

12 October 2020

Paul White

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Tēnā koe Paul

Your Official Information Act request, reference: GOV-007086

Thank you for your email of 30 September 2020, asking the following under the Official Information Act 1982 (the Act):

Please provide the following policies;

- *Incapacity Definition of Incapacity Policy*
- *Incapacity Establishing Date of First Incapacity (DOFI)*
- *Incapacity Further Personal Injury*
- *Incapacity Medical Certification for Non-Serious Injury Claims*
- *Incapacity Medical Certification for Serious Injury Claims*
- *Incapacity Rules for Medical Certificates for Inability to Work*
- *Incapacity Straight-Through Payment Processing Business Rules*
- *Incapacity Subsequent Inability to Work (Subsequent Incapacity)*

Our response

Please find copies of these documents attached as requested.

Withheld information

The names of the staff responsible for these policies have been withheld to protect their privacy. This decision was made under section 9(2)(a) of the Act. In making this decision, we have considered the public interest in making this information available and have determined it does not outweigh the need to protect the privacy of these people.

Questions about our response

If you have any questions or would like further details, please email me at

GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services

Government Engagement & Support