SOFTSIM TECHNOLOGIES INC. · OFFICIAL INFORMATION

Axcess1 | SoftSim

New Zealand

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Official Information Act 1982 (1982 No 156) and Privacy Act 2020 (2020 No 31) and Local Government Official Information and Meetings Act 1987 (1987 No 174) and Privacy Act 2020 (2020 No 31).

Your Act
Provisions, time limits, notices and letters already loaded

20 working days
The statutory time limit, calculated for every request

Agentic AI, optional
AI assists. Authorized officials decide.

Free for 30 days
One licence, the full product, no obligation

Built around your law

Many case-management products ask a public body to adapt its process to the software. Axcess1 is configured around the legislation, the procedures, the vocabulary and the reporting obligations of each jurisdiction. An organization chooses its Act once; every screen, deadline, letter and report then follows it.

Generic case management

The organization adapts to the software.

Axcess1

The software follows the legislation and the way government works.

Legislative support — OIA

Official Information Act 1982 (1982 No 156) and *Privacy Act 2020* (2020 No 31)

What the Act requires	As configured in Axcess1
Who it applies to	Departments (including departmental agencies and interdepartmental executive boards they host or service), interdepartmental ventures, Ministers of the Crown in their official capacity and the organisations to which the Act applies. Local authorities are covered by the Local Government Official Information and Meetings Act 1987 instead (pack nz-lgoima).
Time limit to respond	20 working days (OIA s. 15(1); Privacy Act 2020 ss. 44(1), 63(1)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	Up to 20 working days. The Act sets no fixed maximum: the extension must be for a reasonable period having regard to the circumstances (s. 15A(2)); 20 working days is this product's default, not a statutory figure — enter the period actually notified. Grounds: large quantity of information, or necessary consultations (s. 15A(1)). Notice within 20 working days of receipt, stating the period, the reasons and the right to complain to an Ombudsman (s. 15A(3)–(4)). (OIA s. 15A; Privacy Act 2020 ss. 48, 65)
No answer in time	Treated as a refusal (s. 28(4)–(5)); overdue requests are flagged.
Third parties	The Act sets no formal notice; consultations are recorded and tracked on the request.
Transfer to another body	s. 14, within 10 days
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (s. 19).
Fees	No application fee. Amounts are in New Zealand dollars (NZD). A charge for supplying information may be fixed; it must be reasonable (s. 15(2)) and may be required in advance (s. 15(3)); agencies follow the Ministry of Justice Charging Guidelines for OIA requests. The charge can be reviewed by the Ombudsman (s. 28(1)(b)). Own personal information: a public sector agency may charge only if authorised by the Privacy Commissioner (Privacy Act 2020, ss. 66–67).
Review and complaints	Ombudsman (Office of the Ombudsman) (s. 28(3); Ombudsmen Act 1975, s. 17(1)(b))
Privacy breaches	Notification is mandatory; the incident register applies this jurisdiction's threshold, notices and time limits.

Loaded for this Act

- **68 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Official information request (OIA s. 12); Own personal information (Privacy Act 2020, IPP 6); Correction of personal information (Privacy Act 2020, IPP 7).
- **Statutory steps on the timeline:** Extension under s. 15A — reasonable period, no fixed maximum; notice within 20 working days of receipt (s. 15A(3)); Privacy Act extension under s. 48 (IPP 6) or s. 65 (correction) — reasonable period; notice within 20 working days of receipt; Request transferred under s. 14 (promptly, within 10 working days of receipt; Privacy Act ss. 43, 62 for personal information); Request amended or clarified — may be treated as a new request replacing the original (s. 15(1AA); not if the agency sought it more than 7 working days after receipt, s. 15(1AB)); Consultation with affected parties or another agency or Minister (practice; no statutory notice — s. 15(5) permits consultation, s. 15A(1)(b) allows an extension for it); Charge fixed under s. 15(1A)–(3) (reasonable; all or part may be required in advance; amounts in NZD)….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislative support — LGOIMA

Local Government Official Information and Meetings Act 1987 (1987 No 174) and *Privacy Act 2020* (2020 No 31)

What the Act requires	As configured in Axcess1
Who it applies to	Local authorities as defined in s. 2 of the Act and its Schedules (for example regional councils and territorial authorities — city and district councils — and the other local bodies listed there). Central government departments, Ministers and organisations are covered by the Official Information Act 1982 instead (pack nz-oia).
Time limit to respond	20 working days (s. 13(1)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	Up to 20 working days. The Act sets no fixed maximum: the extension must be for a reasonable period having regard to the circumstances (s. 14(2)); 20 working days is this product's default, not a statutory figure — enter the period actually notified. Grounds: large quantity of information, or necessary consultations (s. 14(1)). Notice within 20 working days of receipt, stating the period, the reasons and the right to complain to an Ombudsman (s. 14(3)–(4)). (s. 14)
No answer in time	Treated as a refusal (s. 27(4)–(5)); overdue requests are flagged.
Third parties	The Act sets no formal notice; consultations are recorded and tracked on the request.
Transfer to another body	s. 12, within 10 days
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (s. 18).
Fees	No application fee. Amounts are in New Zealand dollars (NZD). A charge for supplying information may be fixed; it must not exceed any prescribed amount (s. 13(2)) and otherwise must be reasonable (s. 13(3)); all or part may be required in advance (s. 13(4)). Councils commonly follow the Ministry of Justice Charging Guidelines. The charge can be reviewed by the Ombudsman (s. 27(1)(b)).
Review and complaints	Ombudsman (Office of the Ombudsman) (s. 27(3); Ombudsmen Act 1975, s. 17(1)(b))
Privacy breaches	Notification is mandatory; the incident register applies this jurisdiction's threshold, notices and time limits.

