

21 June 2016

Mr David Lawson  
Fyi-request-3913-e56a5218@requests.fyi.org.nz

Dear Mr Lawson

### **Official Information Act 1982 request**

I refer to your email of 19 May 2016 regarding our letter of 19 May 2016 which was written in response to your request for official information of 20 April 2016.

We have carefully considered your request that we revisit our response of 19 May 2016 and note the following.

#### **Section 23**

We reiterate that we do not accept that section 23 applies to the matters you have raised in relation to your request 20 April 2016. As we have previously stated, the actions Ms Plant took were merely administrative steps taken toward reaching a decision or recommendation (in this instance a decision on cover). On their own, they do not amount to a decision in terms of section 23.

#### **Transfer of claim**

Your claim was lodged on 22 July 2015. The ACC 45 form refers only to acupuncture and not physiotherapy. On the understanding that the claim related to treatment performed by an acupuncturist, Ms Plant transferred the claim to Dunedin for assessment. This was because it appeared to fall outside the scope of a treatment injury (as acupuncturists are not registered health care providers). Around an hour later the claim was transferred from Dunedin back to Ms Plant.

Despite best efforts we cannot ascertain how, at that time, ACC ascertained that a registered health care provider had provided the treatment. In the absence of any documentary evidence we do not consider that further correspondence will help to progress the matter. Therefore ACC will not be acknowledging or replying to any future correspondence from you on this subject.

Yours sincerely

**Government Services**