

26 January 2022

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-015965

Thank you for your email of 13 December 2021, asking for the following information under the Official Information Act 1982 (the Act):

1. Provide Information that elaborates on the previous Storage System
2. Provide Information that elaborates on the Storage System in which Information cannot be supplied with reference to Official Information Act request reference: GOV-015396

Storage system

Previously much of our information was held in various online shared file systems, and not in a centralised location.

More recently ACC has sought to centralise our records, and have started to use SharePoint, Microsoft Teams, and Te Pātaka (our internal intranet). When files and folders held in the various online shared file systems were transferred and consolidated to the new centralised tools, some of the files relating to business functions were unfortunately not migrated and lost in the process. Access to those historical drives are now variable; and although further information may be available in unknown file locations, limited file search capabilities available on the old tools have not produced any results and therefore the previously requested information was unable to be sourced.

A further issue, specific to the External Medical Panel, is that no clinical staff that were working in management in this area remain at ACC. As such, knowledge on potential sources that may contain the files requested has become more difficult. These former staff may have been capable of using more advanced and accurate retrieval techniques to assist us in sourcing the requested information more effectively.

Who to contact

If you have any questions, you can email me at 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 or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support