

10 February 2020

Isaac Beach
data.govt.nz

Tēnā koe Isaac

Your Official Information Act request, reference: GOV-003216

Thank you for your request of 23 December 2019, which was received by ACC on 6 January 2020 from data.govt.nz, for the following information:

Statistics outlining outcomes for and against ACC within the ACC review process.

Number of ACC decisions that were contested by patients under official review by percentage of contested cases that resulted in decisions being made by an independent reviewer for or against the view of ACC.

We are treating your request for information under the Official Information Act 1982.

Information Released

Decisions made by an independent reviewer are made after a formal review hearing. However, not all review applications proceed to a formal hearing as they may be resolved through discussion, mediation or conciliation.

Number of review decisions per year

Calendar Year	Dismissed	Percent	Quashed	Percent	Modified	Percent
2015	2674	73%	975	27%	30	1%
2016	2326	67%	1095	32%	26	1%
2017	2717	67%	1275	32%	41	1%
2018	2699	65%	1445	35%	25	1%
2019	2498	64%	1365	35%	26	1%

Notes on the data provided

Please note the following definitions of formal review hearing decisions:

- Dismissed – this is when a reviewer finds in ACC’s favor
- Quashed – this is when a reviewer finds in a client’s favor
- Modified – this is when a formal review hearing decision modifies ACC’s initial decision. The reviewer can decide to modify ACC's original decision or parts of the decision. Please note that we would need to review each individual claim file and decision document to determine what the modification was.

The data was extracted on 27 January 2020 and may differ if rerun at a later date.

Please note that a small number of reviews made by non-Fairway providers, prior to July 2019, are not included in these figures.

Who to contact for help

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

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', enclosed in a thin black rectangular border.

Sasha Wood
Acting Manager Official Information Act Services
Government Engagement & Support