



20 June 2024

Sue

fyi-request-27097-94ec9af5@requests.fyi.org.nz

fyi-request-27100-5d8b519c@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-032830

Thank you for your two emails of 31 May 2024, asking for information about care indicators, communication plans, and email redirections under the Official Information Act 1982 (the Act).

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. 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-032830**.
5. We look forward to receiving the information requested at paragraph 2.

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 letter, 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