Loaded for this Act

- **30 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Official information request to a local authority (LGOIMA s. 10).
- **Statutory steps on the timeline:** Extension under s. 14 — reasonable period, no fixed maximum; notice within 20 working days of receipt (s. 14(3)); Request transferred under s. 12 (promptly, within 10 working days of receipt); Request amended or clarified — may be treated as a new request replacing the original (s. 13(7); not if the local authority sought it more than 7 working days after receipt, s. 13(8)); Consultation with affected parties or another body (practice; no statutory notice — s. 13(6) permits consultation, s. 14(1)(b) allows an extension for it); Charge fixed under s. 13(1A)–(4) (within any prescribed amount, otherwise reasonable; all or part may be required in advance; amounts in NZD); Urgency requested by the requester with reasons (s. 10(3))….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislation-to-feature matrix

Legislative requirement	Axcess1 support
Statutory deadline	20 working days (OIA s. 15(1); Privacy Act 2020 ss. 44(1), 63(1)): calculated automatically for each request; overdue and upcoming requests on the dashboard.
Extensions and holds	Recorded as events that move the due date, each tied to its section of the Act.
Exemptions and exclusions	The provisions of OIA and Privacy Act and LGOIMA in the redaction editor, each with its section number.
Third parties and consultations	Notices, consultation packages and their due dates tracked on the request.
Fees	Fee notices and payments recorded on the request.
Reviews, appeals and complaints	Recorded on the request timeline with their dates and outcome.
Redaction	Done by the analyst in the built-in editor; optional AI suggestions that the analyst accepts or rejects.
Decision letters	Generated from templates for this Act, with the provisions cited.
Release	A release package built from the reviewed records; redactions are permanent in the released file.

Legislative requirement	Axcess1 support
Annual statistics	Annual access statistics for the period, with each figure traceable to its requests.
Audit trail	Every action on a request is recorded with the user and the time.

From request to release

Step	What Axcess1 does
Receive and validate	The request is entered with its type, requester and date received; a number is issued from your own numbering pattern.
Calculate the deadline	The due date follows the Act: 20 working days (OIA s. 15(1); Privacy Act 2020 ss. 44(1), 63(1)). Holds and extensions move it and are recorded.
Assign and search	The request is assigned to an officer; the units holding records are tasked and their answers tracked.
Collect and review	Records are uploaded (PDF, Office files, scans with text recognition) and reviewed page by page.
Apply the provisions and redact	The analyst marks a passage and picks the provision of this Act; the released copy shows the section relied on.
Consult	Consultation packages are produced per party, with their due dates.
Approve	The response goes to the approver’s inbox for review and signature.
Release	The release package and the decision letter are generated from the request.
Report	Requests, processing times, decisions and provisions invoked are counted for the period you choose.

Agentic AI across the lifecycle

AI is switched off until your administrator turns it on, one capability at a time. **AI assists. Authorized officials decide.**

Agent	What it does
Intake agent	Proposes a new request from a message, the portal or a drop folder; an officer confirms it.
Document intelligence	Summarizes and classifies the records and finds the people and organizations named in them.
Responsiveness agent	Suggests which records answer the request.
Exemption assist	Proposes provisions of OIA with reasons; redaction candidates appear in the editor.
Consultation agent	Suggests who should be consulted and on which pages.
Quality assurance agent	Checks a package a second time before release.
Deadline watch	Lists the requests at risk of running late.
Copilot	Answers questions about a request, citing the records it used.

Audio and video, redacted and checked

- **Picture and sound together:** blur or black out part of the picture and mute or bleep what is said at the same moment, each redaction tied to the provision of your Act.
- **Faces, licence plates, screens and text found for you:** detection runs on the server that runs Axcess1 (yours, or ours in Canada), with no outside AI service, and follows each one as it moves. An authorized official accepts or rejects every find.
- **Checked before release:** each redacted copy is compared with the original, box by box and passage by passage, and a copy that fails is not released. Location, author and device details are removed; the original is never changed.

Migration, deployment and security

- **Migration:** case history, requesters and documents are brought over from the system you use today.
- **Deployment:** hosted by SoftSim in Canada, on your own private cloud or servers, or standalone on a PC or Mac.
- **Security:** SoftSim is cleared by the Government of Canada at the Top Secret level. Each organization's records are separate, access is controlled by role and every action is recorded.

Try it free for 30 days

One free licence for 30 days, with the full product and no obligation.

Prices are quoted in your own currency. Write to us for the price list for your country.

Write to **atip@softsim.ca** to start your free month or to see a 30-minute demonstration. · axcess1.ca

Axcess1 supports configurable workflows designed around the applicable legislation. Government organizations remain responsible for legal interpretation and statutory decisions. Summaries of the legislation are paraphrases prepared from the published text; they are not legal advice. Text of the Act checked on 2026-10-03.