

05 August 2021

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-012935

Thank you for your email of 26 July asking for the following information under the Official Information Act 1982 (the Act):

1. *How to obtain Written Transcripts from Fairway and ICRA*
2. *How to obtain Verbal Recordings from Fairway and ICRA*
3. *Costs to Claimants for obtaining the above*

Our response

The requirement to record review hearings is set out in the legislation. We refer you to section 143 of the Accident Compensation Act 2001, which states:

143 Record of hearing

- (1) The reviewer must take reasonable steps to ensure that an accurate record of the evidence given at the hearing is taken.*
- (2) The reviewer must keep such records for at least 2 years.*

Obtaining a copy of the verbal recording or transcript

At the review hearing, the reviewer will explain that any party can request a copy of the hearing, how to obtain it, and that it will be made available after the decision has been issued.

Fairway additional information

Further information on obtaining verbal recording or written transcripts can be found for Fairway Resolution Services (Fairway) [here](#).

Contractual obligations

Review providers are bound by the contractual obligation to record and store a written transcript or verbal sound file of review hearings.

Both of the contracts with Fairway and the Independent Complaint and Review Authority (ICRA) include the following, in *Schedule 1, Scope of Services*:

3.14 Storage of the full record of a review hearing:

- 3.14.1. The Supplier will, on behalf of ACC, keep a record of the evidence given at review hearings managed by the Supplier for ten years from the date the decisions are issued, at which time the recording will be securely destroyed.*
- 3.14.2 The record of a review hearing will be available in the form of a written transcript or electronic sound file in accordance with section 154 of the AC Act.*
- 3.14.3. The Supplier will maintain a register of all the recordings of review hearings kept.*

There is no cost for these services

There is no charge for a claimant to obtain a verbal sound file or written transcript of their review.

If you have any questions

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

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood

Manager Official Information Act Services

Government Engagement & Support