

16 December 2013

Mr Anthony Jordan  
[fyi-request-1333-44112ad8@requests.fyi.org.nz](mailto:fyi-request-1333-44112ad8@requests.fyi.org.nz)

Dear Mr Jordan

### Official Information Act 1982 – Notification of Time Extension

On 25 November 2013 you asked for the following information under the Official Information Act 1982 (the Act):

1. Does the Corporation use 'Dual Role Assessors' i.e. assessors Employed/Contracted by the corporation, to provide medical advice based on forwarded medical records/reports/assessments relating to claimant's specific claim numbers for the purpose of eligibility of Lost Earnings entitlements
2. Does the Corporation use 'Dual Role Assessors' to provide assessment reports for eligibility of Vocational Independence entitlements
3. Does the Corporation use 'Dual Role Assessors' to provide assessment reports for eligibility of Rehabilitation entitlements
4. Does the Corporation use 'Dual Role Assessors' to provide assessment reports for on-going Lost Earnings entitlements
5. Does the Corporation use 'Dual Role assessors' to provide assessment reports for on-going Rehabilitation entitlements
6. Does the Corporation use 'Dual Role assessors' to provide assessment reports for on-going Vocational Independence requirements
7. When the Corporation or Branch Medical Advisor deem it necessary to have a claimant referred to 'an appropriately qualified' assessor, who's jurisdiction and expected qualification of referrer, does this belong to ensuring the claimant is being referred to the most qualified and 'appropriate' assessor
8. For years 2002 through to 2012 how many 'dual role assessors' have been employed/contracted (provided in 12 month bands)
9. Qualification of the ten most used assessors (Individual names not sought) i.e. (by percentage of reviews referred to assessor by Corporation), that play a dual role position to the Corporation for years 2005-2012 (in twelve month bands)

10. Please provide policy/legislation changes and/or considerations made in the past five years to address any concerns by the wider New Zealand public of rights to selecting an assessor of equal or more qualification as recommended by any Corporation contracted Party/Specialist

In a further email on 27 November 2013 you clarified that "Dual Role Assessor" meant:

*Dual Role being where ACC provide a medical professional with claimants information and medical professional subsequently provides medical opinion upon request by ACC for the purpose of medical treatments and/or various entitlements and/or various recommendations. (without Physical Examination)*

*and*

*also conduct Assessments and/or Medical examinations with subsequent reports for the purpose of further medical treatments and/or various entitlements and/or future/ongoing recommendations (in the interests of the claimants Vocational well-being and Independence etc) (with Physical Examination)*

*An example of this could be a contracted advisor, such as a BMA, also acting as a assessor for the Corporation providing Independence Allowance, Sensitive Claims, Vocational Rehab, Occupational Rehab etc assessments (Both non claimant contact and physical contact with claimant)*

ACC needs an extra 10 working days to complete your request, as it necessitates a search through a large quantity of information. Please note that the Act states that the days between and including 25 December 2013 and 15 January 2014 are not counted as working days for the purposes of completing a request, therefore ACC will respond to your request as soon as possible, but no later than 28 January 2014.

This extension complies with Section 15A of the Act.

Please contact me on **Stephanie.Lewis@acc.co.nz** if you would like to talk about this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman  
PO Box 10 152  
WELLINGTON 6143

Yours sincerely



Stephanie Lewis  
**Advisor**