



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

09 June 2026

Anthony Jordan

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Kia ora Anthony

Your Official Information Act request, reference: GOV-048027

Thank you for your email 11 May 2026, asking for the following information under the Official Information Act 1982 (the Act):

Public Confidence surveys relative to the ACC for the years 2015 to 2025, respectively
Public Trust surveys relative to the ACC for the years 2015 to 2025, respectively

We have interpreted your request as seeking ACC related public trust and confidence survey questions only. ACC has used three surveys to measure Public Trust and Confidence in ACC since 2015. It is important to note that trust and confidence in ACC are measured together, and ACC does not undertake separate surveys for these variables. Please see information about these surveys below:

2015 to 2019: *Public Trust and Confidence - ACC General Public Quarterly Survey.* This survey was administered by Research New Zealand and was discontinued in 2019. The survey employed a rating scale of 0-11, with the trust result presented as a Net Trust score (NTS). Please see attached a copy of this survey. Staff names have been removed as they were not requested.

2020 to 2023: *Public Trust and Confidence - Research New Zealand Poll Omnibus.* This survey was administered by Research New Zealand and was discontinued in 2023. This survey employed a percentage rating of New Zealanders who said that they had trust and confidence in ACC (% yes - based on respondents who felt reasonably knowledgeable about each respective department/agency). Please see attached a copy of this survey. Staff names have been removed as they were not requested.

Some information cannot be provided

Since 2023, ACC uses a trust and confidence survey administered by The Research Agency. We are refusing to provide a copy of this survey to protect information that is subject to an agreed obligation of confidence with external survey providers, and whose release would likely prejudice the supply of similar information. This decision has been made under section 9(2)(ba)(i). We have considered the public interest in making the information available and have determined that it does not outweigh the interests being protected.

While we are unable to provide you with a full copy of the survey, we can advise that the trust section of the survey asks participants how familiar they are with selected organisations, which attributes they associate with them, and their overall level of trust and confidence. It also captures reasons for lower trust in ACC. The survey employs a rating scale of 0-11. A rating of 7-10 signifies high trust according to the OECD (Organisation of Economic Corporation and Evaluation).

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

A handwritten signature in black ink that reads "N Judd". The letter "N" is large and stylized, with a loop at the top. The first name "Nicky" is written in a cursive script, and the last name "Judd" is written in a more formal, slightly cursive script.

Nicky Judd

Manager Official Information Act Services

Government Engagement