

17 May 2021

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-010770

Thank you for your email of 29 April 2021, asking for the following information under the Official Information Act 1982 (the Act):

Please provide the total of individuals surveyed

Their residence status to New Zealand (assuming this was a requirement to ascertain before being able to be involved in the survey)

How many of the Individuals surveyed were Past Clients of the ACC

How many of the Individuals surveyed were Current Clients of the ACC

How many of the Individuals surveyed were have never being Clients of the ACC

How many of the Individuals surveyed were Currently waiting for Disputes to be heard via the ACC review process

How many of the Individuals surveyed had being through the Disputes ACC review process

Number of individuals interviewed

As advised in our previous response, sent to you on 25 March 2021 (Ref: GOV-009516), the Omnibus survey conducted by Research New Zealand randomly samples a total of 500 New Zealanders per quarter.

We are refusing to respond to your remaining questions

People interviewed for the trust and confidence survey are anonymous. As a result, it is not possible for us to extract the information regarding your remaining questions. For this reason, we are refusing to respond to the remainder of your request as the information does not exist. This decision is made under section 18(e) of the Act.

Please note that the Omnibus survey is only one measure ACC use to measure public trust and confidence. ACC have other programmes of work that seek to understand the trust and experiences of the public, particularly current clients.

How to get in contact

If you have any questions, you can email me at 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 or by phoning 0800 802 602.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', enclosed in a thin black rectangular border.

Sasha Wood

Manager Official Information Act Services
Government Engagement & Support