



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

17 January 2024

By email: fyi-request-25028-dcebe149@requests.fyi.org.nz

Tēnā koe

Re: Information request
Our ref: E23HDC01620

Thank you for your request, sent through FYI.org.nz, of 5 December 2023 for: “all copies of process, procedures, rules, templates, instructions, guidelines, notifications, and any other information which specifically addresses the HDC’s obligations under sections 33(1)(a)(i), 33(1)(a)(ii), 33(1)(a)(iii), 33(1)(a)(iv), 33(1)(b), 34(1)(a), 34(1)(b), 34(1)(c), 34(1)(d), 34(2), 34(3), 34(4), 36(1), 36(2), 36(3), 36(4), 38(1), 38(2), and other agencies obligations under 35(a), 35(b), 35(c).”

We have considered your request under the Official Information Act 1982.

Refusal of request or aspect of request

As you noted, you have already been supplied with HDC’s Standard Operating Procedure (SOP). The SOP is the primary document which guides HDC’s application of our obligations under the above referenced sections of the Health and Disability Commissioner Act 1994.

Having consulted with relevant staff members in the Complaints Assessment and Investigations teams, we are satisfied that the SOP is the document which complaints assessors and investigators would look to for guidance on those sections.

To source and collate any further documents which fit within the scope of your request would impair effective administration, as it would require us to manually search through all of HDC’s shared folders, and there is no indication that any additional documents contain information not within the SOP. Therefore, we refuse your request pursuant to:

- section 18(f) of the Official Information Act, as the information requested cannot be made available without substantial collation or research. We do not consider that fixing a charge or extending the time limit under sections 15 and 15A of the Official Information Act would enable the request to be granted.

You may seek a review of this decision from the Office of the Ombudsman.

Nāku iti noa, nā

Caroline Taylor
Legal Advisor