

6 March 2014

David Nicholas

<mailto:fyi-request-1464-a3aa7d97@requests.fyi.org.nz>

Dear Mr Nicholas

### **Official Information Act requests**

I refer to your 6 emails via the FYI website of 5 March, 5, 10 and 15 February 2014 asking questions under the Official Information Act (the Act).

ACC is considering refusing your requests under section 18(f) of the Act on the grounds that to provide you with the information would involve substantial collation and research. For the purposes of refusing a request under section 18(f), ACC may treat as a single request two or more requests from the same person that are about similar subject matters and are received in short succession.

Before it makes this decision, ACC is considering whether the following options may be appropriate to avoid declining the request:

- extending the timeframe for response
- imposing a charge on the provision of the information
- refinement of the request.

Your combined requests are for a large quantity of information. Even if ACC were to extend the time limits for responding to your request under the Act, the amount of documentation to be looked at, the time required and the necessary diversion of resources would unreasonably interfere with ACC's operations.

### **Levying a Charge**

ACC does consider that levying a charge may enable ACC to avoid declining your requests. When calculating a charge, ACC uses the Ministry of Justice Charging Guidelines which provide for an initial charge of \$38 for the first chargeable half hour or part thereof of staff time and then \$38 for each additional half hour or part thereof. ACC will also levy a charge of 20 cents per page after the first 20 pages for photocopying.

It is difficult to accurately estimate the charges involved in responding to your request as not all your requests have been made with sufficient specificity. For example the charge for responding to your request for a list of research reports will vary depending on exactly what you mean by "reports". However, it is likely to take between 40 – 60 hours to process your requests and cost between \$3,800 and \$4,560 if the widest interpretation of your requests is used. Section 15(3) of the Act allows ACC to ask for whole or part of the charge to be paid in advance.

If you wish to proceed with this option please advise us in writing within five working days and provide a payment of \$1,900. If processing your request takes 40 hours, the balance of \$1,900 will be required before the information is released. If the time taken to process your request totals 60 hours, the balance of \$2,660 will be required before the information is released.

### **Refining your request**

If you refined your request by withdrawing some of the questions you have asked, this may also allow ACC to avoid declining your requests.

If you are unsure about where to begin refining your request, one option is to indicate which questions you place the highest priority on. This may allow ACC to assist you to make your request in a way that it is able to respond to.

Depending on the number of questions you withdraw, ACC may be able to provide you with the information for a significantly reduced charge or no charge at all. For example if you were to refine your request to be for the information requested on 5 February 2014, ACC may be able to respond without levying a charge.

### **Next Steps**

Please advise ACC within five working days of receiving this letter whether you wish to take up the options of paying a charge or refining your request. If ACC has not heard from you within five working days, ACC will proceed with considering its decision under section 18(f) of the Act.

When refining your requests you may also wish to consider that the Official Information Act requires ACC to provide information it holds. It does not require ACC to respond to requests for its opinion, provide legal advice, comment on hypothetical situations, create information, or provide information that is publically available.

If you are not happy with ACC's response, you may make a complaint to the Office of the Ombudsmen. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsmen  
P O Box 10 152  
WELLINGTON 6143

Yours sincerely



Hugh McIlraith  
**Senior Advisor, Government Services**

## List of Requests

1. The June 2011 Transformational Blueprint.
2. The latest quarterly report provided to the Minister of ACC.
3. 2013 ACC Staff Orientation information - text of keynote address and text of other speakers notes, plus a copy of any powerpoint or other computer presentations.
4. A copy of the last 5 emails that the CEO sends out weekly to all staff.
5. How long are clients trespassed for?
6. What are the reasons for the client being trespassed?
7. What legislation is used to trespass a client?
8. How can a decision to trespass a client be contested? How many have contested their trespass and how many have consequently had trespass notice rescinded?
9. I have heard that some clients have been trespassed for up to 15 years. Can you provide some statistics?
10. A list of reports produced by the research unit over past 3 years and who the report was produced for?
11. A summary of the advice and support that the Research Unit gave on the matter of Sensitive Claims?
12. The last 6 reports to the Board detailing disparities in access to the Scheme for groups such as Maori?
13. A copy of the most recent Gallup Staff Engagement Survey?
14. Could you please provide a copy of the Briefing paper produced for the Incoming Chief Executive, Mr Scott Pickering
15. The communications group have been working on 360 degree research into the ACC brand. Please provide a summary of your brand strategy including product hierarchy and what is the timeline for this brand refresh?
16. Also, can you provide a copy of your 3 year Intranet Strategy
17. Can you supply a summary of the activities of this position within ACC?
18. Can you supply information how ACC monitors Social Media i.e Facebook, Twitter, YouTube; blogging websites and bulletin boards i.e [www.accfocus.org](http://www.accfocus.org), [www.accforum.org](http://www.accforum.org), [www.accprotection.com](http://www.accprotection.com)

19. What software does ACC use to monitor Social Media i.e Facebook, Twitter, YouTube; blogging websites and bulletin boards i.e [www.accfocus.org](http://www.accfocus.org), [www.accforum.org](http://www.accforum.org), [www.accprotection.com](http://www.accprotection.com).
20. Is the software used supplied by Intergen, which the Ministries of Health, Primary Industries and Justice are using?