



16 October 2023

AS Van Wey

fyi-request-24366-c54c90ea@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-028271

Thank you for your email of 9 October 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *the complete list of free independent services.*
- *copies of the contracts between ACC and the service organizations who provide free advocate services funded by ACC.*
- *all information, rules, regulations, policies, internal memos, rules, and government responses regarding the "free advocate services" that ACC funds, and the function of the ACC funded advocates.*

Navigation Services

We interpreted your request as being information about Navigation Services. This can be found on our website at <https://www.acc.co.nz/im-injured/resolve-an-issue/navigation-services/>.

The Navigation Service was set up to give the public free, independent advice or guidance if they find the ACC system difficult to navigate. They can provide advice to clients on how to raise complaints or disputes, and provide advice for preparing for a review. They can also attend review hearings as a support person, and support the lodgement of reviews. However, they cannot do so in a legal capacity, such as writing review submissions and advocating for them at review.

For a copy of the contract, please refer to our response GOV-027543 from 28 September, which applies to all Navigation Service providers.

All information, rules, regulations, policies, internal memos, rules, and government responses

Under section 12(2) of the Act, the official information requested shall be specified with due particularity in the request. After internal consultation regarding this question, we are unable to provide a response, as it is not clear what information is being requested. If you would like to submit a clarified request you can do so by emailing us at GovernmentServices@acc.co.nz.

However, there is publicly available information about Navigation Services which may interest you:

- <https://www.acc.co.nz/newsroom/stories/first-members-appointed-to-kaupapa-maori-health-services-panel/>
- <https://www.acc.co.nz/newsroom/stories/new-service-launches-to-support-maori/>
- <https://www.acc.co.nz/assets/general/c05af1a6b0/navigation-service-aide-memoire.pdf>
- <https://www.acc.co.nz/assets/general/729f257fc6/navigation-service-advocacy-service-a3s.pdf>
- <https://www.acc.co.nz/assets/oia-responses/review-and-researches-about-navigation-services-oia-response-GOV-018308.pdf>

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

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



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Government Engagement