



20 September 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-027637

Thank you for your email of 8 September 2023, asking for the following information under the Official Information Act 1982 (the Act):

Could you please provide us with a full list of all review numbers (of the Review Files), to date, that ACC has instructed ICRA or Fairway to send to the ACC's Service Provider Holland Beckett Law as per the service agreement between ACC and Holland Beckett Law?

Could you please ensure that the list is broken down by month and clearly identifies if it was an ICRA or a Fairway facilitated Review?

We note that ACC has also recently (April 2023) updated the ACC33 form to encapsulate the privacy waiver required to authorise such a release of information, could you please ensure that the list clearly illustrates which Review numbers were initiated by the utilisation of the new ACC33 form and which were not?

Review numbers are personal information

We have therefore withheld this information to protect our clients' privacy. This decision has been made under section 9(2)(a) of the Act. In making this decision, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect our clients' privacy.

Neither ACC nor review providers send review numbers to Holland Beckett Law

This is because all personal identifiers are redacted from the file before it is sent. While there is a privacy authorisation section of the ACC33 form, this does not apply to review numbers as these are not provided to Holland Beckett Law.

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 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