



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

7 June 2024

Anatoly

By email: fyi-request-26982-3075524f@requests.fyi.org.nz

Tēnā koe Anatoly

Re: Information request

Our ref: E24HDC00693

Thank you for your email of 24 May 2024 requesting:

“1 - I request data showing a breakdown of complaints of the last 5 years

I would like to see how many complaints were received, how many were resolved and how many remain open for each year.

2 - How is the Nationwide Advocacy service funded,

2[3] - Contract specs for Nationwide Advocacy Service”

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

Question 1

The number of complaints for the last five years is available in the Nationwide Health and Disability Advocacy Services annual report (which also shows 5 years trend) published on their website: <https://advocacy.org.nz/media-and-downloads/>

The National Advocacy Trust 2022/2023 Annual Report, and previous annual reports, found there.

Question 2

The Nationwide Advocacy Service is funded by the Crown via Vote Health through the appropriation for the HDC. See page 72 of our annual report: <https://www.hdc.org.nz/media/wzpdch0g/hdc-annual-report-2023.pdf>

Annual returns for the National Advocacy Trust can be found at the NZ Charities Trust Register, which holds the Trust’s external auditor reports and is publicly available: <https://register.charities.govt.nz/CharitiesRegister/ViewCharity?accountId=f5b426bc-fae3-dc11-8026-0015c5f3da29&searchId=639d8de5-106b-47c3-a31f-510fb391ba9e>

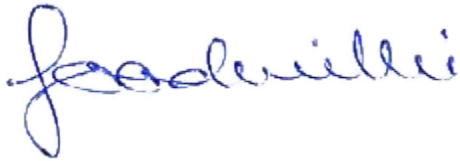
Question 3*Refusal of aspect of request*

We are withholding the information on this aspect of your request on the basis of 9(2)(ba)(ii) to protect information which is subject to an obligation of where the making available of the information would be likely otherwise to damage the public interest; and 9 (2)(b)(ii) where the making available of the information would likely unreasonably prejudice the commercial position of the National Advocacy Trust. Therefore, I refuse this aspect of your request.

However, please note that the Trust provides quarterly reports against outputs as outlined in the HDC Statement of Performance Expectation. This information is published on the HDC website. Advocacy outputs are 1.2 Complaints Management, 2.1 Access to advocacy, and 2.2 Advocacy Education. <https://www.hdc.org.nz/media/kmgnavawu/statement-of-performance-expectations-2023-2024.pdf>

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

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Goodwillie', written in a cursive style.

Dr Craig Goodwillie
OIA Team Leader