

7 October 2021



Dear 

**Re: OIA request – Official Information Act (OIA) statistics**

Thank you for your Official Information Act request received 10 September seeking information from Waitematā District Health Board (DHB) about the number of OIA requests received and response times.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

Like other government agencies, Waitematā DHB's Official Information Act statistics are reported quarterly to the Public Service Commission. We are consistently among the leading DHBs in terms of our compliance with the Act.

Waitematā DHB works hard to ensure that we provide responses within the 20 business-day timeframe allowed under the Act so that requesters receive timely access to the information they are seeking.

In response to your request, we are able to provide the following information:

**1. From 1 January to 30 June 2021, how many OIA requests did your agency receive?**

During this period, Waitematā DHB received 92 OIA requests. Of these, 69 requests were responded to as 20 were transferred in full to other agencies, two were withdrawn by requesters and one was declined due to ineligibility.

**2. From 1 January to 30 June 2021, what was the average OIA response time, in working days (including any extension time)?**

We have interpreted the remainder of your questions as relating to the answer provided for question 1.

During this period, of the 69 OIA requests responded to, the average response time was 19 days.

**3. From 1 January to 30 June 2021, what was the longest OIA response time, in working days (including any extension time)?**

The longest response time, which included an extension, was 35 days. During this time, Waitematā DHB contacted the requester to clarify the precise nature of the information being sought and was able to provide links to publicly available data to assist while they awaited our response. We continued to update the requester on the progress of their request and they were happy with this approach.

**4. From 1 January to 30 June 2021, what percentage of OIAs required a time extension?**

Of the 69 responses, six required a time extension, representing 8.7 per cent.

**5. From 1 January to 30 June 2021, what percentage of OIAs were refused?**

Of the 69 requests, four were refused, citing grounds set out in the Official Information Act, representing 5.8 per cent.

**6. From 1 January to 30 June 2021, what percentage of OIAs were partially refused or redacted?**

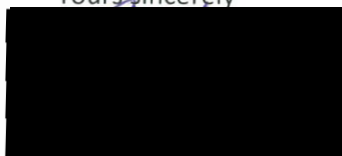
Of the 69 requests, 37 were partially refused and four were redacted, due largely to reasons set out under the Act, such as: to protect the privacy of individual patients or staff members under section 9(2)(a); due to substantial collusion or research under section 18(f); or under section 18(g) as the information was not held by Waitematā DHB. In total, this represented 59 per cent of the 69 responses.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Communications Director  
Waitematā District Health Board**