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21 November 2022

s 9(2)(a)

By email: **s 9(2)(a)**
Ref: H2022016070

Tēnā koe **s 9(2)(a)**

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act), which was transferred by Whaikaha (the Ministry of Disabled People) to Manatū Hauora (the Ministry of Health) on 1 November 2022.

You requested:

“For Whaikaha and formerly DSS please provide the following information for the period 1 Jan 2018 to 27 Oct 2022:

- *How many OIA requests did you receive*
- *How many OIA's were handed over within 15 working days*
- *How many OIA's were handed over on the 20th working day*
- *How many OIA's were handed over between 21 and 29 working days*
- *How many OIA's were handed over between 30 and 39 working days*
- *How many OIA's were handed over between 40 and 49 working days*
- *How many OIA's were handed over between 50 and 59 working days*
- *How many OIA's were handed after more than 60 working days*

Please also provide a separate breakdown for the above timeframes solely in regards to OIA's made in regards to IDEA Services and IHC. Also for IDEA Services/IHC for requests that took over 20 working days to complete what percentage was the delay attributed to 'consultation' with IDEA Services/IHC and provide this same percentage for the ones that took over 30 working days and over 40 working days to complete.”

As part of the health and disability reforms, Whaikaha – the Ministry of Disabled People was established on 1 July 2022 to continue work towards the transformation of the nationwide disability support system. Whaikaha is hosted by the Ministry of Social Development (MSD) and has taken on functions that were previously delivered by the Manatū Hauora Disability Support Services Directorate. Accordingly, the Ministry is responding to the part of your request prior to this time.

In order to count the number of working days for responses, the Ministry has used the definition in the Act. It defines a working day to mean any day of the week other than:

- a Saturday or a Sunday
- public holidays – Waitangi Day, Good Friday, Easter Monday, Anzac Day, the Sovereign’s birthday, Te Rā Aro ki a Matariki/ Matariki Observance Day, and Labour Day - if Waitangi Day or Anzac Day falls on a Saturday or a Sunday, then the following Monday
- a day in the period commencing with 25 December in any year and ending with 15 January in the following year.

Manatū Hauora responded to 226 requests regarding disability issues under the Act between 1 January 2018 to 30 June 2022. The following table shows the number of working days the Ministry took to respond to these requests, broken down by working days.

Table 1: Number of working days taken by the Ministry of Health to respond to requests regarding disability issues between 1 January 2018 and 30 June 2022

OIA response provided to the requester	Total number of requests
15 working days or less	76
16 to 19 working days	47
20 working days	42
21 to 29 working days	29
30 to 39 working days	20
40 to 49 working days	8
50 to 59 working days	3
60 working days or more	1

Manatū Hauora responded to 20 OIA requests between 1 January 2018 to 30 June 2022 regarding IDEA Services and/or IHC. These have been excluded from the totals in Table 1. Table 2 below sets out how many working days it took for requestors to receive responses to their OIA requests from Manatū Hauora.

Table 2: Number of working days for requestor to receive an OIA request about IDEA Services and/or IHC between 1 January 2018 and 30 June 2022

OIA response provided to the requester	Total number of requests
15 working days or less	4
16 to 19 working days	6
20 working days	0
21 to 29 working days	3
30 to 39 working days	5
40 to 49 working days	1
50 to 59 working days	1
60 working days or more	0

Of the 20 OIA requests regarding IDEA Services and/or IHC, nine were extended for consultation purposes under section 15A(1)(b) of the Act. Table 3 outlines details on the nine OIA requests regarding IDEA Services and/or IHC that were extended.

Table 3: Number of OIA requests about IDEA Services and/or IHC that were extended

OIA response provided to the requester	Year the OIA request was made	Total number of requests extended for consultation purposes	Percentage of IDEA Services and/or IHC OIA requests extended for consultation purposes
21 to 29 working days	2019	1	5%
	2020	2	10%
30 to 39 working days	2020	2	10%
	2021	1	5%
	2022	1	5%
40 to 49 working days	2022	1	5%
50 to 59 working days	2020	1	5%

You may be interested to know that Te Kawa Mataaho – the Public Service Commission publishes OIA statistics covering Crown entities and government departments subject to the OIA every six months: <https://www.publicservice.govt.nz/guidance/official-information/oia-statistics/>. The statistics cover:

- the number of requests completed by agencies in the six-month reporting period
- compliance with legislative timeframes
- the publication of responses made under the Act
- complaints referred by the Ombudsman to agencies under the Act, and those where a deficiency was identified
- how many requests are extended, transferred or refused in full
- the average time to respond.

Manatū Hauora also publishes copies of responses where the information is considered to be of public interest and there is no risk to the privacy of the individuals. Copies of some responses to requests led by the former Disability Support Services Directorate are available on the website: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests

I trust this information fulfils your request. 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.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Megan McCoy
Acting Deputy Director-General
Government and Executive Services | Te Pou Whakatere Kāwanatanga