

7 June 2024

Anon

fyi-request-26950-c197dfed@requests.fyi.org.nz

Kia ora Anon

Your Official Information Act request, reference: GOV-032585

Thank you for your request of 23 May 2024, asking for information regarding business rules under the Official Information Act 1982 (the Act). I have provided a response to each of your questions in turn:

1. *In your OIA response GOV-030407, you included the rules "Two month Maximum cover decision timeframe"; however, the rules linked to that rule were not included in the response. Please provide the following linked rules:*
 - *Complicated claim definition*
 - *Maximum cover decision timeframe*
 - *Advising client of four month maximum cover decision timeframe*

Please find attached:

- *Complicated claim definition – Business rule*
- *Maximum cover decision timeframe – Business term*

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

The business rule *Advising client of four month maximum cover decision timeframe* no longer exists. As such, we are refusing your request for this business rule. This decision is made under section 18(e) of the Act.

2. *If these rules are already publicly available, please specify the OIA request response number that they are under, and provide the specific web address for those documents.*

We are unable to easily ascertain if these, or any other business rules have been provided in any previously published OIA responses. Therefore, we are refusing your request as finding the information would require us to manually review hundreds of published responses, requiring substantial collation and research. This decision is made under section 18(f) of the Act. In doing so, 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.

If any business rules have been provided within published OIA responses, you can locate these on our website here: www.acc.co.nz/resources#/category/12.

3. *If all of ACC's rules are provided on ACC's website, please provide me with the web address to where I can find the list of rules, and links to those documents.*

Please refer to ACC's response dated 5 June 2024 (ref: GOV-032587 fyi-request-26951-18a33505@requests.fyi.org.nz) in which we provided a list of business rules. All business rules are not

published on ACC's website. As such, we are refusing your request for links to the business rules, as the information does not exist. This decision is made under section 18(e) of the Act.

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

ACC may decide 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.

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

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



Christopher Johnston
Manager Official Information Act Services
Government Engagement