

29 April 2016

David Lawson  
<mailto:fyi-request-3825-dd48b8da@requests.fyi.org.nz>

Dear Mr Lawson

### Official Information Act Request

Thank you for your email request of 30 March 2016.

#### Your request

*"It would be appreciated if you could provide me with a complete copy of...a clearer and unblemished readable copy in full of the ...PDF titled Combined policies optimised.pdf document"* previously provided to another requestor.

#### Response to this request

As we have previously indicated, the policies contained on ACC's intranet contain hyperlinks and diagrams that are designed to be viewed onscreen. Creating copies that can be posted to the FYI website requires us to format and print the intranet material before then scanning it into pdf format. Issues with format and layout of some of that electronic material can lead to the scanned version not being as legible as the electronic version (a combination of formatting issues and image degradation during the scanning process).

Unfortunately, the items which are the subject of your request have proved particularly prone to these issues. While we appreciate that the quality of the documents is less than ideal, we are of the view that they are still sufficiently legible for the substance of the material to be understood.

Based on the effort already undertaken to optimise the version presently available on the FYI website, there would be considerable work involved in even establishing whether a "clearer and unblemished" copy could be produced.

Given the above, we consider that responding to your request in the manner you prefer would impair efficient administration of our obligations under the Official Information Act. For that reason, we decline to post a further copy of the material on the FYI website in response to your request. We are however willing to offer you the opportunity to inspect the electronic version of the relevant policies at an ACC branch.

Please contact us at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) in order for us arrange for you to inspect the electronic material.

**Questions or concerns**

If you have any further questions, contact us by email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You have the right to make a complaint to the Office of the Ombudsman regarding our decision. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

Government Services  
**ACC**