

07 July 2020



Rodney Whitworth

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Tēnā koe Rodney

**Your Official Information Act request, reference: GOV-005246**

Thank you for your email of 10 June 2020, asking for the following information under the Official Information Act 1982 (the Act):

*Currently ACC contract ICT services from Datacom, which includes ACC's email services.*

- 1) I would like to request a copy of the policy and procedures relating emails ACC receive.*
- 2) Please include where ACC Security Adviser will instruct Datacom that All emails received from a specific address are Redirected to a single email address at ACC.*
- 3) When ACC decide to Redirect emails as above, The policy and procedures to inform the sender of the emails that ACC have implemented these Alternative Services.*
- 4) Any other documents which fall within the scope of 2 & 3 above.*

**Email policy**

Policy and process documentation relating to emails received by ACC is attached at appendices 1 and 2.

*Withheld information*

Some information has been withheld under section 9(2)(a) of the Act in order to protect the privacy of the individuals named in these documents. ACC has carefully considered whether there are reasons why it is desirable, in the public interest, to make this information available and has determined that maintaining the privacy of these individuals outweighs any public interest in making the information available.

In Appendix 2, the document 'Customer Communication Guide Channels and Technologies', we are providing section '2.2 Email' only. Pages 3-11 and 18-25 have been removed as they are out of scope of this request.

**Our response to questions 2-4**

We have interpreted this part of your request as being for information regarding communications plans which may be put in place with some clients. As part of a communications plan, a client's emails may be redirected.

*Communications plans*

There is no formal policy or process for communication plans. Therefore, parts 2-4 of your request are refused as the information requested does not exist. This decision is made under section 18(e) of the Act.

It is usual practice for the Branch Manager or Client Service Leader to take responsibility for any communication plans. The general idea of a communication plan is to allow ACC more control over communication with some clients – particularly in circumstances where a client is making the same or similar requests to multiple parties within ACC.

A communications plan should not restrict a client's access to ACC or impose communication restrictions that may be contradictory to ACC's obligations under the Code of ACC Claimants' Rights. It should state how ACC is going to manage and respond to incoming correspondence from, and outgoing

communication to, a specific client. The communications plan and the basis for it must be revisited on a regular basis.

**Questions**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood  
**Manager Official Information Act Services**  
Government Engagement & Support