

28 November 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-028819

Thank you for your email of 7 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

Any documents relating to any instruction or guidance document issued by ACC to any medical practice or provider, that was intended to be, or could be interpreted as, a mandatory stand-down period of six weeks delay before a General Practitioner 's referral for an Orthopaedic or similar medical specialist opinion on an injured person.

ACC does not have any rules or instructions about stand-down periods for specialist referrals

As such, we are refusing your request under section 18(e) of the Act as the information does not exist. While there is no ACC-mandated stand-down, there are circumstances where it may be clinically appropriate that a GP does not refer a client to a specialist immediately. For example, the GP may:

- believe the client's condition will resolve without the need for referral; or
- be able to manage the condition within primary care.

We recommend your constituent contact their Recovery Partner or GP if they have specific questions about their claim. Alternatively, they can contact ACC, here: www.acc.co.nz/contact/.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you are not happy with this response

you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag
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Government Engagement