



19 June 2024

Anon

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Kia ora Anon

Your Official Information Act request, reference: GOV-032953

Thank you for your request of 9 June 2024, asking for the following information under the Official Information Act 1982 (the Act):

Thank you for your quick response. You stated "'The business rule Advising client of four month maximum cover decision timeframe no longer exists." ACC must comply with the Public Records Act, and thus must maintain all of it's documents for a minimum of 25 years.

- 1. I request a copy of the archived business rule titled "Advising client of four month maximum cover decision timeframe" and the dates in which that rule was in effect.*
- 2. I request a copy of the Business Rule - Cover decision time limit, and all other current rules associated with cover decision time limits and conveying the correct cover decision time limits to claimants. Please include the dates those rules came into effect.*
- 3. For any rule that cam into effect since 01/01/2019, I request the archived rules and the dates they were in effect.*

Question one

Please find attached a copy of the *Advising client of four month maximum cover decision timeframe* archived Business rule. This rule was deactivated on 6 May 2023 and replaced on 7 May 2023 by the current business rule *Identifying the maximum cover decision timeframe allowed*; a copy of this is attached.

Question two

Please find attached a copy of the business rule, *Cover decision time limit*. Your request for 'all other current rules associated with cover decision time limits [....]' is not made with due particularity. In our response of 5 June 2024 (ref: GOV-032587) we provided you with a list of our current business rules. Please specify which business rules you would like copies of.

As staff names were not requested, they have been deemed out of the scope of your request and removed.

Question three

We are refusing your request for all archived business rules since January 2019, as extracting the information would require substantial collation and research. This decision is made under section 18(f) of the Act. In doing so, we considered extending our timeframe to respond and charging (as allowed under the Act). However, it was determined that the resources required to extract the data would have a significant impact on the everyday functions of the team(s) involved.

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

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

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement