

18 November 2019



Karl Bloxham

fyi-request-11496-30b17f17@requests.fyi.org.nz

Dear Karl

Your Official Information Act request, reference: GOV-002226

Thank you for your email of 18 October 2019, asking for the following information under the Official Information Act 1982 (the Act):

Please provide the guidelines;

1. *When ACC receives communication from a party, seeking ACC to make a decision, which gives review rights.*
2. *When ACC receives communication from a party, seeking ACC to reconsider a decision which has been made.*
3. *When ACC receives a AC33 Review Application.*
4. *When ACC receives a AC33 Review Application out of time.*
5. *When ACC receives a AC33 Review Application which is unclear what decision it relates too.*
6. *The decision to decline the AC33 review application and providing a decision to the applicant.*
7. *When ACC arrange for a review hearing, including any instruction the maybe included.*
8. *Copy of the ACC6239 currently used and the previous version.*
9. *Where ACC delegate to the reviewer there jurisdictional authority insofar as the administration of the review application.*

Q1. Review rights guidelines

Under Section 63 of the Accident Compensation Act 2001, ACC must tell a claimant they have the right to apply for a review of any decision made on their claim. The notice must be given in writing, and contain the reasons for the decision, the timeframes involved and when applications can be made outside that time.

ACC provides this information in each decision letter it sends.

Q2 – Q7. Review process

Each of these questions relate to the review process. The following documents are which sets out ACC's review process:

- Manage customer reviews – Document 1
- Receive, log and allocate review application – Document 2
- Accept or decline late review application – Document 3
- Reviewing an ACC decision – Document 4
- Current copy of ACC6239 – Document 5

Q5. Review Application is unclear

If the review application form is unclear what decision the client wants to review, it is returned to the customer asking for clarification. This information is found in Document 2: 3.0 Check the Review Application.

Q7. Arranging a review hearing

Under the heading 'Case Conferences' in Document 4 – Reviewing an ACC decision, it explains that if we are unable to agree on a resolution, the reviewer will arrange a review hearing at a time that suits everyone. A review hearing date must be agreed within three months of receiving the application.

Q8. ACC6239 form - Document 5

We have enclosed a copy of the ACC6239 form – Document 5. The previous version was sent to you on 3 December 2018, following your request of 22 November 2018.

Q9. ACC delegation to Reviewers – Document 6

Attached is a copy of ACC's standard jurisdictional authority template letter of engagement for Reviewers.

Who to contact

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood

Acting Manager Official Information Act Services
Government Engagement & Support