

24 May 2017

Mr David Lawson
Email: fyi-request-5881-545c33f6@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your request of 15 May 2017, asking for the following information under the Official Information Act 1982 (the Act):

I note that the 2016 version of the ACC Treatment Provider Handbook has subsequently been updated on the ACC website with a 2017 version, and I have been unable to locate a copy of the original version of the 2016 ACC Treatment Provider Handbook.

I therefore respectfully request that ACC Government Services make available to me in PDF format, returned through the FYI website in response to this request, a complete copy of the 2016 version of the ACC Treatment Provider Handbook.

Our response

There were two Treatment Provider Handbooks published on ACC's website www.acc.co.nz during 2016. The first (attachment 'TPH 2015') was first published in 2015 and remained on ACC's website until May 2016, when it was replaced by the handbook published in 2016 (attachment 'TPH 2016'). We have provided you with both handbooks for comparative purposes.

Please find this information enclosed.

Request to treat as urgent

We acknowledge you asked for this request to be treated with urgency. One of the reasons for urgency you provided was "the information being required for review or appeal submissions". If you make any future requests for urgency on a similar basis, please provide a date for the review or appeal hearing the submissions are being prepared for, so we can properly consider whether treating the request with urgency is warranted.

ACC is happy to answer your questions

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140.*

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143.*

Yours sincerely

Government Services