



21 June 2024

Sue

[fyi-request-27048-a2229528@requests.fyi.org.nz](mailto:fyi-request-27048-a2229528@requests.fyi.org.nz)

Kia ora

**Your Official Information Act request, reference: GOV-032707**

Thank you for your email of 29 May 2024, asking for the following information under the Official Information Act 1982 (the Act):

*Request 1.*

*Please provide the guidelines, rules, regulations, and other documents for situations when:*

- (1) The external clinical advisor states the medical question is outside their scope of practice:*
- (2) The external clinical advisor notifies ACC that they are retired, and hence can no longer hold a practice certificate.*

*On your website, you have a policy titled Client Choice of Providers Policy (GOV-003380), which is applicable to external clinical advisors as that is a medical specialist assessment that ACC uses for decisions about cover for complex claims. Arrange medical single discipline assessment processes, step 2(c) (GOV-007023).*

*Request 2.*

*Please provide the the current list of ECA's based on specialities and sub-specialities, and the historical list since 01/16/2016. Please provide this information in an excel spreadsheet format, or a searchable pdf format, which can be converted to an excel spreadsheet.*

1. ACC is required to make a decision about whether to grant or refuse your request as soon as reasonably practicable and within 20 working days of receiving the request. ACC considers this request is one of multiple requests made by the same requester, which may affect ACC's decision to grant or refuse the request.
2. In order for ACC to make a decision on this request, ACC requests that you provide:  
Your full name and confirmation of your identity, and  
the reasons for the request.
3. We ask that this information be provided as soon as possible to enable us to make a decision on your requests. This may include ACC extending the timeframe for responding, charging for the request, or refusing to grant the request because:  
ACC has already provided this information in an earlier request; and/or  
the information requested cannot be made available without substantial collation or research;  
and/or  
the request is frivolous or vexatious or the information requested is trivial; and/or  
the request may relate to matters including proceedings under Part 5 of the Accident Compensation Act 2001.
4. If you would prefer, this information can be provided confidentially to ACC at the following address:  
Manager OIA Services, ACC, PO Box 242, Wellington, or by email to [Christopher.johnston@acc.co.nz](mailto:Christopher.johnston@acc.co.nz). Any

information/documentation provided establishing your identity will be used solely for that purpose and destroyed after. Please reference this request when doing so: **GOV-032707**

5. We look forward to receiving the information requested at paragraph 2.

**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). If you are not happy with this letter, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement