



He Kaupare. He Manaaki. He Whakaora.  
Prevention. Care. Recovery.

27 February 2025

Bernadette Edwards

[fyi-request-30088-9300d723@requests.fyi.org.nz](mailto:fyi-request-30088-9300d723@requests.fyi.org.nz)

Kia ora Bernadette

**Your Official Information Act request, reference: GOV-038156**

Thank you for your email of 14 February 2025, asking for the following information under the Official Information Act 1982:

*Entitled too 1 or more entitlements legislation so why is that not readily available ....  
investigation ..does the med certs acc 18 have no validation for incapacity with the covered  
claim diagnoses for incapacity and previous med certs eg msd sickness benefit instead  
repeatative processes by acc under an overturn review*

We asked for clarification of your request. You responded with:

*Covered claim entitlement process when there's a covered claim /lope*

**While your request is still a little unclear, we have attached the following documents we think are in scope of your request**

Staff names have been removed from the documents as we consider them outside the scope of your request.

- Applications and Timeframes for Support Decisions
- Assess Loss of Potential Earnings (LOPE) - Physical Injury
- Assess Loss of Potential Earnings (LOPE) - Sensitive Claims
- LOPE Interim guidelines
- Loss of Potential Earnings (LOPE) Policy
- When to Review Cover and Entitlements Policy

**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

Christopher Johnston

**Manager Official Information Act Services**

Government Engagement