

19 July 2023

AS Van Wey

[fyi-request-23314-7b729546@requests.fyi.org.nz](mailto:fyi-request-23314-7b729546@requests.fyi.org.nz)

Kia ora

**Your Official Information Act request, reference: GOV-026094**

Thank you for your email of 29 June 2023, asking for the following documents under the Official Information Act 1982 (the Act):

1. *Privacy Check Before Disclosing Information Policy*
2. *The Personal Information and Privacy Guidelines*
3. *Privacy Maturity Plan*
4. *Information Management Policy*
5. *Inbound and Outbound Document Checks*
6. *Best Practice Guidelines for requesting medical notes*
7. *Request medical or clinical records Policy*
8. *Summary of the Health Information Privacy Code Policy*
9. *Personal Information Requests Policy*
10. *ACC Guidelines to obtain verbal or written authority*
11. *Requesting Clinical Records*
12. *Request Clinical Records for Treatment Injury*
13. *Request GP Clinical Records*
14. *Information Incomplete*
15. *ACCs clinical quality framework, clinical standards and guidelines for Clinical Advisors*
16. *Standards for Seeking Guidance*
17. *Written Guidance Questions*
18. *Written guidance example*
19. *High and Medium Priority Categories for Written Guidance Request*
20. *Provide Internal Guidance - Hotline*
21. *Recovery Support to Determine Need for a Medical Case Review (MCR)*
22. *Legal Services team space*

**The documents requested are attached as Appendix 1**

'ACCs clinical quality framework, clinical standards and guidelines for Clinical Advisors' consists of several documents. They have been grouped together within the appendix with the heading on the top right, 'Clinical framework and guidelines.'

As staff names were not requested, they have been deemed out of the scope of your request and removed.

The 'Legal Services team space' is not a document, rather it is an online hub for the Legal Services team. As such, we are refusing your request as this document does not exist. This decision has been made under section 18(e) of the Act.

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

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

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**  
Government Engagement