

14 November 2023

fyi-request-24454-6cb362a1@requests.fyi.org.nz

Kia ora Anon

Your Official Information Act request, reference: GOV-028422

Thank you for your request of 16 October 2023, asking for the following information under the Official Information Act 1982 (the Act):

My request is for guidance, best practice, training documents, training videos, and other similar information which describe and provide concrete examples of when reviewers, complaint team members, and review specialists are getting it right and when they are getting it wrong. I ask for the information held by ACC, FairWay, ICRA and the Navigation Service Providers - see section 2(5) of the OIA.

Confirmation of eligibility under section 12 of the Act

On 27 October 2023 we wrote to you asking for information that confirms eligibility to request information under section 12 of the Act. Thank you for your reply of 8 November 2023; ACC considers this confirmation of eligibility for the 'Anon' FYI account to request information under section 12 of the Act. As such, we will be providing a response to this request as well as to others from this account.

Our response

We have identified two documents within scope of your request, the Review Specialist Induction Guide and the Independent Review Quality Framework. While the documents themselves do not contain specific examples of these staff 'getting it right or wrong', they do provide a useful overview of the framework they are expected to work under.

Navigation Service Providers

Navigation Service providers are not reviewers, complaint team members, or review specialists. Therefore, they do not hold examples of these staff members getting this type of work 'right or wrong'.

External review providers

In line with section 2(5) of the Act, we contacted independent contractors Fairway and ICRA asking them to provide any information they held within scope of this request. ICRA advised that they did not hold any information in scope. Fairway provided a copy of the Independent Review Quality Framework referenced above.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

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

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also 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



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Government Engagement