



Health and Disability Commissioner
Te Toihau Hauora, Hauātaunga

29 November 2024

James

By email: fyi-request-28863-99f8f0b6@requests.fyi.org.nz

Tēnā koe James

Re: Information request

Our ref: E24HDC01437

Thank you for your email of 22 October 2024 requesting:

“Under the OIA please provide the following:

1. Total number of employees at the HDC. Salary bands of employees earning upwards of 100k. (20k bands is fine)
2. Number of staff in HDC's cultural team year by year since being established.
3. Total department budget for HDC's cultural team year by year since being established.
4. Cost of contractors and number used by the HDC if any, in the years 202,2021,2022,2023,2024.
5. Number of contractors used and cost if any by the cultural team since 2022.
6. Number of direct reports to Ikimoke Tamaki -Takarei, Director Māori for the years 2022, 2023,2024.
7. Number of complaints made to, handled or directed to the cultural team in 2022, 2023, 2024.
8. Number of resolutions/closed cases by the cultural team in 2022,2023,2024.
9. Number of complaints handled by the cultural team, that came from people who were of an Asian/Indian, or Pasifika ethnicity.
10. Details of any workshops, hui, events, offsites if any conducted by or facilitated by the HDC.
11. This should include but not be limited to location, dates, costs, number of attendees and agenda/purpose etc.
12. All, any internal strategy documents specifically relating to "developing internal cultural knowledge and competence of te reo".
13. Number of employees at HDC that are fluent in te reo for the years 2022,2023,2024.
14. Number of complaints received by the HDC that are from people who are fluent in te reo.

15. Costs of catering if any, for the HDC for the years 2022,2023,2024 to date.

16. Koha if any, given by the HDC for the years 2022,2023,2024 - this should include value, recipient and date given.”

We have numbered your requests for ease of reference. We considered your request under the Official Information Act 1982.

Please see the information below.

Question 1

Please refer to page 76 of our annual report:

https://www.hdc.org.nz/media/snsao2k2/hdc_annualreport_20241125_v18_web.pdf

Question 2

May 2022	1.5 (Director Māori, 0.5 EA)
2023	3.5 (Director Māori, 0.5 EA, 2 x Senior Advisor Māori)
2024	3 (Director Māori, 2 x Senior Advisor Māori)

Question 3

Māori Directorate budget

Financial year	2024/25	2023/24	2022/23
Sum in dollars	421,502	505,560	487,590

Question 4

Financial year	Number of contractors	Cost of contractors
2020-2021	4	\$ 35,890
2021-2022	16	\$334,594
2022-2023	16	\$224,950
2023-2024	9	\$130,446

Question 5

Financial year	Number of contractors for Māori Directorate team
2020-2021	0
2021-2022	0
2022-2023	2
2023-2024	0

The total cost of contractors for the Māori directorate was \$14,926.

Question 6

Total number of direct reports to the Director Māori by year is as follows:

- 2022 – No direct reports
- 2023 – Two direct reports
- 2024 – Two direct reports

Question 7

Complaints are not 'made to', 'handled by' or 'directed to' the Māori directorate. While HDC tracks the number of hui-ā-whānau undertaken as part of the complaints process, the Māori Directorate's role in complaints is much broader than undertaking hui-ā-whānau. The Māori Directorate works with our complaints assessment and investigation teams to support all aspects of HDC's complaint resolution process. Examples of the support given include: providing advice on tikanga; liaising with complainants and providers to identify concerns raised, resolution needs and possible complaint pathways; providing advice on recommendations; and facilitating hui ā-whānau (in person and online) as part of the complaints process to help support resolution.

HDC does not specifically track all activity undertaken by the Māori Directorate. Collating this information would require HDC to go individually through each complaint received by HDC to ascertain whether the Māori Directorate provided support during the complaints process. We therefore refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under section 15A or fixing a charge under section 15 of the Official Information will enable this aspect of your request to be granted.

HDC started tracking the number of hui-ā-whānau undertaken in 2022/23. The number of hui-ā-whānau undertaken by the Māori Directorate each year is as follows:

- 2022/23 - 26 hui-ā-whānau
- 2023/24 – 47 hui-ā-whānau

Further information about the role of the Māori Directorate in the resolution of complaints can be found in HDC's 2024 Annual Report at pages 56 -57.

Question 8

The Māori Directorate provides support during the complaints process. Complaints are not closed or resolved by the Māori Directorate. Therefore, we refuse this aspect of your request pursuant to section 18(e) of the Official Information Act, as the information requested does not exist.

Question 9

HDC does not specifically track complaints where the Māori Directorate has provided support during the complaints process. Collating this information would require HDC to go individually through each complaint received by HDC to ascertain whether the Māori Directorate has provided support during the complaints process and what the ethnicity of the complainant was. We therefore refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under section 15A or fixing a charge under section 15 of the Official Information will enable this aspect of your request to be granted.

Information about the ethnicity of consumers whose care is complained about to HDC is available on page 34 of HDC's 2024 [annual report](#).

Questions 10 and 11

We do not hold the information at the level of detail you request in a centralised form that is easy to access and would have to examine numerous individual records. Therefore, we refuse this aspect of your request pursuant to section 18(f) of the Official Information Act, as the information requested cannot be made available without substantial collation or research. We do not consider that charging you for this or extending the time limit under sections 15 and 15A of the Official Information Act would enable the request to be granted.

