

24 February 2022



Amy S Van Wey Lovatt  
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Tēnā koe Amy

**Your Official Information Act request, reference: GOV-016506**

Thank you for your email of 30 January 2022, asking for the following information under the Official Information Act 1982 (the Act):

*I request all documents ACC holds pertaining to section 48 of the Act. According to section 52 of the Act, ACC must have a process for individuals to follow to lodge a claim.*

**Refusal of request**

No documents exist that relate directly to Section 48 of the AC Act, so we are refusing your request under section 18(e) of the Act, as the information does not exist.

**Lodging a claim**

Section 48 of the AC Act states that in order for a person to receive cover under from ACC a person has to lodge a claim with ACC. Similarly, section 52 of the AC Act states a person must lodge a claim with ACC in a manner specified by the corporation (ACC), with which it is reasonable to comply. Therefore section 52 allows us to require that only a registered medical practitioner can lodge a claim on behalf of the client. This information is found here [Accident Compensation Act 2001 No 49 \(as at 28 October 2021\), Public Act – New Zealand Legislation](#).

**Who to Contact**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz)

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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', is positioned above the typed name.

Sasha Wood  
**Manager Official Information Act Services**  
Government Engagement & Support