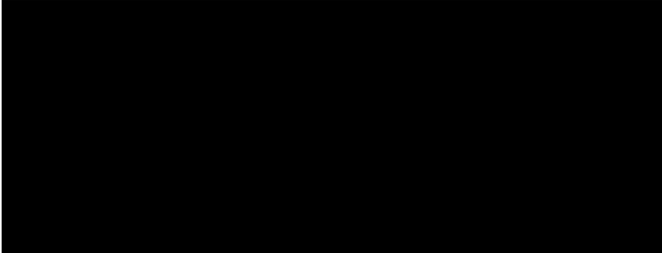


13 September 2019



### Response to your request for official information

Thank you for your request of 12 August 2019 to the Ministry of Health (the Ministry) under the Official Information Act 1982 (the Act) for:

*"Who within NASO has been responsible for determining the structure and requirements for the agreements between NASO and the HEMS operators, and what are their qualifications?"*

*Does the agreement between NASO and the HEMS operators have CAMTS certification? Or certification from an equally reputable standards authority?*

*The last request is to obtain a copy of the agreements between the three HEMS operators and NASO. The public deserve to know whether the demands being put on our local operators are legal, reasonable, and safe."*

The National Ambulance Sector Office (NASO) is jointly funded and governed by the Ministry and the Accident Compensation Corporation (ACC) and is located within the Ministry. NASO's functions include providing a single voice for the Crown on strategic and operational matters regarding emergency ambulance services and managing and monitoring funding and contracts from both agencies related to the delivery of emergency ambulance services.

The funders for the service are ACC, the Ministry, and district health boards (DHBs). In addition to this funding, community trusts and commercial sponsorship also contribute funding for this service.

The panel who evaluated the tender responses contained clinicians, DHB representatives, ACC representatives, Ministry staff, and an international aviation expert, Phil Hogan.

In response to your question regarding certification, the requirements for air ambulance providers are outlined in the Emergency Ambulance Service – service agreement and are detailed on the Ministry's website. These include, but are not limited to, the New Zealand Aeromedical and Air Rescue Standard – V3.0 2018 and Civil Aviation Authority regulations and certification: <https://www.health.govt.nz/new-zealand-health-system/key-health-sector-organisations-and-people/national-ambulance-sector-office-naso/emergency-ambulance-services-eas/air-ambulance-service/requirements-air-ambulance-providers>

Negotiations have been concluded in:

- the northern region with a three-year, seven-month contract signed with the Northern Rescue Helicopter Limited (NRHL)
- the central region with a four-year contract signed with the Central Air Ambulance Rescue Limited (CAARL)
- the southern region with a four-year contract signed with Helicopter Emergency Medical Services New Zealand Limited (HEMS).

Please note, all contracts expire on 31 October 2022. A copy of the agreement can be found on the Ministry's website:

<https://www.health.govt.nz/new-zealand-health-system/key-health-sector-organisations-and-people/national-ambulance-sector-office-naso/emergency-ambulance-services-eas/eas-providers/emergency-ambulance-service-generic-service-agreements>

I trust that 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.

Please note that this response, with your personal details removed, may be published on the Ministry's website.

Yours sincerely



Keriana Brooking  
Deputy Director-General  
**Health System Improvement and Innovation**