

01 October 2020

[REDACTED]

Tēnā koe [REDACTED]

**Your Official Information Act request, reference: GOV-006552**

Thank you for your email of 1 September 2020, to Review Specialist, [REDACTED], asking for the following information:

1. *The number of cases in which the ACC has accepted, either initially or following a review or court decision, a claim for plantar fasciitis as either (i) a traumatic injury or (ii) a gradual process injury.*
2. *Details of the years in which those claims were accepted.*
3. *Whether any of those cases involved ‘prolonged standing’ as a contributing factor in the claimant’s injury or condition.*
4. *The number of cases in which the ACC has declined, either initially or following a review or court decision, a claim for plantar fasciitis as either (i) a traumatic injury or (ii) a gradual process injury.*
5. *Details of the years in which those claims were declined.*
6. *Whether any of those cases involved ‘prolonged standing’ as a contributing factor in the claimant’s injury or condition.*

Your request was transferred to Government Engagement & Support for a response under the Official Information Act 1982 (the Act).

***Our response***

The data ACC collects about accidents is largely reliant on the information provided on the ACC45 injury claim form which is completed when someone seeks treatment for an injury. Some parts of this form are mandatory to complete, and others are not. For example, it is mandatory for a client to indicate when their accident occurred, whether it occurred at work, and their occupation.

There is also a free text field on the claim form where clients are able to provide a brief description of how their accident happened. It is not mandatory to complete this field and not every client does so. Some clients provide more detail than others and the accuracy of these descriptions vary significantly.

‘Prolonged standing’ as a contributing factor to an injury is not the type of information that is recorded on an ACC45 injury claim form. To extract this information, we would need to manually search individual claim files which would require substantial collation and research. Therefore, we are refusing your request for information on whether any of those cases involved ‘prolonged standing’ as a contributing factor in the claimant’s (Plantar Fasciitis) injury or condition. This decision is made under section 18(f) of the Act.

In making this decision, we considered a longer extension of time to respond to your request, but have determined that the resources required to extract this information would have a significant impact on the everyday functions of ACC.

*Notes about the data*

- The lodgement date is between 1 January 2015 to 31 August 2020.
- Data is shown by calendar year, 1 January to 31 December.
- The injury description is equal to either 'Plantar Fascial Fibromatosis; Contracture of Plantar Fascia; Plantar.
- Accredited employer claims are excluded from the information as ACC holds little information about these claims.
- Data were extracted on 11 September 2020 and may differ if extracted at a later date.

Table 1: Total number of new Plantar Fasciitis non-work-related claims, broken down by gradual process indicator, cover decision and lodgement calendar year

Gradual Process Ind	Decision	Lodgement Calendar Year					
		2015	2016	2017	2018	2019	2020
Not Gradual Process	Accept	187	183	204	214	222	144
	Decline	148	118	82	72	88	35
Gradual Process	Accept	-	-	-	-	-	-
	Decline	4	7	1	2	4	1

Table 2: Total number of new Plantar Fasciitis work-related claims, broken down by gradual process indicator, cover decision and lodgement calendar year

Gradual Process Ind	Decision	Lodgement Calendar Year					
		2015	2016	2017	2018	2019	2020
Not Gradual Process	Accept	19	18	19	20	25	17
	Decline	11	5	4	10	9	4
Gradual Process	Accept	3	4	4	2	1	1
	Decline	41	65	58	60	49	28

**If you have any questions**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



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