



Office of Hon Dr Nick Smith

MP for Nelson
Minister for the Environment
Minister for Climate Change Issues
Minister for ACC

MIN 09/3396

~~Peseta Sam Lotu-liga
Member of Parliament for Maungakiekie
PO Box 83 126
Onehunga
AUCKLAND 1643~~

05 MAR 2010

Dear Peseta Sam

Thank you for your letter dated 3 February 2010, regarding Ms Bronwyn Pullar and her ACC claim. I understand you are making representations on behalf of Nikki Kaye who has declared a conflict of interest. I am replying to your letter because Minister Wong has also declared a conflict of interest as she knows Ms Pullar personally. I have asked ACC to provide me with information relating to this claim.

ACC has accepted cover for some injuries incurred by Ms Pullar following her accident in December 2002. However, ACC has declined cover for several other conditions which have been investigated but deemed not to be as a direct result of this accident.

Ms Pullar has requested a review of ACC's decision, which is the appropriate course of action in the first instance. At this review Ms Pullar's claim will be considered by an independent reviewer, whose role is to take a fresh look at all the information and ensure the correct decision was made.

It is not appropriate for me to comment further on a claim decision when the matter is subject to review. However, what I can comment on are some of the other issues raised in your letter, as they do not relate to claim decisions.

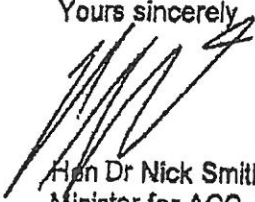
Ms Pullar's request for a claim copy has been processed and she should receive this soon. The issue with the delay has been the significant information contained on her file and additional information that is regularly forwarded to the Corporation. Ms Pullar has been supplied a copy of her entire claim previously and has updates forwarded to her on a regular basis. ACC does add new medical information when it is received, however, if Ms Pullar believes that there are reports ACC does not hold, these can be forwarded to the Corporation and they will also be added to her file.

I understand that ACC's Office of the Complaints Investigator (OCI) is currently looking into Ms Pullar's complaint, regarding ACC failing to consider her concerns. The OCI will undertake an unbiased investigation of her complaint, with a view to identifying a satisfactory resolution, and should provide her with a full and fair hearing of her concerns.

A second option is for Ms Pullar to complain directly to the Privacy Commissioner, if she believes her privacy has been breached by ACC, by either calling 0800 803 909 or by writing to them at PO Box 466, Shortland Street, Auckland 1140.

I hope the above information assists you in your dealings with Ms Pullar.

Yours sincerely



Hon Dr Nick Smith
Minister for ACC

cc

Nikki Kaye, Member of Parliament for Auckland Central