



27 November 2023



Kia ora 

Your Official Information Act request, reference: GOV-028798

Thank you for your email of 6 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

- all documents, as well as provide me with the list of applications ACC employees may use for communicating with claimants who are overseas (e.g., Zoom, Microsoft Teams, Skype for Business, or other).
- Please provide me all documents regarding the use of audio/visual applications available to ACC employees to have an audio discussion with a claimant living overseas.

Documents regarding communicating with overseas clients via the phone or other audio means

We do not have specific policies or other documents which focus solely on how we contact overseas clients. However, please refer to the policy *Setup Overseas Claim*, which you have mentioned, as this contains preferred ways for contacting overseas clients. Further, ACC's use of telephony services and devices is subject to our Telephony policy, which we provided you on 29 September 2023 (our reference: GOV-027692).

You can view other policies which relate to overseas clients on our website, such as the 'Overseas Claim Policy' found here: www.acc.co.nz/assets/Policy-and-procedure-documents/overseas-claim-policy.pdf

List of applications used for communicating with overseas clients

Our main means of communicating with clients who are living overseas is via email and phone. Please refer to the documents we sent to you on 29 September 2023 (our reference: GOV-027692), which show that Teams is our main means of audio/video communication. Those documents also include information about when we might use other applications.

Documents regarding the use of audio/visual applications when contacting overseas clients

In our 29 September response (GOV-027692), we provided documents about using audio/visual applications. These are the relevant documents for use of this technology at ACC.

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 have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

Sara Freitag

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Government Engagement