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26 January 2021

Tammy N

By email: [fyi-request-14443-9d43f2b7@requests.fyi.org.nz](mailto:fyi-request-14443-9d43f2b7@requests.fyi.org.nz)

Dear Tammy

**Information Request** – Phone call recording/ script

I refer to your official information request dated 12 January 2021 asking for the recording / script of my 111 emergency call on the 29/11/2020 around 05:30 for Lyons Avenue, Murray's bay, for my husband's cardiac arrest.

This letter is to notify you that Fire and Emergency New Zealand does not hold the information you have requested. The call came through the ambulance call centre run by the charity St John. This request is therefore declined under section 18(g) of the Official Information Act as the information requested is not held by Fire and Emergency or any other agency covered by that Act.

As St John is not a government agency, it is not subject to the Official Information Act and we are therefore unable to transfer your request. However, my team has spoken with the St John information team about your request and they have asked that you contact them at: [info@stjohn.org.nz](mailto:info@stjohn.org.nz) and they will assist you where they can.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Lucy Cotterill  
Chief Advisor, Deputy Chief Executive, Office of the Chief Executive