

14 November 2017

Mr
By email: _____@yahoo.co

Dear Mr

**Official Information Act investigation
Ministry of Social Development ('the Ministry')
Information regarding services for beneficiaries with health and/or disability issues.**

Thank you for your letter of 28 October, concerning my provisional opinion on your complaint about the responses you received from the Ministry to your requests for information regarding services for beneficiaries with health and/or disability issues.

Request One – on-site service providers addresses.

You note that no website links were provided by the Ministry and that you do not accept section 18 (d) and (g) are applicable.

I note that the Ministry did provide you with the providers' addresses and that you have in fact accessed the on-site delivery address information on-line.

I confirm my final opinion is that the Ministry's refusal was justified. I will, however, note your point to the Ministry that you were not referred to the existence of websites, nor provided with links (and that this would have been a more helpful response).

Request 3 – 'wrap-around services'

You note you would have expected a 'clearer statement' from the Ministry in response to this request.

An agency is not required to create information to respond to an OIA request and my role under the OIA is to ensure that, where information is held, it is released upon request unless there is good reason under the OIA to withhold it.

Your comments that the Ministry has not 'sufficiently clarified' the position to your satisfaction are not concerns that I can take any further under the OIA.

Request 6- on-site services delivery addresses.

You have noted that some of the providers do not have websites or have websites that are not helpful, although it appears that your last checks may have been some time ago. In respect of the websites, I will, again, note to the Ministry that it would have been more helpful for the Ministry to refer you to the existence of websites (and provided links, where possible).

I do not propose to take this issue further. If there is a specific provider whose on-site delivery address you have been unable to access through your on-line searches, then I suggest you make a specific request for this information, noting that you have been unable to access it on-line.

Request 11- Advice or expectations the Ministry had provided to health professionals

I note the 'Guide for Designated Doctors' was being considered as one aspect of your complaint in case No. 44 8 and I understand the Ministry has now released that document to you.

Record keeping by Dr Bratt

Your comments are noted. I am still of the view that your personal interest in Dr Bratt's record-keeping is insufficient.

Final opinion.

I now confirm as final the opinions expressed in my letter of 24 October 2017. I have concluded my investigation and review. I will close the file once I have had confirmation from the Ministry that they have released the information discussed in respect of requests 2, 4 and 7.

Yours sincerely

A handwritten signature in black ink, appearing to read "L. Donnelly". The signature is fluid and cursive, with a large initial "L" and a trailing flourish.

Leo Donnelly
Ombudsman