

19 February 2024

Anon

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Kia ora Anon

Your Official Information Act request, reference: GOV-030177

Thank you for your email of 25 January 2024, asking for the following information under the Official Information Act 1982 (the Act):

- *Please provide me with the instructions that ACC provides individuals who ACC, in their discretion and on a case-by-case basis, decides to allow a claimant to lodge a claim under section 48 of the Act. Please provide copies of all forms used for lodgement by claimants under section 48, as well as all internal documents, rules, guidelines, advice, or any other information which informs those discretionary decisions by ACC employees to permit claimants to exercise their rights under section 48 of the Act.*
- *Please provide me with a list of roles who hold the authority to make these discretionary decisions - the discretionary decisions to permit individuals to exercise their rights under section 48 of the Act.*

Our response

As we have already responded to numerous questions from you about our procedure for lodging claims, and provided our process documents related to lodgement, we are refusing to respond to your first question as we have no new information to provide. This decision has been made under section 18(h) of the Act, as we consider this question to be frivolous or vexatious.

Delegation to accept claims remains the same regardless of how the claim is lodged. Further information on cover assessment delegations can be found, here: www.acc.co.nz/assets/oia-responses/follow-up-further-documents-and-details-for-access-to-claims-post-cover-decisions-oia-response-gov-028448.pdf.

If you are not happy with this response

You can 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



Christopher Johnston
Manager Official Information Act Services
Government Engagement