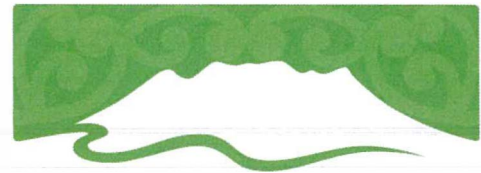


10 March 2021

Gregory Soar



**WHANGANUI**  
**DISTRICT HEALTH BOARD**  
*Te Poon Hauora o Whanganui*

**Via email:** [fyi-request-14729-ble298c4.fyi.org.nz](mailto:fyi-request-14729-ble298c4.fyi.org.nz)

100 Heads Road, Private Bag 3003  
Whanganui 4540, New Zealand

Dear Gregory

**Official Information Act Request - OIA 13376 Hand Delivery of Mail**

On 23 February, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

"I wish to know why mail is delivered by hand to some people including non patients by Mental Health services Whanganui please.

What are the selection criteria for mail that will be hand delivered?

What consideration is given when deciding to hand deliver mail?"

**-Whanganui District Health Boards response:**

**1 What are the selection criteria for mail that will be hand delivered?**

The decision to hand deliver mail is based on urgency and importance. Mail is generally put in the letterbox unless specifically requested by hand.

**2 What consideration is given when deciding to hand deliver mail?**

Please see above

Should you have any further queries about the above information, please contact our OIA co-ordinator Anne Phoenix at [anne.phoenix@wdhb.org.nz](mailto:anne.phoenix@wdhb.org.nz)

Yours sincerely

Russell Simpson  
**Chief Executive**