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27 August 2024

Mike

By email: fyi-request-27504-d6e1e941@requests.fyi.org.nz
Ref: H2024045695

Tēnā koe Mike

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 – Manatū Hauora (the Ministry) on 4 July 2024 for information between Hohepa Canterbury and the Ministry. You requested:

Between the April 2021 and April 2024 could you please provide me with any information around communication of the following but is not limited to:

- *Emails*
- *Letters*
- *Incident reports*
- *Complaints reported to the Ministry and outcomes*
- *Memos*
- *Decision outcomes of complaints*
- *reported offences of residents*

On 12 July 2024, you were advised that information from 1 July 2022 to April 2024 was more closely connected with the functions of the Ministry of Disabled People – Whaikaha and was partially transferred under section 14(b)(i) of the Act. You can expect a response from the Ministry of Disabled People in due course.

On 23 July 2024, you were advised that the Ministry conducted a search of its records, which showed 3,895 items in scope of your request from the period of 1 April 2021 to 30 June 2022. Pursuant to section 18B of the Act, you were asked to refine your request to include emails only and shorten the time period. On the 29 July 2024, you refined your request to:

Email correspondence relating to complaints reported to the Ministry about the provider and the outcomes. Time frame 2021-2024.

Following your refinement a further search was undertaken using the following search terms:

- Hohepa Canterbury
- Complaints
- Reported
- Outcomes.

The results yielded one email; however, the content of this email was deemed out of scope as the nature of the complaints were outside the time period of your request.

HealthCERT is the team with the Ministry that is responsible for regulating and certifying healthcare providers as required under the Health and Disability Services (Safety) Act 2001. HealthCERT have received no complaints about Hohepa Homes Trust Board - Canterbury from 2021 to date. Therefore, your request is refused under section 18(g)(i) of the Act.

It is important to note that as part of the health and disability reforms the complaint process for disability organisations has transferred to the Ministry of Disabled People. Therefore, you may wish to email the Ministry of Disabled People regarding your query at: contact@whaikaha.govt.nz.

Please accept the Ministry's apologies for any inconvenience this may have caused. If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

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.

Nāku noa, nā



Ruihua Gu
**Acting Group Manager, Quality Assurance and Safety
Regulation and Monitoring | Te Pou Whakamaru**