

24 January 2025

Rodney Parsons  
[fyi-request-29023-60a81955@requests.fyi.org.nz](mailto:fyi-request-29023-60a81955@requests.fyi.org.nz)

Tēnā koe Rodney

## Your request for official information, reference: HN200074354

Thank you for your follow up email on 4 December 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*Emergency Caller Location Information has repeatedly failed, resulting in ambulance arriving at the wrong address. Please outline the cause of this issue and responses to reduce this issue from reoccurring. Provide copies of any reports or investigations that you have taken to address this situation.*

*Large gaps in mapping exist in the CAD currently and have existed over a long period of time. Provide a list of known gaps in the mapping system. Please outline the cause of this issue and responses to reduce this issue from reoccurring. Provide copies of any reports or investigations that you have taken to address this situation.*

*You've highlighted recent increases in funding. Outline what the ambulance services requested for funding and what their and your planning and advice was on what they needed to address issues related to performance, quality and safety. Explain the decisions made to underfund the services below what they requested, and what you recommended.*

*There are a series of safety issues reported by the HDC recently, naming ambulance organisations and specifically calling out a lack of funding as a cause of deaths. Provide an explanation for what Health New Zealand's response is to the criticisms and recommendations to funding of ambulance services.*

## Response

For ease of reference, I will respond to each part of your request in turn.

*Emergency Caller Location Information has repeatedly failed, resulting in ambulance arriving at the wrong address. Please outline the cause of this issue and responses to reduce this issue from reoccurring. Provide copies of any reports or investigations that you have taken to address this situation.*

Health New Zealand does not hold information relating to the Emergency Caller Location Information (ECLI). The ECLI team sits with the NZ Police, while the policy function is held by the Ministry of Business, Innovation and Employment. Health NZ consulted on a transfer to this part of your request to NZ Police under section 14(b)(ii) of the Act, however this was unsuccessful. If you want more information about the ECLI system, please make a request directly to NZ Police.

*Large gaps in mapping exist in the CAD currently and have existed over a long period of time. Provide a list of known gaps in the mapping system. Please outline the cause of this issue and responses to reduce this issue from reoccurring. Provide copies of any reports or investigations that you have taken to address this situation.*

This part of your request is refused under section 18(g) of the Act, as the information you have requested is not held by Health NZ | Te Whatu Ora and we have no grounds to believe that the information is held by another entity subject to the Act. If you want more information about the mapping systems, we suggest you contact Hone Hato St John (HHStJ).

*You've highlighted recent increases in funding. Outline what the ambulance services requested for funding and what their and your planning and advice was on what they needed to address issues related to performance, quality and safety. Explain the decisions made to underfund the services below what they requested, and what you recommended.*

Emergency Road Ambulance Service resource requirements are informed by complex simulations which allow modelling and planning of optimal resource deployment, enabling a hierarchy of performance objectives including staff utilisation levels and service response times.

With the investment in (300) addition staff, the Ambulance Team has observed improved provider performance since 2022; performances of PURPLE-triaged incidents (suspected cardiac and respiratory arrest) have steadily improved in all categories (rural and urban). October 2024 had the best urban PURPLE 6-minute performance (65%) in almost 10 years. Likewise, RED-triaged incident (appearing immediately life- or limb-threatening or time critical) performance has also been improving due to the increased resource funding, and additionally, provider performance improvement action plans. HHStJ's urban RED 8-minute performance improved 8% since June 2022 and WFA's urban RED 8-minute October 2024 performance was their highest since April 2022.

*There are a series of safety issues reported by the HDC recently, naming ambulance organisations and specifically calling out a lack of funding as a cause of deaths. Provide an explanation for what Health New Zealand's response is to the criticisms and recommendations to funding of ambulance services.*

The purpose of the Official Information Act is to provide access to official information held by the Government, in order to enable participation in law-making and promote the accountability of Ministers and officials. Please note that the Act does not require an agency to form an opinion or create new information to answer a request. This part of your request is therefore refused under section 18(g) of the Act.

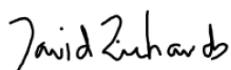
## How to get in touch

If you have any questions, you can contact us at [h.nzOIA@tewhatauora.govt.nz](mailto:h.nzOIA@tewhatauora.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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



## David Richards

Group Manager Ambulance – Living Well  
Planning, Funding and Outcomes

[TeWhatuOra.govt.nz](http://TeWhatuOra.govt.nz)

Health NZ, PO Box 793,  
Wellington 6140, New Zealand

**Te Kāwanatanga o Aotearoa**  
New Zealand Government