

27 July 2023

AS Van Wey

fyi-request-23436-ad0461df@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-026283

Thank you for your email of 8 July 2023, asking for the following information under the Official Information Act 1982 (the Act):

1. *I request a copy of ACC's Zoom meeting guide, which is referenced the "Prepare and Attend Review Hearing v12) Promapp, section 3.*
2. *Would you please specify which employees have access to Zoom in your organization in order to conduct audio-visual conferences with other ACC employees as well as those outside of ACC (e.g., claimants, courts, mediators, reviewers, etc.),*
3. *I also request documents, guidelines, policies, etc, regarding mediation and other alternative dispute resolutions.*

Access to Zoom is not specific to particular employees or functions

However, there is a known issue with Zoom sometimes conflicting with our call-taking software, which can mean that a method other than Zoom may need to be used for a conference.

The following documents for questions 1 and 3 are attached as Appendix 1

- Zoom Meeting Guide
- Alternative Dispute Resolution Policy
- Prepare and Attend an Alternative Dispute Resolution (ADR)
- Prepare and Attend Case Conference (CC)
- Prepare and Lead an Internal Resolution Consultation (IRC)
- Alternative Dispute Resolution (ADR)

As staff names were not requested, they have been deemed out of the scope of your request and removed.

As this information may be of interest to other members of the public

ACC may decide to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



Sara Freitag

Acting Manager Official Information Act Services

Government Engagement