Timeframes for Reviews policy [Historical] v4.1

Summary

Objective
This policy applies to all applications for review lodged on or after 1 April 2002.

We must comply with strict timeframes when managing a review. Some of these timeframes are internal policy requirements. Others are legal requirements under the following sections of the Accident Compensation Act 2001:

- How to apply for review -Section 135(2)(f)
- Deemed review decisions - Section 146(1)(a)
- Review decisions, formalities - Section 144(1)
- Costs on review - Section 148(5)

Refer to Managing Withdrawn and then Re-submitted Review Applications Policy.

For information about deemed reviews see Appointment of reviewers or contact Technical Services.

Owner [Name withheld]

Expert

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Policy

1.0 Timeframes for review applications or reapplications lodged after 1 April 2002

Action	within....	or....
The client or other interested party must lodge their application for a review e.g. ACC33	3 months of the decision date, unless the delay is a result of extenuating circumstances	the review owner may decide there are no extenuating circumstances and decline the review for being 'out of time'
The business unit must lodge the application with the Review Unit (Resolution Services)	24 hours of receiving it from the client or interested party	we may not meet the required timeframes
The Review Unit must lodge the application	24 hours of receiving it in the Review Unit	we may not meet the required timeframes
The review owner must complete the administrative review actions (Eos related tasks)	7 calendar days of receiving the review application or reapplication.	we may not meet the required process timeframes
The review owner must arrange for a Case Conference to take place with the client and review provider	75 days of the review application being received	we may not meet the required process timeframes and risk not having a hearing date set down within 3 months.
We must provide a copy of the relevant documents (or full file if requested) to the selected review provider	no later than 14 calendar days before the Case Conference	we fail to meet the contract requirements
The reviewer must set a review date	3 months, unless the client agree to a delay or the reviewer adjourns the hearing	the review decision mat be automatically deemed in the client's favour
We must provide written review submissions	14 days prior to the review hearing	we fail to meet the contract requirements
The reviewer must issue a review decision	28 calendar days of the hearing	the reviewer fails to meet their contract standards
We must pay review costs	28 calendar days of the decision being issued	we fail to meet our internal performance standards and legislative requirements
If the application is withdrawn, we must make sure the client returns a signed ACC34 (Request to withdraw a review application), or equivalent document.	3 months of the date of lodging their review application or reapplication	the review decision may be automatically deemed in the client's favour

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Timeframes for review application or reapplications lodged after 1 April 2002 .PNG

Timeframes

None Noted