

31 January 2022

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-015967

Thank you for your email of 14 December 2021, asking for the following information under the Official Information Act 1982 (the Act):

- *Conciliation and Review Process Services ACC Claimants have access to, that are using Primarily a Judicial Focus*
- *Conciliation and Review Process Services ACC Claimants have access to, that are using Primarily a Profit Focus*
- *Systems the ACC have in place to ensure Profits are not interfering with decision making and outcomes of Conciliation and Review Process Services*

Our response

In compiling a response to you, we would first like to clarify how we have decided to approach your request. As ACC does not frame services with any intention to be 'judicial' or 'profit' focused, particularly where reviews or dispute resolutions are concerned, we have decided instead to provide you with relevant documentation related to these processes. These services are utilised to fairly assess a claim and attend to a client's needs in a structured format that enables the client to address any objections or issues they have with a decision on their claim or its management by a third party.

As such, we are refusing your first and second question as the information does not exist. This decision has been made under section 18(e) of the Act.

It is important to note that where a review hearing is undertaken to assess a claim, the use of independent review contractors such as Fairway and ICRA is an intentional effort to provide an objective third party assessment and ensure there is both agreement on the claim decision made and that there is no existence of bias from ACC in making these decisions. Similarly, the use of external Medical Case Reviewers provides the same function in assessing a client's claim through an objective assessment, external to ACC's internal advisors.

In the attached appendix we have provided you with the following documents that should assist in your understanding of the various services available to clients and how they are conducted.

Accept or Decline Late Review Application
Complete Background Review
Conduct Initial Customer Contact
Prepare and Lead an Internal Resolution Consultation
Prepare and Attend an Alternative Dispute Resolution
Prepare and Attend Case Conference
Prepare and Attend Review Hearing
Implement Resolution Outcomes
Close Review

Please note that the staff named in the documents attached are subject matter contacts for internal queries, they are not staff who created or updated the policy.

How to get in contact

If you have any questions, you can 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

A handwritten signature in black ink, appearing to read 'Sasha Wood', enclosed in a thin black rectangular border.

Sasha Wood

Manager Official Information Act Services
Government Engagement & Support