



02 November 2023

AS Van Wey

fyi-request-24373-3dcc59b8@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-028323

Thank you for your email of 11 October 2023 to the Minister for ACC, Hon Peeni Henare, asking for information about advocacy and navigation services. Your request was forwarded to my team to respond under the Official Information Act 1982 (the Act).

Our interpretation of your request

We have interpreted 'advocacy' as referring to support provided from beginning to end of the claim dispute process, including at review. This interpretation is consistent with the Independent Review of Acclaim Otago's report into accident compensation dispute resolution processes (the Independent Review).

ACC does not provide or fund 'advocacy' support, there are no 'advocacy service' providers.

ACC's Navigation Services

In 2019, based on the recommendations of the Independent Review, ACC established Navigation Services. The current providers and information about their service(s) is available on our website, here:

www.acc.co.nz/im-injured/resolve-an-issue/navigation-services/.

As per our previous response of 16 October 2023 (our ref: GOV-028271) Navigation Service providers can provide advice, but they cannot do so in a legal capacity, such as writing review submissions or advocating for them at review.

In a further email response of 10 October 2023, (our ref: GOV-028272), we advised that the same exclusion for 'advocacy services' is included in all of the contracts with the navigation service providers listed on our website (i.e. at the link provided above).

The Deputy Chief Executive, Service Delivery, at ACC is responsible for reviewing Navigation Service contracts.

Complaints about responses

As with all responses under the Act, if you are unhappy with this response, you can contact us to discuss at GovernmentServices@acc.co.nz. Alternatively, you may wish to make a complaint to the Ombudsman; their role is to investigate whether an agency has met the requirements under the Act when responding to requests. You can contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

Sara Freitag

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Government Engagement