

Case 301 (Complaint ground: 4C 7)
Contact B
16 May 2017



Mr
By email: @yahoo.cc

Dear Mr

**Official Information Act investigation
Ministry of Social Development
Information regarding services to beneficiaries with health and/or disability issues**

I am writing on behalf of Ombudsman Leo Donnelly. Thank you for your correspondence concerning the above complaint.

I am sorry about the delays in progressing this matter. As you know, this file was transferred to a team especially dedicated to progressing aged complaints and was awaiting allocation to an investigator to assist the Ombudsman in his investigation.

Mr Donnelly will be investigating your complaint.

As a first step in the investigation process, I have written to the Chief Executive of MSD to notify him of your complaint. I have asked him to provide Mr Donnelly with a report on the decision on your request and to comment, where appropriate, on the issues you have raised about MSD's response.

At the outset I would note that not all the issues you have raised in your email of 9 March 2015 constitute OIA complaints. There are a number of issues you raise that are more accurately characterised as further requests for information, or requests for explanations of information or concerns about quality of information. Requests for supplementary information, clarification and explanation would more appropriately be addressed to the Ministry for its consideration.

For clarity, the complaint that has been notified under the OIA concerns the refusal to make the following information available:

Request 1- details of on-site service provider addresses.

Request 2- information about 'outcome expectations'.

Request 3- staff qualifications of providers of 'wrap-around services'

Request 4- information about referrals by month-up to the current month-or otherwise by year

-Information about participants of [either the MHES or the SPES service] who have been successfully referred into employment

Request 6- on-site delivery addresses

Request 7 – the existence (or otherwise) of plans to change or increase particular expectations

Request 8 - specific performance targets

Request 11 - advice, guidelines and expectations provided to health professionals and not covered by the general website information

-the 'Guide for Designated Doctors'.

We will keep you updated on the progress of the investigation. If you have any queries about the Ombudsman's investigation of your complaint, please feel free to contact me on

B: [redacted] @ombudsman.parliament.nz.

Yours sincerely



B: [redacted]
Senior Investigator