

25 March 2021

Anthony Jordan

[fyi-request-14840-69d02855@requests.fyi.org.nz](mailto:fyi-request-14840-69d02855@requests.fyi.org.nz)

Tēnā koe Anthony

**Your Official Information Act request, reference: GOV-009516**

Thank you for your email of 2 March 2021, asking for the following information under the Official Information Act 1982 (the Act):

- *The Public Confidence Statistics and Results pertinent to the ACC January 2020 to date*
- *The Public Confidence Statistics and Results pertinent to the ACC for the Individual years 2005 to 2019*
- *Please include a copy of the format of questions*
- *Please Disclose any Formulas or Algorithm technics used to target any particular group of Claimant invited to take part in The Public Confidence Surveys*

**Public confidence statistics since 2005**

The appendix below provides the quarterly public trust and confidence scores since 2005.

Please note that since 2014, ACC have been publishing these in the Annual Report, and since 2018 in the quarterly reports. You can find copies of these on the ACC website at [www.acc.co.nz](http://www.acc.co.nz).

In 2016/17 we changed the way we reported our statistics in the annual report, to provide public trust percentages as an annualised mean of the quarterly statistics. Prior to 2016/17, the results published represented the most recent quarterly results, as a single and current score.

**Methodology of survey**

Public trust and confidence in ACC is measured via an Omnibus survey conducted by Research New Zealand. Quarterly, 500 adult New Zealanders, 18 years of age and over, are randomly sampled via telephone interviewing. Quotas are set to ensure the sampling provides a representative sample of New Zealand. Respondents who report knowing a reasonable amount about ACC are asked whether or not they have full trust and confidence in ACC ('yes' or 'no'). The trust and confidence KPI reflect the percent that respond 'yes'. Annualised results are subject to an approximate margin of error of plus/minus 3.0 percent (at the 95 percent confidence level).

**Format of questions**

Research New Zealand use the following format for the Omnibus survey on government agencies:

1. *Awareness - Unprompted: Now I'd now like to ask you some questions about government departments and agencies. You may not have had any direct dealings with them. It's your opinions and views that we're most interested in. First of all, can you tell me the names of all the government departments and agencies you are aware of? Any Others?*
2. *Knowledge (Based on respondents who are aware of ACC): I'm now going to read a list of government departments and agencies. For each, please tell me whether you feel you know a reasonable amount about what they do.*

3. *Trust & Confidence (Based on respondents who have a reasonable amount of knowledge about what ACC does): Thinking about government departments again, would you say you have full trust and confidence in these particular departments and agencies? Just give me a 'yes' or a 'no'.*

**We are unable to provide information on specific algorithms or formulas**

No algorithms or formulas are used to target any particular group. We use random sampling representative of the New Zealand population when carrying out the survey. For this reason, we are refusing this part of your request, under section 18(e) of the Act, as the information does not exist.

**Questions about our response**

If you require more information or have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood

**Manager Official Information Act Services**  
Government Engagement & Support

**Table 1: Quarterly public trust and confidence scores**

Month	Quarterly Trust and Confidence	Month	Quarterly Trust and Confidence	Month	Quarterly Trust and Confidence
Mar 05	41%	Sep 10	53%	Mar 16	64%
Jun 05	39%	Dec 10	53%	Jun 16	63%
Sep 05	45%	Mar 11	55%	Sep 16	60%
Dec 05	43%	Jun 11	58%	Dec 16	65%
Mar 06	46%	Sep 11	61%	Mar 17	65%
Jun 06	42%	Dec 11	55%	Jun 17	56%
Sep 06	57%	Mar 12	54%	Sep 17	63%
Dec 06	47%	Jun 12	49%	Dec 17	59%
Mar 07	50%	Sep 12	45%	Mar 18	56%
Jun 07	59%	Dec 12	45%	Jun 18	65%
Sep 07	62%	Mar 13	49%	Sep 18	60%
Dec 07	58%	Jun 13	48%	Dec 18	62%
Mar 08	61%	Sep 13	52%	Mar 19	61%
Jun 08	60%	Dec 13	55%	Jun 19	62%
Sep 08	60%	Mar 14	59%	Sep 19	64%
Dec 08	63%	Jun 14	54%	Dec 19	61%
Mar 09	58%	Sep 14	57%	Mar 20	67%
Jun 09	60%	Dec 14	55%	Jun 20	67%
Sep 09	56%	Mar 15	60%	Sep 20	72%
Dec 09	48%	Jun 15	60%	Dec 20	62%
Mar 10	53%	Sep 15	62%		
Jun 10	50%	Dec 15	58%		