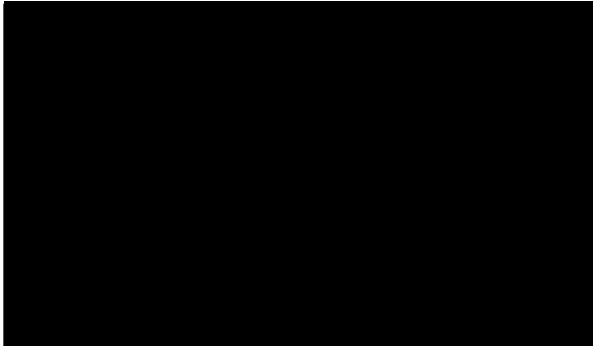


6 July 2020



Re Official Information Request – Breakdown of hours intensive hours register

I refer to your official information request dated 15 June 2020 requesting the following additional information:

I ask for a breakdown of hours for those on the intensive hours register (over 21 hours - 49 clients and over 35 hours - 10 clients) into 21-30, 31-40, 40+ hours. Alternatively provide the breakdown (1-10, 11-20, 21-30, 31-40, 40+ hours) for all 3,483 clients referenced in correspondence on 28.5.20.

Auckland DHB contracts with HCSS providers for packages of care rather than hours of service. Under this contract the DHB does not collect data on hours of care delivered. Therefore, we are declining your request under section 18(g) of the Official Information Act, as the information requested is not held by Auckland DHB.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive