

27 June 2024

Sue

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Kia ora Sue

**Time Extension of 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 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.*

**ACC needs extra time**

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 26 July 2024.

This extension is necessary because consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

**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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Ngā mihi



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