However, we can provide the following information.

For Whakawaha (Consumer Advisory Group) meetings hosted by the disability team (note the data in the table below are total costs):

Month	Type of Meeting	Cost
30 Nov 2022	Zoom	\$4,800
29 Mar 2023	In person	\$15,949
14 Sept 2023	Zoom	\$8,114
21 Mar 2024	In person	\$15,921

The Whakawaha (Consumer Advisory Group) meetings are run jointly by HDC and the Medical Council with half of the meeting costs assigned to the Medical Council. The amounts listed in the table represent the total cost incurred by HDC in hosting each of the meetings. HDC has a cost recovery arrangement in place with the Medical Council to recover its share of the meeting cost.

For the Act and Code review meetings facilitated by HDC the total cost is \$20,388. The meetings were facilitated by HDC's strategy team with support as necessary from staff in HDC's aged care, disability, legal, and Māori Directorate teams (see the table enclosed).

The Māori Directorate has supported the aged care team, disability team and strategy team in all facets of their work where requested, including in the workshops, events and hui described above. Their participation in these events has not been separately tracked.

As part of their role in supporting the complaints process, the Māori Directorate facilitated 26 hui ā-whānau in the 2022/23 financial year and 47 hui ā-whānau in the 2023/24 financial year. Costs relating to hui ā-whānau are not separately tracked.

Events related to the connection and collaboration hui to inform the work of the Aged Care Commissioner:

Hosted/co-hosted by Aged Care Commissioner	Group	Date	Cost
Co-hosted	Age Friendly Auckland Action Plan (in report)	Ellen Melville Centre (no cost, council venue) 8 February 2023	Catering \$230
Co- Hosted	CNSST (Asian Older people's health and wellbeing)	10 February 2023 Their venue	No cost
Co- Hosted	Toa Pasifika	1 March 2023, Their venue	Catering \$166.75
Co- Hosted	Age Concern Auckland	2 March 2023 Their venue	Catering \$31.92
Co- Hosted	Age Concern Canterbury	14 March 2023	No cost
Co-hosted	With Alzheimer's Wellington	24 March 2023	Split costs Catering \$81.00 Venue \$178.25
Co- hosted	Rural Women (online)	29 March 2023	On line -no cost
Co-hosted	With Multiple Sclerosis NZ	12 April 2023	On line -no cost
Co-hosted	Haumaru Housing @ Ōtara	17 March 2023 Their venue	Nil cost
Co-hosted	Waikato Tainui Chambers kaumātua event	30 March 2023 Their venue	Nil cost
Co-hosted	Rauawaawa Kaumātua Charitable Trust	31 March 2023	Nil cost
		Total	\$687.92

HDC also hosted an event to launch its online video promoting the rights of health and disability consumers - <https://www.hdc.org.nz/your-rights/videos/>

The costs of the launch are as follows:

- \$803.85 (AV media)
- \$2,093.00 venue hire (Manaaki & Wellington Functions includes catering)

In 2022 HDC hosted an event to launch its online provider modules. The cost of the launch was: \$1,437.00

Question 12

'Grounding everything we do in honouring our responsibilities under Te Tiriti o Waitangi 'and 'being a culturally safe organisation' are all identified as priorities in our strategic framework. Māori are a focus population for HDC. This framework can be found on page 18 of HDC's 2024 annual report.

HDC's Treaty of Waitangi Policy is **attached**. Please note that this policy is currently under review.

Question 13

We have interpreted this question as concerning te reo Māori. HDC does not keep a record of numbers of staff who speak Māori. However we are aware that at least one staff member spoke Māori fluently in 2022, four staff in 2023, and three staff in 2024.

Question 14

HDC does not assess whether or not complainants to HDC are fluent in te reo Māori, therefore, we refuse this aspect of your request pursuant to section 18(e) of the Official Information Act, as the information you requested does not exist.

Question 15

Year	Cost of catering
2022	\$1,151
2023	\$3,274
2024 to date	\$3,745

Question 16

Koha is an expression of gratitude and a reciprocal process that can involve giving of gifts, taonga (treasured items), mātauranga (knowledge), or contribution.

Koha given by HDC include the giving of a name, items of spiritual value and money.

Monetary Koha given during the period 2022 -2024 are shown in the table below. I note that no Koha was given in 2022 or 2023.

Date given	Item	Recipient	Value	Purpose
20 March 2024	Koha for providing the venue	Aorangi Marae	\$500	Act and Code Review engagement
21 March 2024	Name - Whakawaha	Consumer Advisory Group		To recognise the importance of their mahi
1 July 2024	Gift card for 12 people's time	Pacific Talanoa (Porirua)	\$1,200	Act and Code Review engagement
11 July 2024	Gift card for 8 people's time	Pacific Talanoa (South Auckland)	\$800	Act and Code Review engagement
16 August 2024	Koha for providing the venue	Pacific Talanoa	\$200	Act and Code Review engagement

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

Nāku iti noa, nā

Dr Craig Goodwillie
OIA Team Leader

Enc:

Act and Code meetings November 2024 – final
HDC Treaty of Waitangi Policy (note presently under review)