



1 September 2023

Paul White

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Kia ora Paul

Your Official Information Act request, reference: GOV-027218

Thank you for your email of 17 August 2023, asking for the following information under the Official Information Act 1982 (the Act):

why does Te Ara Tika get exempt from recording calls?, (when such exemption may disadvantage a client in challenging the accuracy of recorded comments or to not record any comments in the Contact notes)

Te Ara Tika calls are not recorded because they could be related to a client's sensitive claim

ACC's main purpose to record any phone calls (such as in the Contact Centre) is for training and improvement. This is why they are only kept for a short time and are used for training rather than a record of the conversation. ACC does not record calls in departments that are likely to discuss sensitive claims.

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

ACC may decide to 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 are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

Sara Freitag

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Government Engagement