

13 August 2021

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-012470

Thank you for your email of 16 July 2021 asking for the following information under the Official Information Act 1982 (the Act):

1. *Please provide the following from the first date of any Contract being issued*
2. *Review Responsibilities/Terms of Engagement Contract for Fairways Resolution Limited*
3. *Review Responsibilities/Terms of Engagement Contract for The Independent Complaint and Review Authority (ICRA)*
4. *Review Responsibilities/Terms of Engagement Contract for "Talk – Meet – Resolve"*
5. *Note Well: Review Responsibilities/Terms of Engagement meaning, for example, Responsibilities of, Expectations that the ACC had/have from Fairways Resolution Limited, The Independent Complaint and Review Authority (ICRA) and "Talk – Meet – Resolve" when carrying out any type of remunerated work/review/appeal and such like.*

How we have understood your request

We have understood your request as asking for the contract between ACC and its review providers. Please find attached to this response the contracts between ACC and its three review providers.

The documents are attached

You will notice that we have withheld some information in the service agreements under one of the following grounds:

- Names, signatures and contact details of ACC, Fairways Resolution (Fairways), The Independent Complaint and Review Authority (ICRA) and Talk Meet Resolve (TMR) staff, under section 9(2)(a) – to protect the privacy of natural persons.
- Information related to the floorplans of rooms and controls ACC has in place to mitigate health and safety risks under section 9(2)(c) - to avoid prejudice to measures protecting the health or safety of members of the public.
- Pricing schedule information, and KPI descriptions/targets under section 9(2)(b)(ii) – as the release of the information would likely unreasonably prejudice the commercial position of the subject of the information.
- To maintain legal professional privilege under section 9(2)(h).

ACC has carefully considered whether there are reasons why it is desirable, in the public interest, to make the redacted information available. ACC is of the view that the reasons outlined above outweigh the public interest in making the information available.

If you have any questions

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

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support