

19 March 2014

Gladys Webster
fyi-request-1487-c33703f0@requests.fyi.org.nz

Dear Ms Webster

Official Information Act 1982 – Notification of Time Extension

On 20 February 2014, ACC received your request asking for the following information:

1. *'What is the job description of a Branch Advisory Psychology attached to ACC's SCU?'*
2. *In this insurance role at SCU, how do BAPs uphold their own code of ethics?*

The Code of Ethics identifies four ethical principles:

1. *Respect for the dignity of persons and peoples*
 2. *Responsible caring*
 3. *Integrity of relationships*
 4. *Social justice and responsibility to society*
3. *How often do SCU BAPs provide training and education to SCU staff on how to treat and deal with clients who have diagnosed mental injuries?*
 4. *What practices are in place when BAPs interpret [a] psychiatrist's report and make recommendations? (Are they expected to check with an assessor if they are unsure?)*
 5. *If BAPs make calls that result in quantifiable harm for SCU clients what means of redress is there?*
 6. *Whom in the chain of management are BAPs accountable to? Who checks BAPs interpretation of psychiatrist reports and opining? What checks and balances are in place?*

ACC received four emails from you on 20 February 2014, asking a total of 16 questions relating to claim issues. ACC is considering these four emails as one request.

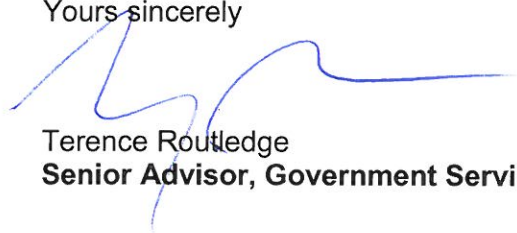
Your request asks for a large amount of information and meeting the original time frame would unreasonably interfere with ACC's operations. Due to this ACC is extending the timeframe for its decision on your request pursuant to section 15A of the Official Information Act 1982.

In forming this decision, ACC also gave consideration to section 18(f) of the Act, which allows agencies to refuse requests where making the information available requires '...substantial collation or research'. ACC needs an extra 20 working days until 17 April 2014 to complete this request.

Please contact me at terence.routledge@acc.co.nz if you would like to discuss this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are still not happy, you may 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



Terence Routledge
Senior Advisor, Government Services