

14 February 2024

fyi-request-24512-e7f289ca@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-030188

Thank you for your email 25 January 2024, asking for the following information under the Official Information Act 1982 (the Act):

Please provide me with the numbers of persons within ACC who have access to the full reports, without any reactions under s 9(2)(a) of the Act, and the complete list of persons and agencies, external to ACC who have access to the underacted reports. Please specify if the redacted sections name specific claimants or other individuals.

As advised in our response of 9 January 2024 (ref: GOV-029596), Customer Feedback Reports are not distributed externally

The primary audience for these reports is ACC's Executive team and Board. However, they have been periodically shared with the Minister. ACC's Privacy and Legal teams review the reports prior to them being shared. Further, some tier 3 and 4 leaders also receive a copy, usually only if information contained in the report is relevant to their role e.g., leaders of Service Delivery functions. These leaders may choose to share the full report (or themes from it) as part of learning and development for team leaders and client facing staff. The reports are shared in full and do not name clients or individuals.

Given these reports are distributed among the above audiences, we are unable to determine the exact number of people who view each one.

As this information may be of interest to other members of the public

ACC may decide to release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

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

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement