

24<sup>th</sup> September 2021

s9(2)(a)  
[Redacted]

[Redacted]

Dear s9(2)(a)  
[Redacted]

### Official Information Act Request for – OIA Information

I write in response to your Official Information Act request received by us 10<sup>th</sup> September 2021, you requested the following information:

1. From 1 January to 30 June 2021, how many OIA requests did your agency receive?
2. From 1 January to 30 June 2021, what was the average OIA response time, in working days (including any extension time)?
3. From 1 January to 30 June 2021, what was the longest OIA response time, in working days (including any extension time)?
4. From 1 January to 30 June 2021, what percentage of OIAs required a time extension?
5. From 1 January to 30 June 2021, what percentage of OIAs were refused?
6. From 1 January to 30 June 2021, what percentage of OIAs were partially refused or redacted?

### Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

1. From 1 January to 30 June 2021, how many OIA requests did your agency receive?  
Over this timeframe CM Health received 106 Official Information Act requests.
2. From 1 January to 30 June 2021, what was the average OIA response time, in working days (including any extension time)?  
The average response time for this time period was 19 working days.
3. From 1 January to 30 June 2021, what was the longest OIA response time, in working days (including any extension time)?

The longest response time was fifty-two (52) days, the reason for this was the Official Information Act request was not initially received by the correct department. When it was logged and treated as an Official Information Act request the response was sent in fifteen (15) days.

**4. From 1 January to 30 June 2021, what percentage of OIAs required a time extension?**

CM Health extended 11% (twelve) of Official Information Act requests over this time.

**5. From 1 January to 30 June 2021, what percentage of OIAs were refused?**

Two Official Information Act requests were refused.

**6. From 1 January to 30 June 2021, what percentage of OIAs were partially refused or redacted?**

This is not data that is routinely collected by CM Health and would involve considerable time to manually search through each individual Official Information Act response. We have, therefore, determined to decline this element of your request under Section 18(f) of the Official Information Act due to substantial collation and research.

Please note, any information in a response that is redacted falls within the appropriate sections of the Official Information Act 1982.

I trust this information answers your request. 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](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**