

12 December 2023



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

Anon

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

Kia ora Anon,

Your Official Information Act request, reference: GOV-029177

Thank you for your email of 24 November 2023, asking for information under the Official Information Act 1982. Please find our reply to each of your paragraphs below.

Processes and policies on our website:

ACC holds a number of policies and processes which provide more information about the review process, such as *'Prepare and Attend Case Conference (CC)'* and *'Prepare and Attend Review Hearing (RH)'*. As our processes are or will soon be publicly available on our website, we are not providing a copy of them in this response. This decision has been made under section 18(d) of the Act. You can search the Resources tab on our website here: <https://www.acc.co.nz/resources#/category/14>

Paragraph 1: Please refer to our response dated 14 November 2023 (our ref: GOV-028422) which states that we contacted Fairway and ICRA. ICRA advised that they did not hold any information in scope. Fairway provided a copy of the Independent Review Quality Framework.

Paragraph 2. Please refer to GOV-029419, where you have asked for information about witnesses during reviews. Also note that the Review Specialist Induction Guide provided under GOV-028422 refers to witnesses on several pages. For other information, please review our processes and policies on our website.

Paragraph 3: Please refer to our answers for paragraphs 1 and 2 above.

Paragraph 4: Staff involved with the review process are responsible for following ACC review processes. Please refer to our response dated 14 November 2023 (our ref: GOV-028436) for information about the complaints process.

Please note, that if we receive repetitive questions that we have previously answered before, we are likely to refuse under section 18(h) of the Act because we think it is frivolous or vexatious or that the information requested is trivial.

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

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

Sara Freitag
Manager Official Information Act Services
Government Engagement