

29 November 2024

Peter Duncan

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Kia ora Peter

Your Official Information Act request, reference: GOV-036490

Thank you for your request of 8 November 2024, addressed to Minister Doocey, asking for the following information under the Official Information Act 1982 (the Act):

1. *how many cases through the remote claims unit have the human rights commission been involved in, let's go back say 5 years.*
2. *should the human rights commission be involved in restoring communication on behalf of a claimant ever? And*
3. *please explain the terms in good faith and natural justice?*
4. *Now why did Donna Bradley greymouth make a call to Lisa to deal with all this and state that I was the problem? I have been off file for quite some time and nothing has changed.*
5. *why please has acc refused to respond to any of Lisa's voice messages?*
6. *How do you move a claim forward in this situation?*
7. *Is the human rights tribunal the best way forward as it appears that acc has stuck their middle finger up at the human rights commission. Is this correct?*

On 14 November 2024, your request was transferred to ACC to respond under the Act.

Question 1

We are refusing to provide the requested data as it is not held by ACC. This decision has been made under section 18(g) of the Act. However, we note that you may wish to refer your request to the Human Rights Commission as they may be able to assist. You can contact the Human Rights Commission via their website, here: tikatangata.org.nz/resources-and-support/contact-us.

Questions 2, 3 and 7

As you are aware, 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 (not official information).

Your questions ask ACC to provide an opinion or explanation and is therefore not considered to be requesting official information under the Act. Accordingly, we are refusing to respond to these questions. Guidance about making official information requests is available on the Ombudsman's website, here: www.ombudsman.parliament.nz/resources/making-official-information-requests-guide-requesters.

Questions 4, 5 and 6

As advised previously, you are no longer an approved authority to Act. Therefore, we are refusing to respond to any correspondence in relation to the client referred to. In any case, we would not provide this information on a public forum.



If you have any questions about this response, please get in touch

You can email us 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.

Yours sincerely

Christopher Johnston
Manager Official Information Act Services
Government Engagement