

28 March 2022

Ministry of Business, Innovation and Employment

The Manager, Accident Compensation Policy

**Proposed amendments to the Accident Compensation (Review Costs and Appeals Regulations 2002)**

Fair Way is an independent, employee-owned company providing specialist conflict management and dispute resolution services. We are a provider of ACC review services and handle over 3000 cases each year.

Our reviewers must act independently when conducting reviews. For that reason, we do not consider it would be appropriate to provide detailed comments with respect to each of the consultation questions. However, we support the objectives set out in the discussion paper insofar as they remove barriers to claimants accessing the review process. We also welcome any changes which will provide applicants with greater clarity and make it easier for reviewers to implement the Regulations in a transparent and consistent way.

Please contact Fair Way if you would like to discuss whether there is any anonymised data we could share to assist in your consultation process.

For example, we record information on whether an applicant is represented (although this information is not broken down into whether the representative is a lawyer, advocate, or other contact such as a family friend).

We also record information on the parties' method of attendance. Since early 2020, with the introduction of the Covid-19 alert levels, the vast majority of reviews have been conducted by video or teleconference. We expect this trend to continue even with the easing of restrictions.