

19 March 2014

Gladys Webster  
[fyi-request-1488-1cle6053@requests.fyi.org.nz](mailto:fyi-request-1488-1cle6053@requests.fyi.org.nz)

Dear Ms Webster

### Official Information Act 1982 – Notification of Time Extension

On 20 February 2014, ACC received your request asking for the following information:

1. *'When sensitive information is released (unauthorised by the client) by ACC (or their third parties) to employers which results in shame, horror and further trauma to clients and loss of employment contracts, how is this remedied?'*
2. *'Under law which agencies can clients go to for redress as ACC to date sees no wrong in their actions?'*
3. *'How does this kind of release of personal sensitive information stop happening? Perhaps it is tactical by ACC to further harm SCU clients receiving weekly compensation?'*
4. *'Surely if staff were treating clients as people this kind of trauma would not occur? Which staff member would authorise a report containing sensitive information about them to be released to their employer ACC?'*

ACC received four emails from you on 20 February 2014, asking a total of 16 questions relating to claim issues. ACC is considering these four emails as one request.

Your request asks for a large amount of information and meeting the original time frame would unreasonably interfere with ACC's operations. Due to this ACC is extending the timeframe for its decision on your request pursuant to section 15A of the Official Information Act 1982.

In forming this decision, ACC also gave consideration to section 18(f) of the Act, which allows agencies to refuse requests where making the information available requires '...substantial collation or research'. ACC needs an extra 20 working days until 17 April 2014 to complete this request.

Please contact me at [terence.routledge@acc.co.nz](mailto:terence.routledge@acc.co.nz) if you would like to discuss this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Terence Routledge', with a stylized flourish extending to the right.

Terence Routledge  
**Senior Advisor, Government Services**