

12 July 2024

Joe

fyi-request-27499-87f56b25@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-033531

Thank you for your email of 4 July 2024, asking for the following information under the Official Information Act 1982 (the Act):

[...] from the 2005/06 financial year to present.

Request 1: The number of Reviews lodged by claimants within the statutory time frame.

Request 2: Of the number of Reviews lodged within the statutory time frame, the number that were lodged:

- (a) using ACC's template form; and*
- (b) verbally, to accommodate patient's disabilities; and*
- (c) by written letter; and*
- (d) by email.*

Request 3: For each of the methods of lodgment in Request 2, the number of reviews:

- (a) ACC acknowledged and referred to a reviewer within the statutory timeframe; and*
- (b) ACC acknowledged and referred to a reviewer outside the statutory timeframe; and*
- (c) ACC rejected, either by written notice or by not sending any acknowledgement to the claimant; and*
- (d) minimum, median, average and maximum time it took ACC to acknowledge the request for review; and*
- (e) minimum, median, average and maximum time it took ACC to refer the matter to a reviewer.*

Request 4: The number of Reviews lodged by claimants within outside the statutory time frame.

Request 5: Of the number of Reviews lodged outside the statutory time frame, the number that were lodged:

- (e) using ACC's template form; and*
- (f) verbally to accommodate patient's disabilities; and*
- (g) by written letter; and*
- (h) by email.*

Request 6: For each of the methods of lodgment in Request 5, the number of reviews:

- (a) ACC acknowledged and referred to a reviewer within the statutory time frame; and*
- (b) ACC acknowledged and referred to a reviewer outside the statutory time frame; and*
- (c) ACC rejected, either by written notice or by not sending any acknowledgement to the claimant and not referring the matter to a reviewer; and*
- (d) minimum, median, average and maximum time it took ACC to acknowledge the request for review; and*
- (e) minimum, median, average and maximum time it took ACC to refer the matter to a reviewer.*

Request 7: Number of Reviews that were discontinued because ACC provided a non-monetary remedy to the claimant (e.g., ACC revoked their own decision and re-established entitlements or granted cover for a claim).

Request 8: Number of Reviews that were discontinued because the claimant and ACC reached a financial settlement, with or without the addition of any other remedy.

Request 9: The number of Reviews that were discontinued by the claimant, without any remedy provided by ACC.

Request 10: The number of Reviews heard and decided.

Request 11: The number of Reviews found in ACC's favour.

Request 12: Of those found in ACC's favour, the number of Reviews where the claimant was:

- (a) self-represented and not a lawyer; and*
- (b) self-represented and a lawyer; and*
- (c) represented by a lay-advocate (e.g., family or friend); and*
- (d) represented by an ACC funded advocate (e.g., ACC funded Navigation Service provider); and*
- (e) represented by a professional advocate not funded by ACC; and*
- (f) represented by a lawyer.*

Request 13: The number of Reviews found in the claimant's favour.

Request 14: Of those found in the claimant's favour, the number of Reviews where the claimant was:

- (a) self-represented and not a lawyer; and*
- (b) self-represented and a lawyer;*
- (c) represented by a lay-advocate (e.g., family or friend); and*
- (d) represented by an ACC funded advocate (e.g., ACC funded Navigation Service provider); and*
- (e) represented by a professional advocate not funded by ACC; and*
- (f) represented by a lawyer.*

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.
2. ACC considers that there are features of this request that are similar to features of a significant number of other requests made to ACC recently.
3. Unfortunately, these similarities mean that ACC has to enquire if your request is one of multiple requests to ACC made by one requester, on their behalf, or by a related group of people acting for a common purpose. These requests have not all been made under the same name and some have been made anonymously.
4. These information requests require considerable expense and effort for ACC to respond to and will likely require even more expense and effort to produce the information sought. ACC has been considering how best to respond to each of them, including whether any of the requests may be combined under s18A(2) of the Official Information Act 1982 or whether any should be declined.
5. In order for ACC to make a decision on this request, ACC requests that you advise:

- a. whether your request is or is not one of several related requests,
 - b. if so, which are the related requests,
 - c. your full name and confirmation of your identity, and
 - d. the reasons for all of the requests.
6. 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:
- a. ACC has already provided this information in an earlier request; and/or
 - b. the information requested cannot be made available without substantial collation or research; and/or
 - c. the request is frivolous or vexatious or the information requested is trivial; and/or
 - d. the request may relate to matters including proceedings under Part 5 of the Accident Compensation Act 2001.
7. If you would prefer, this information can be provided confidentially to ACC at the following address: Christopher Johnston, Manager OIA Services, ACC, PO Box 242, Wellington 6140. Any personal information/documentation provided to establish your identity will be used solely for that purpose and destroyed after. Please reference this request when doing so, GOV-033531.
8. We look forward to receiving the information requested at paragraph 5. You do not have to answer all of ACC's questions if you prefer not to. But whether and how you answer ACC's questions are relevant to how ACC should respond to your official information request, including whether your request should be declined.

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

You can email me at GovernmentServices@acc.co.nz.

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

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement