

18 June 2020

Paul White

fyi-request-12875-7b58df83@requests.fyi.org.nz

Tēnā koe Paul

Your Official Information Act request, reference: GOV-005015

Thank you for your email of 24 May 2020, asking for the following information under the Official Information Act 1982 (the Act):

I seek in regard to Vendor Advocates, all documents/guidelines in relation to administration, conduct, review costs, complaints against the advocate.

We have interpreted your request to be for all documentation and guidelines relating to administration, conduct, review costs and complaints in relation to advocates registered with ACC as a vendor.

Advocate vendor administration

The ACC111 Vendor Registration form (ACC111) is the only document that falls in scope of your request. The ACC111 needs to be completed by anyone wanting to be paid by ACC for services provided. A copy of this form is available publicly through www.acc.co.nz/register-as-an-acc-vendor/. As such, we are not providing you with a copy of the ACC111 as per section 18(d) of the Act.

ACC can receive the ACC111 from the advocate directly, but it is most commonly submitted by internal staff arranging to pay review costs. Once the advocate is registered in the system, they remain in the vendor database until we are advised the record is no longer required, or there have been no payments for 18 months. Following either of these, the vendor is removed from the database however, can easily be re-activated if required.

Advocate review costs

ACC is only able to pay review costs to advocates as set out in the *Review Costs and Appeals Regulations (2002), Schedule 1*. This information is available publicly at the following link www.legislation.govt.nz/regulation/public/2002/0081/latest/DLM117426.html. As such, we are not providing you with a copy of these as per section 18(d) of the Act.

Advocate conduct and complaints against advocates

ACC does not have any specific guidelines relating to advocate conduct or complaints made against advocates. As such, we are refusing these parts of your request under section 18(e) of the Act, as the information does not exist.

How to get in touch

If you have any questions, you can email me at 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 or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support