

19 September 2014

Mr Anthony Jordan

<mailto:fyi-request-1741-9b1c836a@requests.fyi.org.nz>

Dear Mr Jordan

Official Information Act request

Thank you for your further email of 4 September 2014, asking why ACC provided you with information to your postal address, rather than through the FYI website.

ACC has explained the reason in its response to you on 10 and 15 July. I refer you to these two letters. You may also wish to view a copy of the Ombudsman's guide in relation to requests made via social media such as Twitter and Facebook. Similar principles apply to requests made through the FYI website.

In response to the second part of your request, you asked ACC to disclose the identity of the "National BMA and where he/she is independent of the usual ACC Employee payroll".

ACC employs Branch Medical Advisors, but does not employ a National Branch Medical Advisor. ACC provided details of Branch Medical Advisors in its response to you on 8 August. ACC also provided an explanation of the different roles of Assessors and Branch Medical Advisors in its letter of 28 January 2014. ACC is happy to elaborate on any aspect of these letters, if that would be helpful.

Doctor Peter Robinson recently took up the role of ACC's Chief Clinical Advisor, managing and leading the new structure of the Clinical Services Directorate. You can access further information about Doctor Robinson and ACC approach to managing and delivering clinical services on ACC's Well Said website.

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

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 10152, Wellington 6143*.

Yours sincerely
Government Services