

3 March 2014

Gladys Webster  
[fyi-request-1488 – 1cle6053@requests.fyi.org.nz](mailto:fyi-request-1488-1cle6053@requests.fyi.org.nz)

Dear Ms Webster

### Official Information Act Request

Thank you for your email of 20 February 2014 requesting the following information:

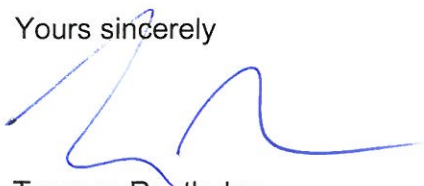
1. *'When sensitive information is released (unauthorised by the client) by ACC (or their third parties) to employers which results in shame, horror and further trauma to clients and loss of employment contracts, how is this remedied?'*
2. *'Under law which agencies can clients go to for redress as ACC to date sees no wrong in their actions?'*
3. *'How does this kind of release of personal sensitive information stop happening? Perhaps it is tactical by ACC to further harm SCU clients receiving weekly compensation?'*
4. *'Surely if staff were treating clients as people this kind of trauma would not occur? Which staff member would authorise a report containing sensitive information about them to be released to their employer ACC?'*

The enclosed information sheet, *Requesting Official Information*, tells you about the legislation and the process we follow when looking into requests for official information.

ACC is working on your request, and the final date for making a decision on your request is 20 March 2014. ACC is considering these questions with the questions in your three other requests of 20 February 2014 together. Due to the total amount of information you are seeking, ACC is likely to extend the response date in accordance with section 15A of the Official Information Act 1982.

Please contact me on [terence.routledge@acc.co.nz](mailto:terence.routledge@acc.co.nz) if you have any questions regarding this letter.

Yours sincerely



Terence Routledge  
**Senior Advisor, Government Services**

Encl. *Requesting Official Information*

# Requesting official information



Information on ACC and how we do our business is called official information. This includes a wide range of materials, such as written documents, tape recordings, electronic files and manuals, e-mails, books, maps, drawings, video tapes and films, as well as information on other people.

## How do I ask for the information?

You can call, write or email. We'd prefer you to write as this means we will both have a clear record of the information you want. Please remember to give us as much detail as possible.

## Will it cost me anything?

On rare occasions, we may ask you to pay if you've asked for large amounts of information. We'll always let you know how much it'll be before we start working on your request, and we'll usually ask you to pay some or all the charges before we begin work.

## How long will I have to wait?

When possible, we'll get the information to you within 20 working days of receiving your request. We'll always let you know if it's going to take longer.

## What if ACC isn't able to give me the information?

We'll always write and let you know why we aren't able to give you the information. Sometimes we may not have the information you want, but know other government agencies which do. If this happens, we'll transfer your request to them and let you know who will handle it.

## Relevant legislation

ACC complies with the Official Information Act 1982, which sets out how to request information, timeframes for delivery to you, and how much it may cost.

## Questions, concerns, or want to know more?

If you have any questions or concerns, please talk to the person you've been dealing with, or their manager.

If you're still not happy, or you're not comfortable talking to the person involved or their manager, please call our Customer Support Service on 0800 650 222 between 8am and 5pm weekdays. They'll be happy to answer your questions and will make every effort to sort out any problems. They'll talk to you about your options, including talking to our Privacy Officer or lodging a complaint.

If we're unable to meet your concerns, you may want to contact the Office of the Ombudsmen on 0800 802 602 or [www.ombudsmen.govt.nz](http://www.ombudsmen.govt.nz)

If you'd like to know more, you may be interested in the following information:

For information on...	see the information sheet...
official information and how to request it	Requesting official information
how we collect and use your information	Collection and disclosure of information

Copies are available at any ACC Branch, on our website [www.acc.co.nz](http://www.acc.co.nz) or by calling **0800 101 996**.