

22 October 2021

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Tēnā koe Amy,

Your Official Information Act request, reference: GOV-013988

Thank you for your email of 14 September 2021, asking for the following information under the Official Information Act 1982 (the Act):

I am writing to request the following information - policies, manuals, and/or guideline documents, and templates - pertaining to:

1. *Lump sum payments; and*
2. *Treatment injury and/or medical misadventure claims; and*
3. *Eligibility criteria; and*
4. *Claim management; and*
5. *Time extension advice and request letters; and*
6. *Seeking expert opinions; and*
7. *Rules for lodgment of claims by persons (not physicians), under sections 48, 50 and 52 of the ACC Act.*

On 22 September we contacted you to advise that your request was too broad and provided you with a list of policies to select from. On 25 September, you responded with this list of policy documents that were within the scope of your request.

1. *Completing a Written Decision Rationale Policy*
2. *Overseas Claim Policy*
3. *Clients with rapidly deteriorating conditions Policy*
4. *Lump Sum Eligibility Criteria Policy*
5. *Cover criteria for treatment injury Policy*
6. *How to manage legislative timeframes Policy*
7. *Assess Cover for Treatment Injury Claim*
8. *Monitor Cover Decision Timeframes for Treatment Injury Claims*
9. *Receive and input a Treatment Injury Claim*
10. *Accept Claim*
11. *Receive and Input Manual Claim :: Email*
12. *Receive and Input Manual Claim - New claim lodgement with no claim form :: No claim form*

Our response

Please find attached nine of the policies you have requested. The following policies are not included:

- *Monitor Cover Decision Timeframes for Treatment Injury Claims*
- *Receive and input a Treatment Injury Claim*
- *Completing a Written Decision Rationale Policy.*

This is because the list we sent to you had not been updated in some time and contained processes that have since been archived. However, we have included three other policies, and have matched these as closely as possible to the policies you requested. They are:

- *Issue Cover Decision (Treatment Injury)*
- *Treatment injury claims*
- *Communicate Decisions about Client Supports Policy.*

We have also provided the time extension and request letters.

ACC takes privacy seriously

Certain information has been withheld under section 9(2)(a) of the Act to protect the privacy of named individuals. In doing so, we considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

How to contact us

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