



21 July 2026

Tēnā koe Harwood Wilson

Official Information Act request

Thank you for your email dated 6 May 2026, which was transferred in full to the Ministry of Social Development (the Ministry) on 11 May 2026 from Health New Zealand. You have requested information about audits, reports or formal complaints regarding Hawksbury Trust, Donaldson Trust and Insight Ltd over the last 13 months.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

The Ministry has not received any complaints regarding Hawksbury Trust or Donaldson Trust in the past 13 months.

The Ministry has received one complaint regarding Insight New Zealand Limited in the past 13 months. The complaint was made by an individual and was in relation to a perceived failure of engagement by Insight New Zealand Limited with that individual.

The complaint itself is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in the release of this information. I consider that the above is an adequate summary of the complaint (sections 16(1)(e) and 16(2)(c) of the Act refer).

On 30 June 2026, the Ministry provided you with a link to published Developmental Report Summaries: www.disabilitysupport.govt.nz/providers/audits-and-evaluation/evaluation-summary-reports.

On 2 July 2026, you clarified that the Developmental Evaluation Report Summaries that we provided you with responded to the part of your request relating to audits and reports. You also sought clarification on the following points:

- *Can you advise how often the "Development Evaluation Report Summaries" are completed?*

Disability Support Services (DSS), has commissioned Developmental Evaluations of providers of residential community group homes that are funded by DSS and certified by HealthCERT. They have been carried out on a sample of the providers' homes, near the mid-point of the providers certification cycle. The certification period is determined by HealthCERT (Ministry of Health) and typically span

between 1 to 4 years, depending on the provider's performance and initial certification audit results.

- *Is there any Reports or Audits completed in the past 2 years for Hawkesbury Trust? Especially in Christchurch? That aren't on that link?*

No developmental evaluations or other types of reports or audits were carried out by DSS for Hawkesbury Trust within the 2-year timeframe you have specified. This part of your request, which is also informed by the frequency and timing of HealthCERT audits, was transferred to the Ministry of Health on 9 July 2026. You will hear from the Ministry of Health in due course.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham
General Manager
Ministerial and Executive Services