

2 March 2015

Lee M
Via FYI.org website

Dear Sir/Madam

Your Request for Information

We write further to your request for information, made initially to ACC on 31 January 2015.

As you aware, your request for information has been transferred to FairWay Resolution Limited ('FairWay'), pursuant to section 14 Of the Official Information Act 1982.

Your correspondence of 31 January 2015 requests a copy of the FairWay Reviewers Training Manual. We note that you appear to refer to a 2006 edition of the manual. Please note if you seek to rely on this edition which may be in your possession, the information will be relevant as to that time for Disputes Resolution Services Limited and not FairWay.

We withhold the manual, under sections 9(2)(b)(i) and (ii) of the Official Information Act 1982, where we consider that it is necessary to protect the information, where the making available of the information would disclose a trade secret and/or would be likely unreasonably to prejudice the commercial position of FairWay.

FairWay operates in a commercial environment. The Reviewer Training Manual is produced and owned by FairWay. It is not a document that is publicly available. We consider that there is considerable commercial value to the document.

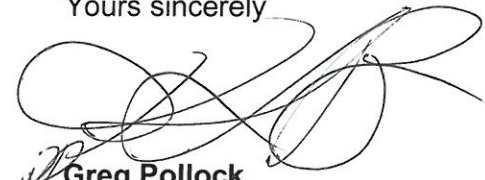
The Reviewer Training Manual is an internal document and resource for FairWay reviewers. The manual does not provide "rules", for reviewers or parties to a review. It is a document that is produced for training and reference purposes. It provides guidance on part 5 of the Accident Compensation Act 2001. We do not see the manual as being within the definition of section 22 of the Official Information Act 1982.

We therefore do not consider that there are other considerations which render it desirable in the public interest to make the training manual available.

If you are dissatisfied with this response you may contact the Office of the Ombudsman. The contact details are:

The Office of the Ombudsman
PO Box 13482
Christchurch

Yours sincerely



Greg Pollock
Chief Executive