

19 June 2024

Anon

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Kia ora Anon

**Time Extension of your Official Information Act request, reference: GOV-032554**

Thank you for your email of 22 May 2024, asking for the following information under the Official Information Act 1982 (the Act):

*I am writing to request copies of general contractual agreements between ACC and external legal counsel for representation on reviews, appeals or any other matters pertaining to conflicts with claimants.*

*I request all internal policies, rules, guidelines, process, memos, and all other documents, pertaining to:*

- (1) When to hire external legal counsel to assist with disputes with claimants; and*
- (2) Conditions of the contractual agreement; and*
- (3) Required notifications to claimants that external legal counsel has been contracted to represent ACC and the nature and limits to that representation (for what purpose); and*
- (4) Required notification to claimants as to what information ACC will be sharing with the external legal counsel (e.g., specific to a claim, complaint on claim, review or Court litigation); and*
- (5) In what instances it is appropriate for ACC employees to cc external legal counsel into communications with claimants; and*
- (6) How a claimant may obtain the service agreement between ACC and the external legal counsel, to ensure that ACC employees are not sharing information outside of the contracted agreement.*

**ACC needs extra time**

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 19 July 2024.

This extension is necessary because consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

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

Ngā mihi



Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement