

6 June 2024

Jan Rivers  
[fyi-request-26686-a667f676@requests.fyi.org.nz](mailto:fyi-request-26686-a667f676@requests.fyi.org.nz)

Tēnā koe Jan

### Your request for official information, reference: HNZ00047305

Thank you for your email on 9 May 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*Please can you provide the standard resources used by at Te Whatu Ora that are:*

*a) provided to third parties and contractors and that set the expectations that those creating health guidelines are drafted to meet the expected requirements.*

*b) used by Te Whatu Ora to appraise health guidelines that are received from the third party / contractors prior to fulfillment of their contract to validate that they meet the expected quality.*

### Response

*Please can you provide the standard resources used by at Te Whatu Ora that are:*

*a) provided to third parties and contractors and that set the expectations that those creating health guidelines are drafted to meet the expected requirements.*

Service specifications with third parties and contractors outline our expected requirements and are unique written to each procurement process. Therefore, I am declining this part of your request under section 18(e) of the Act as this information does not exist.

*b) used by Te Whatu Ora to appraise health guidelines that are received from the third party / contractors prior to fulfillment of their contract to validate that they meet the expected quality.*

Guidelines are assessed against the service specifications outlined in the specific contract for the development of the relevant Guideline/s and undergo relevant clinical review and internal clinical approval processes. Standard resources are not provided. Therefore, I am declining this part of your request under section 18(e) of the Act as this information does not exist.

### How to get in touch

If you have any questions, you can contact us at [hnzOIA@tewhaturora.govt.nz](mailto:hnzOIA@tewhaturora.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

A handwritten signature in blue ink that reads "D Woodley". The signature is written in a cursive, flowing style.

**Deborah Woodley**

Director – Starting Well  
National Commissioning