



12 June 2024

Anon

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Kia ora

**Your Official Information Act request, reference: GOV-032631**

Thank you for your email of 27 May 2024, asking for the following information under the Official Information Act 1982 (the Act):

*Request 1: I request a copy of ACC's template notice of the decision to seek external clinical advice. Please provide the template notice in a searchable pdf format.*

*Request 2: I request a complete copy of the Treatment Injury ECA Referral tool, current and archived, going back to 01/01/2019. [Please refer to the procedure Seek External Clinical Advice, step 1(b).] Please provide the complete Treatment Injury ECA Referral tool in an excel spreadsheet format, or a searchable pdf format, which can readily be converted to an excel spreadsheet.*

**Request 1: Template notice of decision to seek external clinical advice**

ACC does not have an official template for giving notice to clients that we are seeking external clinical advice. Therefore, we are refusing this part of your request under section 18(e) of the Act, as it does not exist. However, staff do contact clients about the need to seek external clinical advice. This might be through an email or a phone call and is recorded on the client's claim.

Please refer to step 2.0 of 'Seek External Clinical Advice' available here:

<https://www.acc.co.nz/assets/Policy-and-procedure-documents/seek-external-clinical-advice.pdf>.

**Request 2: ACC uses the Treatment Injury ECA Referral tool to refer clients to providers**

This tool consists of claim data and provider personal information, used when referring claims to particular providers. As such, we are refusing to provide a copy of the tool to protect the privacy of individuals. This decision is made under section 9(2)(a) of the Act. We have considered the public interest when making this decision, and determined that it does not outweigh the need to protect the privacy of individuals.

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

ACC may publish 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](http://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](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

Christopher Johnston

**Manager Official Information Act Services**

Government Engagement