

28 July 2016

Mr Dave Austin  
 Email to [fyi-request-4165-5d928a3a@requests.fyi.org.nz](mailto:fyi-request-4165-5d928a3a@requests.fyi.org.nz)

Dear Mr Austin

### Official Information Act Request

Thank you for your request of 22 June 2016, asking for the following information under the Official Information Act 1982 (the Act):

- *A break down on the percentage of cases going to a resolution hearing, following rejected medical treatment by ACC. (E.g Fairway and other companies used by ACC as mediators and ACC as defendant), against members of the public bringing their cases for reconsideration.*
- *How many of these hearings end up in favour of the applicant and how many in favour of ACC.*
- *And how many cases are withdrawn or agreement before an arranged hearing.*

### Interpretation

You asked for data relating to 'resolution hearings', which we have interpreted to be the 'review hearings' conducted by Fairway Resolution Limited, ie the independent reviewer of ACC decisions.

### Reviews following rejected medical treatment decisions by ACC

You asked for data specific to resolution hearings following rejected medical treatment decisions by ACC. ACC is declining this part of your request because the information cannot be made available without substantial research of individual files. This would be required as the information is held only on individual claimants' files, and to extract it would require a manual review of each file. This decision complies with section 18(f) of the Act.

### Results of all Reviews

While ACC has not provided the information you requested, you may be interested in the following table showing the results of Reviews lodged with ACC.

#### Results of review applications received by ACC

Year of decision	Withdrawn (before hearing)	Decision in favour of ACC	Decision In favour of client	Modified*
2011/12	2,991	4,301	1,775	69
2012/13	3,164	4,332	1,562	63
2013/14	2,774	2,972	1,062	33
2014/15	2,812	2,815	1,069	23
2015/16	2,810	2,454	989	32

\*An outcome of Modified means the decision is not in favour of ACC or the client, but may be a mix of both.

## Notes

Please take account of the following notes when using this data:

1. The data is accurate as at 20 July 2016.
2. These figures may be different to previously provided review outcome figures, as claim related data is updated from time to time.
3. The year of the decision may be in a different year to the date a review was lodged.
4. A claim may have multiple reviews that can relate to different decisions made on the claim.
5. Levy reviews are not included in this data.
6. The data is provided by financial year, ie 1 July to 30 June.

## Any questions?

If you have any questions about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns to via email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You also have the right to make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman  
PO Box 10 152  
WELLINGTON 6143

Yours sincerely

**Government Services**