

09 May 2023

Kieran BP

fyi-request-22187-8e5dae81@requests.fyi.org.nz

Tēnā koe Kieran

Your request for Official information, reference: HNZ00014399

Thank you for your request transferred to Te Whatu Ora – Health New Zealand on 6 April 2023, asking for the following which has been considered under the Official Information Act 1982 (the Act):

- *Any audit findings, documents and emails related to the security of Valentia and Indici.*
- *Contracts and emails with Valentia regarding the use of their systems within Te Whatu Ora and why they were chosen over other available software.*
- *Contracts and emails with Valentia regarding Valentia's software being used for helpline centres*
- *Any security decisions or concerns made to MOH/Te Whatu Ora regarding Valentia technology*
- *Any future projects or plans with Valentia*
- *All funding decisions and documents related to Valentia Technologies Limited*
- *Any discussions with Valentia and/or Pinnacle that was made to Te Whatu Ora, including the creation of Valentia Technologies Limited in Ireland.*
- *Information on every service that Valentia provides to MOH, DHBs and publicly funded services*

On 20 April 2023, we contacted you to refine your request due to the initial broad scope. You responded with the following:

- *Any audit findings, documents, and emails related to the stability and security of Valentia and Indici systems.*
- *Contracts and emails with Valentia regarding the use of their systems within Te Whatu Ora, with a focus on the decision-making process behind the selection of Valentia's software over other available options.*
- *Contracts and emails with Valentia regarding Valentia's software being used for helpline centers.*
- *Any security decisions or concerns made to MOH/Te Whatu Ora regarding Valentia technology, including any self-reporting by Valentia or concerns raised by external/internal parties.*
- *Any future projects or plans with Valentia, including any updates or changes to existing contracts.*
- *All funding decisions and documents related to Valentia.*
- *All discussions, contracts, and emails between Te Whatu Ora and Valentia (or external parties) related to the creation of Valentia's operations in New Zealand, including any documentation related to the decision-making process for establishing the partnership between Te Whatu Ora and Valentia.*

- *A list and summary of all services provided by Valentia to MOH, DHBs, and publicly funded services.*

Following an extensive review, it has become apparent that the collation required for this request is not feasible. Your request is for a large volume of information and, in order to provide you with this information, Te Whatu Ora would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair our ability to continue standard operations. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation.

We have considered whether Te Whatu Ora would be able to respond to your requests given extra time or the ability to charge for the information requested. We have concluded that, in either case, our ability to undertake our work would still be prejudiced.

If there is specific information you are looking for, or you are after information from a specific time period, please feel free to make a refined request. We would then be able to consider whether we might be able to provide the information you are seeking.

How to get in touch

If you have any questions, you can contact us at hnzOIA@health.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Gaynor Bradfield
Manager
Office of the Chief Data and Digital