

12 February 2025

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Tēnā koe Brian

### Your request for official information, reference: HNZ00078651

Thank you for your email on 8 February 2025, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*“How many people have died while waiting for treatment in the last five years? How many were on surgical waitlists, waiting for cancer treatment, or stuck in ED waiting for a bed that never became available? How many emergency calls were downgraded, delayed, or outright ignored due to ‘capacity issues’?”*

*We constantly hear about the ‘stretched system’ and ‘record demand’, yet there’s never any transparency about how many New Zealanders have actually lost*

*their lives because of these failures. How many preventable deaths have been recorded due to understaffing, bed shortages, or delayed procedures? I also want to see any internal memos or reports Health New Zealand has on this, because I*

*suspect there are a lot of numbers that never make it to the public.*

*How much taxpayer money has been burned on consultants, PR firms, and ‘communications specialists’ while hospitals are falling apart at the seams? How much has gone into meaningless rebranding, corporate jargon, and ‘strategic reports’ instead of fixing the actual problems—like patients waiting 12 hours in ED and staff quitting in droves?*

*I want a full breakdown of every single cent that has been funneled into these wasteful contracts. How many consultants have been paid ridiculous fees to produce reports that just gather dust? How many so-called ‘communications experts’ are on the payroll instead of hiring more doctors and nurses? How much has been spent on branding, marketing, and glossy brochures that no one asked for? And let’s not forget the endless website redesigns and ‘engagement initiatives’ that do nothing except drain public money while patients sit on waiting lists for months.*

*While nurses and doctors are being told to do more with less, Health NZ seems to have an endless slush fund for consultants and corporate spin. Frontline workers are burnt out, patients are suffering, and yet there’s always cash for PR fluff.*

*Why are patients being charged for parking at emergency departments across all Auckland hospitals? Public healthcare shouldn’t be a cash grab. Provide full details on which hospitals charge, how much, and any exemptions.*

*How much is Wilson Parking being paid to run these car parks? Does Health New Zealand get a commission or cut from the fees? Who decided Wilson Parking should control parking at public hospitals, and was the public ever consulted? Why is a private company profiting off a taxpayer-funded health service?*

*Why are hospital staff being forced to pay for parking at their own workplace? Doctors, nurses, and other healthcare workers already work long hours under high stress—why are they being financially penalized just for turning up to do their jobs? How much revenue is made from staff parking fees, and where does that money go?*

*I expect straight answers, none of this bureaucratic waffle. Don't try and spin it, just give me the facts."*

## **Response**

Your request for all information is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such, I refuse your request under section 18(f) of the Act.

I have considered whether fixing a charge for the supply of the information or extending the timeframe for response would enable Health NZ to respond. I do not consider that either option would remove the impact that supplying the information would have on our other operations.

In the interest of providing you with information that is feasibly retrievable. We invite you to refine the scope of your request and email it through to us for consideration.

## **How to get in touch**

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



**Danielle Coe**

Manager (OIAs) Government Services



[TeWhatuOra.govt.nz](https://www.tewhatuora.govt.nz)

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**Te Kāwanatanga o Aotearoa**  
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