

05 February 2019



Scott Rowbottom

fyi-request-9333-22f96299@requests.fyi.org.nz

Dear Scott

Your Official Information Act request, reference: 0053486

Thank you for your email of 4 January 2018, asking for the following information under the Official Information Act 1982 (the Act):

"I seek clarification in respect to ACC's and what are the considerations when selecting its Key Stake Holders... Also would it be normally accepted that a NZ Citizen who pays ACC levies, fall into the category of a Stake Holder."

ACC stakeholders

In terms of ACC, a stakeholder is anyone who has an interest in, is affected by, or can influence the Scheme. New Zealanders, including those that pay ACC levies, are certainly stakeholders in ACC.

With regard to ACC's selection of stakeholders, I understand you are referring to the people on our Stakeholder and Customer Advisory Panels, which we refer to as 'Voice of the Customer' groups. These include the following Customer Advisory Panels:

- Serious Injury Panel
- Sexual Violence Panel
- Older Persons Panel

As well as two further stakeholder groups:

- Scheme Customer Advisory Panel
- Legal Representatives Panel

These groups are made of various stakeholders, including: clients, advocates, providers and legal professionals. Further information on these groups is on our website at this link: www.acc.co.nz/about-us/news-media/latest-news/the-voice-of-our-customers/.

Our response: attributes we consider for stakeholder panels are in membership guidelines

Information about our considerations for selecting people for these panels is provided in the relevant membership guidelines. The guidelines for the three Customer Advisory Panels are attached.

You can find the membership guidelines for Scheme Advisory and the Legal Representatives Panels on ACC's website at the link provided above. The considerations for all these Panels are described in the 'What we'll be looking for' sections of these documents.

We have withheld some names under privacy grounds

Please note, ACC has withheld the names of staff members from the attached documents to protect their privacy. This decision is made under section 9(2)(a) of the Act. In making this decision we have determined that withholding this information is not outweighed by the public interest in making it available.

Questions or concerns

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to seek an investigation and review of this decision, 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

A handwritten signature in blue ink, consisting of several loops and a final flourish on the right side.

Emma Coats

Manager Official Information Act Services
Government Engagement & Support