

9 June 2016

David Lawson  
fyi-request-4029-a89a34b7@requests.fyi.org.nz

Dear Mr Lawson

### Official Information Act Request

Thank you for your requests for information received 20 May 2016 under the Official Information Act 1982 (the Act).

Your requests and our corresponding responses are set out below. Due to similarity in subject matter, some of your requests have been grouped for response. The wording of your specific requests is set out in ACC's response, written in *italics*.

#### Background information

FairWay Resolution Limited is formally known as Dispute Resolutions Services Limited. The Information provided is based on costs awarded under the GL Codes 6010 Review Cost/Expense Awarded and 6020 District Court Medical and Other Advisors. The costs are based on payment date, however the payment date may be different to the date the review was referred to a dispute resolution provider. All costs provided are inclusive of GST.

#### Request One

*The number acc decisions that have been referred by ACC for dispute resolution review with respect to ACC Act decisions,*

#### Request Two

*The number acc decisions that have been referred by ACC for dispute resolution review with respect to ACC Code of Claimants' Rights breaches decisions.*

#### Request Five

*The list of the top 10 dispute resolution providers for the past 8 years that ACC contracts services to each ranked by;*

- a) *the number of ACC referrals for ACC Act review decisions,*
- b) *the number of ACC referrals for ACC Code of Claimants' Rights breach decisions,*

#### Response to Request One, Two and Five a) and b)

ACC contracts to two dispute resolution providers; FairWay Resolution Limited and Gresson Dorman & Co.

The following table shows the number of reviews sent to dispute resolution providers between 1 July 2007 and 30 June 2015

Dispute resolution provider	Review issue	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
FairWay Resolution Limited	Code of Claimants' Rights	17	46	59	63	66	63	22	51
	ACC Act decisions	4,769	6,648	9,427	8,334	8,114	7,688	6,067	5,552
	<b>Total</b>	<b>4,786</b>	<b>6,694</b>	<b>9,486</b>	<b>8,397</b>	<b>8,180</b>	<b>7,751</b>	<b>6,089</b>	<b>5,603</b>
Gresson Dorman & Co	ACC Act decisions	-	-	9*	53	55	59	50	42

\* Gresson Dorman & Co started contracted ACC work from May 2010

### Request Three

*The total annual cost per year of the acc decisions that have been referred by ACC for dispute resolution review with respect to ACC Act decisions.*

### Request Four

*The total annual cost per year of the acc decisions that have been referred by ACC for dispute resolution review with respect to ACC Code of Claimants' Rights breaches decisions,*

### Request Five

*The list of the top 10 dispute resolution providers for the past 8 years that ACC contracts services to each ranked by;*

- c) *the total dollar amount paid annually for ACC referrals for ACC Act review decisions,*
- d) *the total dollar amount paid annually for ACC referrals for ACC Code of Claimant Rights breach decisions,*

### Response to Request Three, Four and Five c) and d)

A claim may have multiple reviews which can relate to different decisions made on that claim, including complaint or entitlement decisions. ACC is unable to show costs for each review as the costs are associated to the claim and not the individual review.

There is no way to distinguish which costs by Dispute Resolution provider as this detail is not captured by ACC.

The following table shows the cost (including gst) for all reviews between 1 July and 30 June 2015

2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
\$1,661,198	\$1,932,241	\$2,593,172	\$3,223,625	\$3,431,309	\$3,828,988	\$3,476,437	\$3,573,110

### Request Six

*Please specify if there are any restricted criteria for eligibility of acceptance to any of the top 10 dispute resolution service providers for an ACC Claimant's choice to attend dispute resolution services other than through FairWay Resolution Limited*

**Response to Request Six**

ACC staff first try to resolve the issue with the client before the matter is referred to an independent reviewer or alternative dispute resolution (ADR) practitioner, however if this is unsuccessful a referral is made to the main provider of dispute resolution services. All cases go through this provider unless their claim is managed by the Timaru office.

**Request Seven**

*Please list the top 5 dispute resolution service providers for the past 8 years that ACC use in each of the following major cities ranked by annual revenue, and the highest number of referrals for review of any type:*

- *Auckland,*
- *Tauranga,*
- *Wellington,*
- *Christchurch,*
- *Dunedin*

**Response to Request Seven**

ACC contracts to two dispute resolution providers; FairWay Resolution Limited and Gresson Dorman & Co. Gresson Dorman & Co manages reviews primarily for the Timaru branch, but from time to time may also manage reviews from other areas.

**Queries or concerns about ACC's response**

If you have further questions, contact us by email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You have the right to make a complaint to the Office of the Ombudsman regarding our response. 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**