

13 February 2014

Acclaim Otago
Fyi-request-1444-e70019e9@requests.fyi.org.nz

Dear Acclaim Otago

Official Information Act request

Thank you for your request of 9 February requesting under the Official Information Act:

1. The internal ACC document of November 2012 titled Change ACC
2. The document - July 2012 strategy paper identifying areas that are hindering ACC (as reported in the Herald on-line 9-2-2014).

Please find a copy of the Need for Change document enclosed. ACC has withheld the personal information of some individuals to protect their privacy, this decision complies with section 9(2)(a) of the Act.

ACC has been unable to identify a Herald Online article you have referred to. ACC is aware of an article published in the Sunday Star Times and on the Stuff news website that meets the description you provided. The strategy report referred to in that document is the Need for Change report.

You may also have seen a copy of the Sunday Star Times which had a correction regarding an earlier article about the Need for Change document which described the document as having been "leaked". The correction made it clear that the report was not "leaked". It was sought from ACC and provided to the journalist who requested it at the earliest opportunity.

Please note that the enclosed document was written in late 2012 and some of the content about budgets, projects and options has been superseded by events. Please also note that the former Chief Executive left ACC in December not June 2012.

The "Change ACC" proposal did not proceed in the form contained in the enclosed paper. Rather, the Board decided to await the arrival of the incoming Chief Executive, Scott Pickering, in early 2013 and seek his input and recommendations before embarking on a transformational change programme.

Subsequent recommendations led to a change project which was publicly announced by Mr Pickering in a media release on 4 October 2013. I attach a copy of that release for your information.

Mr Pickering also wishes to reinforce that while the information in the Board proposal was helpful as a starting point he set little store by some of it. He notes that the customer personas on page 27 of the paper were from work carried out by ACC in 2008. Mr Pickering was disappointed that the titles of the personas convey unfortunate impressions that are the antithesis of ACC's current desire to better understand its customers and to tailor the delivery of its services in a more user-friendly way.

The Corporation has also been vigorously pursuing improvements to privacy and the security of information. A specialised Privacy Group has been established, reporting to the Chief Privacy Officer and ACC is well advanced in its response to the 44 recommendations made in the Independent Review of August 2012. "Privacy by Design" is a key principle underpinning any changes within the Corporation.

Please contact me at hugh.mcilraith@acc.co.nz if you have any questions about this letter.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to:

The Office of the Ombudsman
PO Box 10152
WELLINGTON 6143

Yours sincerely



Hugh McIlraith
Senior Advisor, Government Services