



11 August 2023

Scott

[fyi-request-23693-73dc2e37@requests.fyi.org.nz](mailto:fyi-request-23693-73dc2e37@requests.fyi.org.nz)

Kia ora Scott

**Your Official Information Act request, reference: GOV-026875**

Thank you for your request of 4 August 2023, asking for the following information under the Official Information Act 1982 (the Act):

*Could you please provide the following information relating to clients emails.*

- *When did ACC approve the use of email redirection.*
- *A copy of the instructions, guidelines etc that were provided to ACC staff on the use of email redirection.*
- *What oversight is in place to insure that email redirection is only used for the purpose it was approved for.*

**ACC's Communication Plan Policy was approved in December 2022**

This policy is a formal document outlining the process undertaken if client's behaviour or communication is unreasonable; this process includes email redirection. Prior to the implementation of this policy, communication restriction was used, however there was no formal policy related to it at the time.

**Attached are three documents identified within scope of your request**

These documents are:

- Communications Plans – Types of communication restrictions
- Communication Plan Policy
- Communication Using Email 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 has decided to proactively release 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](http://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](mailto:GovernmentServices@acc.co.nz).

Ngā mihi

Sara Freitag

**Acting Manager Official Information Act Services**  
Government Engagement