



Health and Disability Commissioner
Te Toihau Hauora, Hauātaunga

28 November 2024

Rodney Parsons

By email: fyi-request-28834-5b38d6d9@requests.fyi.org.nz

Tēnā koe Mr Parsons

Re: Information request
Our ref: E24HDC01426/SHO

Thank you for your information request of 20 October 2024 requesting “reports on the HDC by any third-parties, as well as internal reviews, that have occurred over time. Provide reports on changes in strategy, change in FTE and funding over time. Report on the number and type of complaints to HDC over time, and explain how they've changed. Report on the number and type of complaints about HDC to other agencies over time, and how they've been addressed or changed.”

We have considered your request under the Official Information Act 1982.

Please find **enclosed** the information requested. Please note that pursuant to Principle 7 of the Privacy Act 2020 you may request correction of your personal information.

Refusal of aspect of request

We refuse to provide reports on funding, FTE, strategy changes, and the number and type of complaints made to HDC pursuant to section 18(d) of the Official Information Act, as the information is publicly available and can be found in HDC's annual reports which are published on our [website](#), and in HDC's responses to the Select Committee's Annual Review questions which is on the parliament website. Please find a list of links to the past six years of responses from HDC to the Select Committee's written questions at the end of this letter.

We refuse to provide some information relating to review of HDC pursuant to section 18 (a) of the Official Information Act, due to an obligation of confidence.

We also refuse to provide information pursuant to section 18(d) of the Official Information Act regarding the complaints made about HDC to other agencies as this information is publicly available on the website of the Office of the Ombudsman.

Question about HDC appearing to ask providers to explain the health system despite this being the role of HDC and its advisors

HDC does not expect the provider who has been complained about to explain the health system to us, instead if a complaint is made about a provider one of the actions HDC may take when assessing a complaint is to ask the provider to share their side of

the story and provide clinical notes. If HDC deems it appropriate we may seek clinical advice from an independent peer or expert advisor. The role of this advisor is to provide HDC with clinical advice on professional and ethical standards and issues. These independent advisors are asked if there is any real or perceived conflict of interest prior to providing advice.

We do not seek this advice to ‘push work onto providers’, but instead to assist the decision maker in deciding how to resolve a complaint or in the case of an investigation, decide if there has been a breach of the Code.

You may seek a review of this decision from the Office of the Ombudsman.

Nāku iti noa, nā

Dave Corry
Senior Legal Advisor

HDC’s responses to the Select Committee’s Annual Review questions	
2022/2023 Annual review responses to Health Committee Written questions	Find responses here Find additional responses here
2021/2022 Annual review responses to Health Committee written questions	Find responses here
2021/2020 Annual review responses to Health Committee written questions	Find responses here
2020/2019 Annual review responses to Health Committee written questions	Find responses here
2019/2018 Annual review responses to Health Committee written questions	Find responses here Find additional responses here
2018/2017 Annual review responses to Health Committee written questions	Find responses here