

19 May 2026

Spencer Jones
fyi-request-32941-e09786fe@requests.fyi.org.nz

Tēnā koe Spencer

Your request for official information, reference: **HNZ00202950**

Thank you for your email on 20 April 2026, asking Health New Zealand | Te Whatu Ora (Health NZ) for information under the Official Information Act 1982 (the OIA). Your original request is attached as **Appendix One**.

Response

We note your request is substantively similar to your previous request (HNZ00201647 refers).

We have considered your clarification for National Office level documents and undertaken further enquiries with relevant National Office teams.

Following these enquiries, we can confirm that Health NZ does not maintain centrally held or systematically indexed documentation at a National Office level that corresponds to the specific categories described in your request. Relevant information, where it exists, is not captured as identifiable documents, but is instead embedded across a wide range of document types.

This is consistent with our previous response (HNZ00201647 refers).

While limiting the scope to National Office reduces the organisational footprint, it does not resolve the core issue that:

- the information sought is defined by subject matter and interpretation, rather than by identifiable or retrievable documents; and
- identifying material within scope would require extensive manual review and interpretation across a large volume of documents to determine whether they contain relevant discussion.

As a result, your request requires substantial collation and research.

Accordingly, we confirm our original decision to refuse parts 2 and 3 of your request under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.

Additionally, Health NZ has not identified any risk registers or risk assessments in scope of your request. Therefore, this part of your request is refused under section 18(g) of the OIA, as the information requested is not held.

To assist you as per section 13 of the OIA, we have identified some publicly available material related to the themes you have requested. This information may help to inform any further requests you wish to make. Please refer to the following:

Workforce pressures in crisis of acute mental health services:

- **Mental Health & Addiction Workforce Plan 2024–2027**
Acknowledges workforce shortages, recruitment and retention challenges, and pressure

across specialist and acute services: [Mental health and addiction workforce plan: 2024–2027 \(2025 refresh\)](#)

- **Mental Health and Addiction Workforce Development**

Sets out workforce strengthening activities and recognises ongoing pressure on workforce capacity:

<https://www.tewhaturora.govt.nz/for-health-professionals/health-workforce-development/mental-health-and-addiction>

Service demand exceeding capacity and Risks to patient safety or service delivery arising from staffing levels

- **Mental Health and Addiction – Services and Programmes**

Describes national delivery responsibilities and the scale of demand across mental health and addiction services.

<https://www.tewhaturora.govt.nz/health-services-and-programmes/mental-health-and-addiction>

- **Mental Health and Addiction Overview**

Publicly states that while access has increased, “demand for services continues to grow, resulting in services being under significant pressure.”

<https://www.tewhaturora.govt.nz/assets/Publications/Proactive-releases/Mental-Health-and-Addiction-Overview-November-2023.pdf>

Post-reform workforce and service capacity context

- **Health Workforce Implementation Plan**

Describes post-reform workforce stabilisation, prioritisation, and the absence of a single consolidated post-reform capacity assessment.

<https://www.tewhaturora.govt.nz/assets/Publications/Workforce/Health-Workforce-Implementation-Plan.pdf>

How to get in touch

If you have any questions, you can contact us at 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 or by phoning 0800 802 602.

Nāku iti noa, nā



Danielle Coe

Manager Government Services
Health New Zealand | Te Whatu Ora

Appendix One

Thank you for your response (Ref: HNZ00201647) to my request regarding mental health crisis services workforce and related risk and planning documentation.

I note your position that parts of the request were refused under section 18(f) due to the distributed and embedded nature of the information across Health NZ systems. To assist retrieval and avoid substantial collation, I am refining my request to target specific, identifiable record classes.

Please provide copies of the following documents, limited to the period 1 January 2022 – 31 December 2024:

National-Level Risk Registers

- 1. Any national-level enterprise risk registers or risk summaries (including extracts) that include reference to:
 - a. mental health crisis services, or*
 - b. workforce sufficiency in acute or crisis mental health services, or*
 - c. service capacity or escalation pressure in mental health crisis response**

This includes:

- National Office enterprise risk registers*
- Board or executive-level risk summaries*
- Any formally maintained risk logs or dashboards used for governance or oversight*

National Office Briefings

- 2. Any briefings, aide-memoire, or internal reports produced by or for:
 - a. National Office mental health leadership, or executive or governance-level recipients that include discussion of:*
 - b. workforce pressures in crisis or acute mental health services*
 - c. service demand exceeding capacity*
 - d. risks to patient safety or service delivery arising from staffing levels*
 - e. Post-Reform Workforce or Service Capacity Assessments**
- 3. Any National Office-level documents created following the establishment of Health New Zealand that:
 - a. assess workforce adequacy in mental health crisis services, or*
 - b. identify risks arising from regional variation in service capacity, or*
 - c. evaluate whether workforce planning required adjustment post-centralisation**

Clarification of Scope

To assist processing and avoid unnecessary collation:

This request is limited to National Office-held records only

It does not require a search of all regional or legacy DHB systems

It is limited to formal documents (e.g., risk registers, briefings, reports), not emails or informal communications

If full documents cannot be provided, relevant extracts are sufficient

If Information is Refused

If any part of this request is refused under section 18(f) or section 18(g), please confirm:

The specific systems or repositories searched

The business units consulted

Whether any responsive documents exist but were excluded due to collation burden

Whether any subset of the requested material could be provided with further refinement

