



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

29 April 2026

DC

fyi-request-34325-6f4f192e@requests.fyi.org.nz

Tēnā koe

Time Extension of your Official Information Act request, reference: GOV-047183

Thank you for your email of 31 March 2026, asking for the following information under the Official Information Act 1982 (the Act):

I am writing under the Official Information Act 1982 to request information relating to ACC's procurement and implementation of a new mailhouse provider, which I understand was tendered during 2025.

Specifically, I request the following:

1. Business Case and Approval

*The full business case supporting the decision to procure a new mailhouse provider
Any Board, Executive Leadership Team (ELT), or delegated approval papers relating to this decision*

Any cost-benefit analysis, including original budget estimates and expected savings or efficiencies

2. Financial Performance and Cost Tracking

The total approved budget for the mailhouse project

Current spend to date

Any cost tracking or reporting showing actual spend against original estimates

Any forecasts of final cost and explanations for variances

3. Project Delivery and Status

The original project timeline, including key milestones and planned go-live dates

Current status of the project, including whether it has been implemented

Any updated timelines, delays, or re-baselining of milestones

4. Governance, Oversight, and Accountability

All documentation outlining governance arrangements for the project, including reporting lines and decision-making forums

Details of oversight exercised by the Chief Financial Officer, Mr Stewart McRobie, including:

Any reports provided to him on project performance, cost, or delivery risks

Any actions, interventions, or decisions he has taken in relation to the project

5. Executive Awareness and Responses

All briefings, reports, or communications provided to the Chief Executive, Ms Megan Main, regarding:

Project progress

Cost overruns or risks

Delivery delays or implementation issues

Any responses, feedback, or directions provided by Ms Main in relation to the above

6. Correspondence

All emails and communications (including attachments) from 1 January 2025 to present that:

Are sent to or from Mr Stewart McRobie, and/or any member of the Executive Leadership Team



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Relate to the mailhouse procurement, business case, cost tracking, implementation, or performance of the new provider

7. Audit, Assurance, and Risk

Any internal or external audit reports, reviews, or assurance assessments relating to the project

Any risk assessments, issue logs, or escalation papers relating to delivery, cost, or performance concerns.

ACC needs extra time

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 12 June 2026.

This extension is necessary because: your request requires a search through a large quantity of information and meeting the original time limit would unreasonably interfere with our operations, and consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

Questions

Please contact me on GovernmentServices@acc.co.nz if you would like to talk about this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Ngā mihi

A handwritten signature in black ink that reads 'Nicky Judd'.

Nicky Judd

Manager Official Information Act Services
Government Engagement