



28 February 2023

J Buckingham

[fyi-request-21828-54ee7ea7@requests.fyi.org.nz](mailto:fyi-request-21828-54ee7ea7@requests.fyi.org.nz)

Kia ora

**Your Official Information Act request, reference: GOV-023361**

Thank you for your request of 14 February 2023 via the FYI website, asking for the following information under the Official Information Act 1982 (the Act):

*How many times have ACC staff contacted the Whanganui District Council payroll or human resources team to raise or resolve payment issues or concern raised by ACC clients under their accredited employer status in the last 24 months prior to 1 February 2023?*

*If possible, I would like this information provided by:*

- Total number of clients that have received ACC via the ERA held by Whanganui District Council from 1 February 2021 to 1 February 2023*
- Number of total contacts (phone, email or letter) made to Whanganui District Council by ACC staff regarding payment concerns raised by clients*
- Number of complaints per client if relevant*

*For clarity, this is not asking for any specific client information and is asking this contact to be quantified by numbers only and all data anonymised.*

**The Whanganui District Council is not an Accredited Employer**

To be an accredited employer with ACC, a business needs to be part of the Accredited Employer Programme (AEP). For a list of businesses who are part the AEP, please refer to: [www.acc.co.nz/for-business/understanding-your-cover-options/aes/](http://www.acc.co.nz/for-business/understanding-your-cover-options/aes/). However, the Whanganui District Council is part of the Employer Reimbursement Agreement (ERA), which is separate from the AEP.

**Less than four clients have received payments from the Whanganui District Council under the ERA**

Accordingly, we are withholding information related to these clients under section 9(2)(a) of the Act to protect our clients' privacy. In doing so, we have considered the public interest in making information about these clients available and have determined that it does not outweigh the need to protect the privacy of these individuals.

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

Sara Freitag

**Acting Manager Official Information Act Services**  
Government Engagement