC received request – Date Task was received in CIR queue – Register Number – Claim number – Type of request – How many claims are requested - Management site of claim – Dual or Split request – Any notes (sensitive, OIA, simultaneous request) – Staff role (P) – Setup Changes – Name – Date of setup

Save and close register

Ones in red - almost always leave blank

Checklist:

1	Valid ATA (if relevant)
2	Duplicate/Merged Party
3	Duplicate Claims
4	Physical File Check
5	Check for Repeat Request
6	If RR check previous tasks/SS for notes
7	Secure Doc Search
8	Incomplete Doc Search
9	Notification tasks for case-owned claims
10	Save Eos & PCF
11	For RR claims, label Bulk prints 'RR'
12	If any Sensi/MI, save ISSC & indicate in task
13	File away relevant emails

1. Check claim and party record for document labelled consent, ATA, Authority to Act, ACC5937. Can also be on the ACC33 form. Check whether the consent is for one specific claim or all claims.
2. Search the client's NHI and tick the 'include deleted button'. Also search using the clients initials and DOB.
    a. If there is a duplicate party record for the client, see if there are any claims on it – if not then it is already merged, and you can ignore.
    b. If there are claims on the duplicate, match three details (name, DOB, NHI, address etc) with the main party record.
    c. If you cannot match three details, then the potential duplicate party can be ignored.
    d. If you can match three details, create an 'Action Client Duplicate' task on the main party record.
    e. Fill in the correct details of the duplicate party record, then edit the task to put CIR at the front of the description. If the request is for all claims/info or includes the SOI then make the task high priority otherwise change it to medium priority.

3. Copy the claim number and search it to see if any duplicate claims appear, if there are any they will need to be included in the request so a bulk print and a PCF will be saved for the duplicate claim also.
4. On the claim click on the indicators tab to see the status of the physical file.
    a. If it says 'Does Not Exist' then can be ignored.
    b. For 'Destroyed' or 'Missing' a note will need to be added to your task, i.e. Physical File: M/D
    c. For 'Archived' a general task will need to be created on the claim. Edit the description to say, 'CIR URGENT - Please request physical file for client information request'. Change to high priority and send to the Dunedin SC Administration queue.
    d. For 'Exists' a general task will need to be created on the claim. Edit the description to say 'CIR URGENT - please check for existence of physical file. Please return this task to *your name* with response'. Change to high priority and send to the Dunedin SC Administration queue.
    e. The physical file needs to be scanned onto the claim before creating the bulk print. IDM will return the task to you when it is complete.
5. Under the documents tab on the claim, filter the document type to search 'bulk'. If any bulk prints appear labelled 'INFORMATION REQUEST – DO NOT RELEASE – CIR' (or CIT) then a request was previously done.
    a. If a request was done previously, locate the task using the 'all tasks' search and clarify that it was read under the same act and was for a full copy file.
    b. If it was a partial request or was read under a different act (OIA) then it cannot be used.
    c. Check the task also for any notes or incomplete docs. If incomplete docs are in the old request, check if they are complete now. If so, save the document separately in your folder and use task template in 8(b).
    d. Use the document type filter search again for '6173'. The staff name for who uploaded the ACC6173 recently after the date of the old bulk print will need to be noted.
    e. Search through the completed folders for the staff members name, then locate the correct client and claim folder. Copy the EOS and PCF docs into your folder and relabel with 'old' at the end.
    f. Now when creating bulk print and downloading the PCF, date restrict your file from the date the old bulk print was created to present date. Then label these new documents with 'new at the end'. Also label your bulk print as RR.
6. Refer to 5(d).
7. Search the claim number using the Secured Doc search on Infact. If any documents are labelled under 'secured' check that they should be secured. Common secured docs included legally privileged documents, referral packs, old CIT copy files. If they shouldn't be secured, then locate the document on EOS and unsecure the document using properties.
8. Under the documents tab, use the Status filter search to search 'incomplete'. If there are any incomplete docs, send an email to the creator asking if they can complete them otherwise, they will be left out of the request. Any recent incomplete docs, we can assume will stay incomplete.
    a. For incomplete docs, add the description '"Incomplete docs - Review at repeat request:
    Claim Number (if multi)
    [date/time; doc type]" at the bottom of your task.

   b. If incomplete docs from previous request are now complete, add the description ‘"Incomplete docs now completed:
      From Request Dated: [DD/MM/YYYY]
      Claim Number (if multi)
      [date/time; doc type]"   at the bottom of your task.

9. If the claim is case owned and the case owner is not already aware of the request, then send them a general task with the description ‘CIR – Notification: An Information Request is being prepared on this claim. Please contact me if you think there is anything, I should be aware of whilst preparing this file. Otherwise please close the task as there is no need to respond.’ Send as high priority.
10.
    a. Create bulk print by clicking print docs on documents tab. Change options to ‘Information Request’ and ‘Do Not Release’, write CIR in description box (add RR if repeat request). Then click print all. If a repeat request - date restrict, then click all and chose ‘add to print’ then click print on bottom of the screen.
    b. Once bulk print is created, go to properties, and copy the PRD number. Paste this into the VWD and download.
    c. Use the Action wizard Num Eos 20 to page number the document, note the number of pages.
    d. For the PCF, enter claim on PCF page of Infact and make sure activities is clicked yes. Then click apply and client’s details should appear (date restrict for repeat request). Then click on the bottom link and open the file. Save in your folder as ‘Claim Number_Clients Name_PCF.pdf’. Note the number of pages.
11. See 10(a).
12. If the claim is sensitive, check if there is an ISSC interval on the claim. If so, enter the claim on the ISSC page of Infact and save in your folder as ‘Claim Number_Clients Name_ISSC.pdf’. Note the number of pages.
13. Ensure any emails sent to any requestor is filed away on claim, as well as any contact recorded (even if unsuccessful attempts).
14. Copy task template from VWD into task. Add page number, type of task, the date you contacted requestor (if you did), who is the requestor, dispatch method, request details, any additional info/notes. Change target date of the task to the due date of file.

[RTR: 60 pgs.]
[Due: 24/11/2021]
[Type:]
[Progress: X pgs.]
[Rec: 27/10/2021] Date into ACC
[Setup by: TL]
[Read by: Xxxx Yyyy]
[Dispatched by: Xxxx Yyyy]
[Contact Date: 27/10/2021]
[Recipient: Client]
[Delivery: Email]
Request details: Full copy file
RG Number: RG2_08000

15. Transfer task to correct queue – [Out of Scope] for small reads (less than 500 pages) and [Out of Scope] for large reads (more than 500 pages).

16. *Copy* the client's folder into Centralised Audit Copies and *move* the folder into your Ready to read.
17. Complete the line in the register:

Starting Pages	Number Physical Files Indicat	Date Setup is Complete	Date Assigned to Reader	Reader

Starting pages – Date setup complete – Relevant Queue*

*Ready to read for small reads, To Be Allocated for large reads.

[Out of Scope]