

23 July 2024

Anon

fyi-request-26965-92f7e975@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-032605

Thank you for your emails of 24 May 2024, asking for the following information under the Official Information Act 1982 (the Act):

1. *This is a request for a copy of each "Claim validation framework: guide" which were in effect from July 2021 to present. I note that the guide available on your website (OIA response GOV-029160 (14 December 2023) included the guide that was archived in July 2021, and the current guide was not included in the response.*
2. *Please also include with this request:*
 - *Criteria for a cover decision to be considered made in error*
 - *Criteria for determining that evidence is new*
 - *Reasons a cover decision cannot be revoked*
 - *ACC850 Decision rationale form*
 - *Knowledge for Cover Assessors documents*
 - *GUIDELINES Supporting the Diverse Needs of our Clients*
 - *Clinical questions guide*

Our response

I refer to ACC's letter to you dated 21 June 2024 asking for your full name, confirmation of your identity and the reasons for your request. To date, we have not received a response to our letter.

For the reasons set out below, ACC is declining your request:

- ACC has recently received a large number of closely related official information requests that also appear to be made by or on behalf of the same person. At least 20 requests were made from your account on FYI.org.nz to ACC in a short timeframe (between May and July 2024). Many of these were about the same topics. Other requests written in the same way, about the same topics as your requests, and sent around the same time, have been made from other anonymous FYI accounts. In total, there were at least 40 requests made to ACC in a short timeframe.
- These information requests require considerable expense and effort for ACC to respond to. ACC estimates that it is currently allocating more than the equivalent of one full time employee to respond to each of these requests separately, despite the fact that they seem closely related. It would likely require further effort to produce all of the information sought in each of these requests.
- This request seems to be one of these 40 related requests. Because you have not provided ACC with information asked for to confirm whether your request is one of many related requests, ACC has decided that your request is probably one of these many related requests.

- The way that you, or people acting for you, appear to have asked for a wide range of information in many separate requests rather than include all questions in one request, interferes with ACC's ability to determine whether and how it might be able to apply various provisions of the Official Information Act to deal with your request. Those provisions relate to whether the requests taken as a whole require substantial collation or research so as to:
 - allow ACC to decline some or all of the requests under s18(f) of the Act;
 - consider combining your request with any other requests made by you under s18A(2) of the Act;
 - fully to consider fixing a charge for providing the documents concerned under s15 and s18A(1) of the Act.
- Because your request appears to be part of a wider course of conduct making numerous official information requests in a way that prevents ACC from applying the parts of the Official Information Act that protect agencies from being put to unreasonable effort and expense in responding to official information requests, ACC considers that your request is frivolous or vexatious in terms of s18(h) of the Act.
- Your entire request is therefore refused.

If ACC is wrong and your request is not one among many related requests then please let me know urgently, or if you prefer, take the issue to the Ombudsman in the way set out at the end of this message.

ACC sought the same information from each of the requestors in as many of the related requests as it has been able to identify and has not received information from any of them to allow it to work out how to consider and respond to the requests in the way required by the Act.

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