

4 December 2015

David Lawson  
fyi.org.nz

Dear Mr Lawson

### Official Information Act 1982 – Notification of Time Extension

Thank you for your requests, seeking information on the following matters (with date of request):

1. Payment status indicated in ACC's Claim Service Reports (7 November 2015)
2. Guidelines for reporting contact between ACC staff and treatment providers (9 November 2015)
3. Obligations to inform clients about ACC contacting a client's treatment providers in relation to their claim (9 November 2015)
4. Obligations of treatment providers to report injuries/adverse reactions of clients in the course of ACC-funded treatment (9 November 2015)

Due to the need for internal consultation in relation to your various questions, we need additional time to complete our response. Accordingly, ACC has extended the date for response to 15 December 2015. This extension complies with Section 15A of the Official Information Act 1982.

If you have any questions about this extension please contact us at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

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, PO Box 10 152, WELLINGTON 6143.

Yours sincerely

Government Services  
**ACC**