



29 September 2023

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Kia ora

Your Official Information Act request, reference: GOV-027692

Thank you for your email of 12 September 2023, asking for information about applications ACC uses for audio-visual conferences, under the Official Information Act 1982 (the Act). We will respond to your questions in turn:

Questions 1 to 3: What are ACC's approved applications for audio-visual conferencing, who has access to these, are there any restrictions for use, and how are they accessed (e.g laptops, phones, conference rooms etc)

Approved applications

All ACC staff use Teams for internal audio-visual conferences with other ACC employees. Please see the attached document 'Videoconferencing Guidelines.' Teams has recently replaced Skype, which is why Skype is still mentioned in some documents.

WebEx can also be used for audio-visual conferencing in some cases. This is mainly used by our Learning and Development team. Please see the attached document labelled 'WebEx.'

Approved applications are downloaded onto staff desktops or ACC-issued laptops. They can also be accessed on personal phones. All approved applications are accessible by all staff; it is not restricted to any function.

Alternative videoconferencing software

For external audio-visual conferencing, ACC attends using the method utilised by the organisation who is setting up the meeting. For most organisations, this is Teams or Zoom. Zoom (and other examples listed in the 'Videoconferencing Guidelines' document) is not an approved application for download on ACC staff member's computers. However, meetings can usually be attended via a video call link on a web browser without the need to download the application.

Restrictions

Our 'Telephony policy' attached outlines restrictions of use for applications that we use to communicate internally and externally. Restrictions for use of alternative applications (other than Teams) can also be found in the 'Videoconferencing Guidelines' document.

Question 4: How ACC employees communicate with claimants or other persons outside of NZ (e.g., person to person phone calls, skype for business, or audio-visual teleconferencing applications).

Our website has a contact number for people living overseas, here: www.acc.co.nz/contact/. For audio-visual conferences, online links to Teams or other applications can be used.

Question 5: Please provide me with the policies, processes, guidelines, instructional information, notices, employee agreements or contracts, purchase orders, purchasing contracts, emails or non-electronic communications, or any other document which supports your written response. If no such documents exist, then I request that the information be provided in written form.

The following documents are attached in the appendix:

- Videoconferencing Guidelines
- Meeting technology
- Which M365 communications channel should I use?
- Using unsanctioned apps
- WebEx
- Telephony Policy

As staff names were not requested, they have been deemed out of the scope of your request and removed.

As this information may be of interest to other members of the public

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



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