



21 March 2023

Scott Rowbottom

fyi-request-21904-e44a4fff@requests.fyi.org.nz

Kia ora Scott

Your Official Information Act request, reference: GOV-023559

Thank you for your email of 23 February 2023, asking for the following information under the Official Information Act 1982 (the Act):

*I would like to request a copy of the Communication Plan Policy in relation to managing claimants.
I would like to request all policies relating to Management Plans in respect to claimants*

Our response

Currently, ACC has no standalone policy that fits your requests. However, we are working on a Communication Plan Policy which is planned to be live by May 2023. Staff names have been removed from the policy document as they are out of scope of your request.

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

Sara Freitag

Acting Manager Official Information Act Services
Government Engagement