

29 January 2024



He Kaupare. He Manaaki.  
He Whakaora.  
prevention. care. recovery.

Scott

[fyi-request-25253-dc2f2d16@requests.fyi.org.nz](mailto:fyi-request-25253-dc2f2d16@requests.fyi.org.nz)

Kia ora Scott

**Your Official Information Act request, reference: GOV-029712**

Thank you for your FYI request of 20 December 2023, asking for the following information under the Official Information Act 1982 (the Act):

*A schedule of the business units and how many of there clients are subject to email redirection.*

**Client email addresses subject to an email redirection rule**

To respond to your request, we have used our claims management system, EOS, to review email addresses with redirection rules. This method allowed us to confirm whether the email addresses belong to clients. However, it does exclude email addresses that are not recorded in EOS, but are used by clients.

*ACC has 75 client email addresses subject to email redirection*

These email addresses are either linked to at least one client in EOS or are not linked to a client in EOS but we have otherwise determined are emails used by clients. Some of these may also be linked to non-client records. We have identified a further nine email addresses subject to email redirection, which were previously linked to a client in EOS.

*We are refusing to provide the business unit for each of the email addresses*

Many clients have multiple claims, and the business unit, or department which is managing each one, such as Assisted Recovery, Supported Recovery etc, can be different for each claim. Further, claims also move between departments frequently.

As such, we are refusing the information requested in this part of your request as extracting the data would require us to manually check all claims on each client's record, requiring substantial collation and research. This decision has been made under section 18(f) of the Act.

In making this decision, we considered extending our timeframe to respond and charging (as allowed under the Act). However, it was determined that the resources required to extract the data would have a significant impact on the everyday functions of the team(s) involved.

**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](http://www.acc.co.nz/resources/#/category/12).

**If you are not happy with this response**

You can contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

A handwritten signature in blue ink, appearing to read 'J Hope', with a stylized flourish at the end.

Jason Hope

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