

21 June 2024

Sue

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Kia ora

**Your Official Information Act request, reference: GOV-032679**

Thank you for your emails of 28 and 29 May, and 3 and 9 June, asking for the following information under the Official Information Act 1982 (the Act):

28 May email:

*I respectfully request the complete list of ACC's Guides, Guidelines, Tutorials and References. Please provide the information in excel spreadsheet or a searchable pdf format.*

29 May email:

*I am writing to request the current list of all of ACC's notices and forms, with descriptors. Please also provide the list of historical ACC's notices and forms, with descriptors, for 2021, 2022, and 2023, if they are different from the current notices and forms. Please provide the information in an excel spreadsheet format.*

3 June email:

*I would like to add an additional request. When you provide the list of (a) forms, (b) notices of decisions with review rights, and (c) notices of decisions without review rights, I request you also provide the directory extension for each document (in Promapp or other repository) and last date of change.*

9 June emails:

*I request a list of ALL of ACC's Guides, Guidelines, Tutorials and References. This should be a list of titles of these Guides, Guidelines, Tutorials and References, which help ACC employees make decisions and do their jobs. I have not asked for any specific Guides, Guidelines, Tutorials or References. I need the list of ACC's Guides, Guidelines, Tutorials and References in order to make requests for specific ACC Guides, Guidelines, Tutorials and References.*

*On your website, you have documents which use the term "reference". A "reference" is a document that people are to refer to for instructions, like a dictionary is a type of "reference".*

*Examples on your website include:*

- Read code reference list (ACC6343)*
- Hearing loss management and regulations - Reference*
- Treatment injury reference information*
- Terms of Reference Customer Advisory Programme*

*It appears you inadvertently sent two messages to me related to a different request. This request was for three lists:*

- (1) List of ACC notices of reviewable decisions, with descriptors,*
- (2) List of ACC notices of non-reviewable decisions, with descriptors, and*
- (3) List of ACC forms.*

1. ACC is required to make a decision about whether to grant or refuse your request as soon as reasonably practicable and within 20 working days of receiving the request. ACC considers this request is one of multiple requests made by the same requester, which may affect ACC's decision to grant or refuse the request.
2. In order for ACC to make a decision on this request, ACC requests that you provide:
  - a. Your full name and confirmation of your identity, and
  - b. the reasons for the request.
3. We ask that this information be provided as soon as possible to enable us to make a decision on your requests. This may include ACC extending the timeframe for responding, charging for the request, or refusing to grant the request because:
  - a. ACC has already provided this information in an earlier request; and/or
  - b. the information requested cannot be made available without substantial collation or research; and/or
  - c. the request is frivolous or vexatious or the information requested is trivial; and/or
  - d. the request may relate to matters including proceedings under Part 5 of the Accident Compensation Act 2001.
4. If you would prefer, this information can be provided confidentially to ACC at the following address: Manager OIA Services, ACC, PO Box 242, Wellington, or by email to [Christopher.johnston@acc.co.nz](mailto:Christopher.johnston@acc.co.nz). Any information/documentation provided establishing your identity will be used solely for that purpose and destroyed after. Please reference this request when doing so: **GOV-032679**
5. We look forward to receiving the information requested at paragraph 2.

**If you have any questions about this letter, 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 letter, 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



Christopher Johnstone  
**Manager Official Information Act Services**  
Government Engagement