

14 December 2021

Tom Barraclough

By email: fyi-request-17334-cf67a46b@requests.fyi.org.nz
Ref: H202114870

Tēnā koe Tom

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health (the Ministry) on 25 October 2021 for:

- (1) any official information used by contact tracers, or given to contact tracers, to perform contact tracing according to a consistent process.*
- (2) Please also provide any training materials used to train contact tracers.*
- (3) Please provide any templates, decision trees, guidelines, or similar documents that illustrate a rough process followed by contact tracers in conducting contact tracing.*

On 15 November 2021, the Ministry contacted you to advise that your request was for a very large volume of information and as currently worded may be refused under section 18(f) of the Act as the information sought cannot be made available without substantial collation and research. As such you refined your request to the following:

- (1) any official information used by contact tracers, or given to contact tracers, to perform contact tracing according to a consistent process current to the last fortnight.*
- (2) Please also provide any training materials used to train call centre contact tracers current to the last fortnight.*
- (3) Please provide any templates, decision trees, guidelines, or similar documents that illustrate a rough process followed by contact tracers in conducting contact tracing.*

Please note that there remains a large amount of information in scope of your request. Therefore, we have interpreted your request as for information regarding contact tracing procedures and guidelines, which will provide you with an overview of the contact tracing process.

Information within scope of your request is itemised in Appendix 1 of this letter and copies of the documents are enclosed. The table in Appendix 1 outlines the grounds under which I have decided to withhold information. Where information is withheld, this is noted in the document itself.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Ministry website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'CO'Connor', written in a cursive style.

Chrystal O'Connor
Acting Group Manager, COVID-19 Contact Tracing
COVID-19 Health System Response

Appendix 1: Documents for release

#	Date	Title	Decision on release
1	N/A	COVID Welfare – Call 4 Script	Released in full.
2	August 2021	National Investigation and Tracing Centre Standard Operating Procedures Contact Tracing Operations – Call 3 Process Version 1.8	Released with some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
3	November 2021	National Contact Tracing Service Training Manual: Disease Contact	Released in full.
4	4 November 2021	National Investigation and Tracing Centre Standard Operating Procedures Contact Tracing Operations – Daily Follow-Up of Close Contact Processes Version 1	Released with some information withheld under section 9(2)(a) of the Act.
5	15 November 2021	POL-002 Guidance on community contact categories and actions version 4.1	Released in full.
6	29 November 2021	R6 Community Close Contact – Vaccinated/Non, Partially Vaccinated V2.1	