

11 August 2014

Mr Mark Davis
<mailto:fyi-request-1757-1de30a2e@requests.fyi.org.nz>

Dear Mr Davis

Official Information Act request

Thank you for your official information act request of 22 July 2014 seeking various copies of policies and procedures within the *Actioning an ACC18 process*, specifically the following:

- Preparing, Scanning and filing documents for VCF,
- Scanning documents using MFD,
- Receiving or allocating claim or task in a STCC or branch,
- Setting up weekly compensation,
- Extending compensation due to incapacity,
- Determine incapacity [Title of this page is 'Incapacity'] and
- Extend a weekly compensation entitlement

Please find these documents enclosed. However, we have removed contact names and numbers, reference numbers, provider and creator names. This is because there is a need to protect people's privacy. This decision complies with section 9(2)(a) of the Act.

You also requested a copy of the files identified by the button "Show all instructions", for *Actioning an ACC18*. Please note there is no separate file, link or any additional information outside of this page under this button. It simply refers to the instructions already shown on the *Actioning an ACC18* page. ACC therefore declines this request as the document alleged to contain it does not exist. This decision complies with section 18(e) of the Act.

Please contact me at Koleti.Vae'au@acc.co.nz if you would like to talk about the information we've provided. 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
P O Box 10 152
WELLINGTON 6143

Yours sincerely



Koleti Vae'au (Mrs)
Team Manager, Government Services