

26 June 2024

Karl Bloxham

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Kia ora Karl

Your Official Information Act request, reference: GOV-032919

Thank you for your request of 6 June 2024, asking for the following information under the Official Information Act 1982 (the Act):

1. *currently how many claimants are managed by the Te Ara Tika unit?*
2. *how many of these claimants are subject to email redirection?*
3. *why does ACC not have any specific policies about the use of email redirection?*

Our response

ACC has approximately 170 clients who are managed by the Te Ara Tika team and approximately 15 of these claimants have emails that are subject to redirection rules. Both the number of claimants and those with an email redirection in place fluctuate on a regular basis.

Policies about the use of email redirection

Although our policies do not specifically mention email redirection, email redirections for clients usually relate to care indicators or are implemented as part of a communication plan, as a type of communication restriction. Restrictions may be used when the behaviour or communication from a person, because of its nature or frequency, raises substantial health, safety, resource, or equity issues.

This is based on Ombudsman guidance. Please refer to chapter 18, at page 99 about modifying or restricting access of 'Managing unreasonable complainant conduct', here:

https://www.ombudsman.parliament.nz/sites/default/files/2019-03/managing_unreasonable_complainant_conduct_manual_october_2012.pdf

We are not answering your question regarding why our policies do not mention email redirection

Under the Act a distinction exists between a request for information already known and held by an agency (official information), versus a request for an agency to form an opinion or provide an explanation or comment, and thus create new information to answer a request (not official information). Question 3 asks ACC to provide an explanation or justification and is therefore not considered to be requesting official information under the Act. Accordingly, we are refusing to respond to this part.

For further details about making an official information request, please refer to the Ombudsman's guide *Making official information requests*, here:

<https://www.ombudsman.parliament.nz/sites/default/files/2023-02/Making%20official%20information%20requests%20-%20A%20guide%20for%20requesters.pdf>.

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
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Government Engagement