

15 December 2023

[REDACTED]

Kia ora

Your Official Information Act request, reference: GOV-029414

Thank you for your email of 6 December 2023, asking for information under the Official Information Act 1982 (the Act). I have provided a response to each of your questions in turn.

Request 1 – ACC email services

Email services are provided by both Datacom and ACC. Services are managed depending on type and level of support required.

Request 2 and 5 – Communication plan clients and complaints

We currently have a total of 71 mail flow rules for email redirection purposes. However, we cannot confirm how many of these relate to claimants, and which of those have communication plans, without manually reviewing each one. This would include reading information on each claim to determine whether there has been 'instructions to ACC staff to refuse to speak over the phone with the claimant'. Further, we are unable to provide data on the number of complaints or reviews about communication plans that resulted in the interception of communications.

As such, we are refusing these parts of your request as providing the information would require substantial collation and research. This decision has been made under section 18(f) of the Act. In making this decision, we have considered extending our timeframe to respond and charging (as allowed under the Act). However, it was determined that the resources required to extract the information would have a significant impact on the everyday functions of the team(s) involved.

Requests 3 and 4 – Email redirection policies and processes

ACC does not hold policies or process documents on email redirection specifically. As such, we are refusing your requests as the information does not exist. This decision has been made under section 18(e) of the Act.

Request 6 – Further information about email redirection

Both ACC's Security Team (consisting of Security Advisors) and Datacom are involved in actioning email redirections requests.

We are refusing to provide the names of people involved to protect their privacy. This decision is made under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these individuals.

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

ACC may publish 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



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