



29 July 2024

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Kia ora

**Your Official Information Act request, reference: GOV-033459**

Thank you for your letter of 1 July 2024, asking for the following information under the Official Information Act 1982 (the Act):

*This is a request for information pertaining to Cover Assessors (CAs) and CA Team Leaders. To clarify, CAs, and the CA Team Leaders, have the delegated authority to investigate, assess and make cover decisions on uncomplicated claims, as defined under section 56 of the AC Act. I distinguish Cover Assessors from Specialise Cover Assessors (SCAs), as SCAs have the delegated authority to investigate, assess and make cover decisions on complicated claims (s 57 of the Act), where as Cover Assessors do not.*

*I understand that the job title of the persons who have the delegated authority to investigate, assess and make cover decisions on non-complicated claims may have changed over time. For instance, at one time they were called Claims managers, Service Needs Assessors, Claims Assessors, etc.*

*(1) the job title of the persons who had the delegated authority to investigate, assess and make cover decisions on non-complicated claims, as defied under section 56 of the Act; and  
(2) for each of job titles in (1), the dates that that job title was was being used by ACC; and  
(3) copies of the job descriptions for each of the job titles in (1) and the dates that job description was valid; and  
(4) copies of the the collective agreements for each of the job titles in (1) and the dates that the collective agreement was in effect; and  
(5) copies of the delegation framework documents for the job titles in (1), and the dates the delegation framework was in effect.*

I refer to ACC's letter to you of 5 July 2024 asking you for information about yourself and the reasons for this official information request. To date, you have not provided the information sought.

Today is the last of the 20 working days in which ACC may respond to your official information request without a time extension. For the reasons set out below, ACC is declining your request.

ACC's reasons now to decline your request are that:

- ACC has recently received a large number of apparently closely related official information requests that also appear to be made by or on behalf of the same person. There have been at least 40 requests over the past two months.
- 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 even more expense and effort to produce all of the information sought in each of these requests.

- Unfortunately, your request seems to be one of these 40 related requests. Because you have not provided ACC information to confirm that your request was made acting only for yourself and your own reasons, 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 you are not happy with this response, you can 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 Johnston  
**Manager Official Information Act Services**  
Government Engagement