

26 January 2022

Tēnā koe [REDACTED]

Your Official Information Act request, reference: GOV-015962

Thank you for your email of 10 December 2021, asking for the following information under the Official Information Act 1982 (the Act):

a copy of the ACC report that went to the ACC Minister following the investigation into the alleged inappropriate use of social media.

Document attached

Please find attached the two documents identified in scope of your request:

- Document to the Minister for ACC, provided under the long-standing *no surprises* principle.
- Excerpt from a Weekly Report to the Minister, dated 28 October 2021, providing an update.

How to contact us

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support

Staff incident re: use of snapchat

- On 26 October 2021, ACC received an email from an RNZ journalist containing screenshots that appeared to show a group of ACC staff sharing claim information via snapchat.
- The journalist intends to run the story on Wednesday, 27 October 2021.
- Mike Tully, Acting Chief Executive, was interviewed. He was asked questions about this issue and the number of staff with access to sensitive claim files (as recently covered in WPQ 46729).

What we know

- All 13 members of the snapchat group were current (12) or former (1) staff members of ACC's Hamilton-based call centre.
- As part of their roles, they would have had access to sensitive claim files.
- As of today (26 October), ACC is not aware of any sensitive claim involvement.
- The group appeared to share injury descriptions. One of the screenshots included a comment from the staff member about the injury description.
- One of the screenshots included a client's email address, which made them identifiable. ACC has called the client to advise them and apologise. The journalist has advised they will not personally be identifying the client. We have communicated this to the client.
- It was alleged that one of the people involved was a senior member of staff. We believe this to be a senior colleague rather than a leader (to be confirmed).

Actions taken on the day accusations were made

- ACC immediately commenced an investigation.
- Meetings were held with relevant ACC staff and an opportunity to comment was provided.
- ACC has suspended the 12 staff members to maintain the integrity of the investigation. While the investigation continues those staff have had their access to ACC files and systems disabled, are not to come into the office (even if COVID-19 restrictions are lifted), and will not be able to access ACC systems during this time.
- The investigation is being overseen by the Chief Executive and led by ACC's Chief Customer Officer. The ACC Board will be kept informed.
- An email has been sent to all staff advising them of the situation, reconfirming their obligations under ACC's Code of Conduct and encouraging anyone with any concerns to speak up. Staff have also been encouraged to speak up if they have concerns about behaviour or feel uncomfortable about anything they've seen in the workplace. ACC offers a number of channels for staff to raise concerns:
 - Talking to their manager or a senior leader;
 - Contacting HR Help or Integrity Services; and
 - Staff have access to an independent, confidential service ('OK2Say') provided by Deloitte.

Excerpt from Minister's Weekly report (28 October 2021)

3. OPERATIONS (ACC)

3.1 Media coverage of staff incident involving claim information

On 27 October 2021, RNZ published a story about a staff incident involving claim information. The reporter had received screenshots from one of the members that appeared to show a group of ACC staff sharing client information, including injury descriptions, via snapchat.

ACC has suspended the 12 staff members to maintain the integrity of the investigation. While the investigation continues, those staff have had their access to ACC files and systems disabled, are not to come into the office, and will not be able to access ACC systems.

ACC's Comms and Government Engagement and Support teams, together with the ACC Private Secretary in your office, have been working closely with your team to keep them informed as the situation evolved during the week.

On Thursday, the 28th of October, ACC announced that an independent review will be undertaken into the management of ACC data, and client information, which will include sensitive claims.

ACC will keep your office informed as the review plans develop, including the parameters of the review and who will lead the work.