

22 October 2013

Mr James Lohead
fyi-request-1173-5c9e24b0@requests.fyi.org.nz

Dear Mr Lohead

Official Information Act request

I refer to your request of 30 September 2013, asking for the following information under the Official Information Act 1982 (the Act):

- *a copy of ACC's policy not to fund vision training and the information used in support of this.*
- *Also, why would this not be considered complimentary (sic) therapy as the ACC fund some complimentary (sic) therapies*

ACC does not have a specific policy relating to vision training. Therefore, it is unable to provide a copy of this information as the document alleged to contain it does not exist. This decision is made pursuant to section 18(e) of the Act.

However, a client with accepted cover for an injury that has affected the visual system (eye, nerve, brain) would normally be entitled to treatment and therapy to repair and recover the injury to the maximum extent possible. This may include vision training as the appropriate treatment.

With regard to funding of complementary therapies, ACC only purchases treatment and rehabilitation therapies that have been proven through clinical research to have therapeutic value and benefit and to be suited for a specific medical condition. Each request is evaluated on a case-by-case basis and assessed if appropriate to regain the skills a client may need in everyday life.

Please contact me at anna.mildenhall@acc.co.nz if you have any queries about this letter.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to:

The Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Yours sincerely



Anna Mildenhall
Senior Advisor, Government Services