

23 November 2015

David Lawson
fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your requests, seeking information on the following matters (with date of request):

1. Payment status indicated in ACC's Claim Service Reports (7 November 2015)
2. Guidelines for reporting contact between ACC staff and treatment providers (9 November 2015)
3. Obligations to inform clients about ACC contacting a client's treatment providers in relation to their claim (9 November 2015)
4. Obligations of treatment providers to report injuries/adverse reactions of clients in the course of ACC-funded treatment (9 November 2015)

ACC is working on your request and will be in touch with you as soon as possible.

The due dates for your requests are 4 December 2015 (for request 1) and 7 December 2015 (requests 3 – 4). These dates are based on the statutory timeframe of 20 working days under the Official Information Act 1982.

If you have any questions in the meantime, I can be contacted at GovernmentServices@acc.co.nz.

Yours sincerely

Government Services
ACC

Requesting official information



Information on ACC and how we do our business is called official information. This includes a wide range of materials, such as written documents, tape recordings, electronic files and manuals, e-mails, books, maps, drawings, video tapes and films, as well as information on other people.

How do I ask for the information?

You can call, write or email. We'd prefer you to write as this means we will both have a clear record of the information you want. Please remember to give us as much detail as possible.

Will it cost me anything?

On rare occasions, we may ask you to pay if you've asked for large amounts of information. We'll always let you know how much it'll be before we start working on your request, and we'll usually ask you to pay some or all the charges before we begin work.

How long will I have to wait?

When possible, we'll get the information to you within 20 working days of receiving your request. We'll always let you know if it's going to take longer.

What if ACC isn't able to give me the information?

We'll always write and let you know why we aren't able to give you the information. Sometimes we may not have the information you want, but know other government agencies which do. If this happens, we'll transfer your request to them and let you know who will handle it.

Relevant legislation

ACC complies with the Official Information Act 1982, which sets out how to request information, timeframes for delivery to you, and how much it may cost.

Questions, concerns, or want to know more?

If you have any questions or concerns, please talk to the person you've been dealing with, or their manager.

If you're still not happy, or you're not comfortable talking to the person involved or their manager, please call our Customer Support Service on 0800 650 222 between 8am and 5pm weekdays. They'll be happy to answer your questions and will make every effort to sort out any problems. They'll talk to you about your options, including talking to our Privacy Officer or lodging a complaint.

If we're unable to meet your concerns, you may want to contact the Office of the Ombudsmen on 0800 802 602 or www.ombudsmen.govt.nz

If you'd like to know more, you may be interested in the following information:

For information on...	see the information sheet...
official information and how to request it	Requesting official information
how we collect and use your information	Collection and disclosure of information

Copies are available at any ACC Branch, on our website www.acc.co.nz or by calling 0800 101 996.