



13 December 2018

Karl Bloxham
fyi-request-9156-c0ad35f@requests.fyi.org.nz

Dear Mr Bloxham

Ref: 0053319

Official Information Act Request

Thank you for your request of 30 November 2018, asking for the following information:

"I would like to request the guidelines for providing the claimants file to Fairways Resolution."

Your request has been considered under the Official Information Act 1982 (the Act).

Our response

ACC is required, under its contract with Fairway Resolution Limited, to provide a full copy of the relevant claim file within 28 days of a review application being received by ACC. The purpose of this requirement is to ensure that all parties to the review (ACC, the client, and the Reviewer) have the same information and the Reviewer has all available information to make a decision under section 145 of the Accident Compensation Act 2001. This section requires that:

'In making a decision on the review, the reviewer must... put aside the Corporation's decision and look at the matter afresh on the basis of the information provided at the review.'

Preparing for a review hearing

ACC is in the process of updating the guidelines about preparing for a review hearing. Once this update is completed, we can send you a copy of this.

Queries or concerns

If you have any questions about the information provided, we are happy to work with you to resolve these. We can be contacted via email at GovernmentServices@acc.co.nz.

You also have the right to seek an investigation and review of this response, by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely
Government Engagement and Support