

04 August 2020



Rodney Whitworth

[fyi-request-13062-358ed602@requests.fyi.org.nz](mailto:fyi-request-13062-358ed602@requests.fyi.org.nz)

Tēnā koe Rodney

**Your Official Information Act request, reference: GOV-005668**

Thank you for your email of 8 July 2020, asking for the following information under the Official Information Act 1982 (the Act), in relation to our previous email of 7 July 2020 (reference GOV-005246):

*I have concerns that information has been withheld, misunderstood as follows;*

- 1. In the OIA request: No.2 relates to the process the ACC Security Adviser follows when instructing ICT provider to implement or remove the redirect, this clearly wouldn't fall under the Communication Plan.*
- 2. You advise there is no formal policy or process for communication plans, therefore there is no process to consider when ACC are ask to review there administrative decision to implement a communication plan.*
- 3. What guidance is given to the Branch Manager or Client Services Leader when considering the communication plan.*
- 4. You have mis-interpreted my request that a communication plan had been in place, to clarify i would like the process and policies when the person is not on a plan, including withholding these actions.*

*Please provide the information in points 2 & 3 of my Official Information request of 10 June 2020.*

**Our response**

In our previous response on 7 July 2020, we had interpreted your request as being in relation to communication plans. However, where a client does not have a communication plan in place, they may still have their emails redirected to a single point. Redirection of emails, outside of a communication plan, may occur when ACC is receiving emails that are considered to be abusive, offensive, are excessive in number or involve harassment of ACC staff.

As with any client on a communication plan, a redirection of emails should not restrict a client's access to ACC or impose communication restrictions that may be contradictory to ACC's obligations under the Code of ACC Claimants' Rights.

**Communication plan guidance**

Responsibility for communication plans lies with the relevant branch and business group managers. As advised in our response of 7 July 2020, there is no written guidance for managers regarding communication plans.

Managers consider any request for a communication plan on a case by case basis, based on the information provided by the ACC employee responding to the client in question i.e. the nature of the communications being received, the volume of communications being received, and any personal or injury related circumstances that may be affecting the client's ability to appropriately communicate with ACC.

Whether a communication plan is put in place or not is at the discretion of the relevant managers based on the particular set of circumstances relating to each client.

ACC does not hold any formal or written policies or guidelines relating to communication plans or the redirection of emails received by ACC. Therefore, we are refusing your request under section 18(e) of the Act as the information requested does not exist.

**Questions**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood

**Manager Official Information Act Services**  
Government Engagement & Support