

31 July 2020

Amy Van Wey Lovatt

Email: fyi-request-12922-4e5afdf5@requests.fyi.org.nz

Dear Amy

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2020083

I refer to your Official Information Act request transferred in part to all DHBs 23 June 2020. Your questions and Hawke's Bay DHB's response is provided below.

I request a copy of all DHB policies in regards to reporting unsafe, harmful, criminal behaviour, including the re-routing and interception of private communications, and policies on how they document such incidents and how they are to safeguard against such incidents, as the Operational Framework does indeed require every DHB to have such policies.

In response please find attached the following policies and guidelines, which are published on HBDHB's intranet for staff to access. These policies and guidelines provide direction and guidance to staff in relation to the reporting and management of incidents, such as those you have described in your information request.

Attachments:

- Event Management Policy OPM002 and process flowchart
- Event Management Guideline OPM123 and flowchart
- Information Security Access Control Standard OPM101

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely



Chris Ash

Chief Operating Officer, Provider Services

TE PUNI RATONG

cc: Ministry of Health via email: SectorOIA@moh.govt.nz
oia@hbdhb.govt.nz