

21 April 2023

Jan Magee

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Kia ora Jan

**Your Official Information Act request, reference: GOV-024321**

Thank you for your request which was sent to ACC on 5 April 2023, asking for the following information under the Official Information Act 1982:

*Please provide a full list of all resources available to ACC review specialists*

**Review Specialist resources**

We have interpreted your request to be asking for a list of documents or information portals which are available to review specialists as part of their day-to-day job.

- **Promapp/Process Manager:** This is an online portal which holds processes and policies for different aspects of the job. There are processes/policies that are specifically for reviews, and also others which are more general and may be referred to for particular cases.
- **Legal resources:** Review specialists can access Westlaw and some can access LexisNexis.
- **Legislation:** Relevant legislation which is publicly available.
- **Training Guides:** New review specialists are provided with an Induction Guide which sets out processes. Review specialists also refer to Technical Training documents, which set out the legal tests and considerations for cover and entitlements on the following topics:
  - Cover Fundamentals – part 1 and 2
  - Personal injury caused by accident (PICBA)
  - Consequential Injuries
  - Cover Assessment – Hernias
  - Hearing Loss and Dental
  - Suspension of Entitlements
  - Weekly Compensation - Guide to be used when considering Section 102, 104 and 106 determinations
  - Disentitlement
  - Wilfully Self-Inflicted Injuries
  - Weekly Compensation – Eligibility
  - Weekly Compensation - Calculation (Employees)
  - Weekly Compensation - Calculation (Self Employed)
  - Loss of Potential Earnings
  - Social Rehabilitation
  - Independence Allowance and Lump Sum
  - Work-related gradual process injury/disease or infection (WRGPI/WRGPII)
  - Mental Injury
  - Fatal Claims (Cover and Entitlements)
  - Treatment Injury
  - Vocational Independence
  - Vocational Independence Case Law

- Accredited Employer and Third Party Administrators
- Code of Claimants' Rights

Other resources, which are not contained in documents, include seeking advice from other ACC staff and/or departments, such as Legal Services and Technical Services.

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement