



**Waitematā**  
District Health Board

**Best Care for Everyone**

**Hospital Services**

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20 June 2019



Dear 

**Re: Official Information Act request – Letters of support**

Thank you for your Official Information Act request received on 6 June 2019 in regard to:

*... I am interested in whether Waitematā DHB issues similar letters for the purposes of assisting in the assessment of need for families or individuals who rely on social providers and MSD and landlords for example?*

*If so – with what frequency are such letters issued and how many roughly per month or year approximately?*

*This is nothing to do with DHB as such – but its to deepen my understanding on what measures are being used to have individuals needs and circumstances taken seriously and how informed social agencies are in their assessments of clients – especially those in need of housing.*

In response to your request, I am able to advise that support letters are written by individual clinicians across most divisions and services to support individual patients/whānau but we do not have any way of centrally capturing this activity as these documents are contained within a person's clinical file.

Waitematā DHB provides a Healthy Housing Initiative (which is funded by the Ministry of Health) which works to reduce preventable illnesses among low-income pregnant women and families/whānau with 0 – 5-year-olds who are living in cold, damp and unhealthy homes. Specifically, the team engages with families/whānau to co-ordinate interventions to ensure they live in warmer, drier and healthier homes. Interventions may include supporting families/whānau to access household items, such as curtains, and connecting families with community agencies who work with private landlords or Housing New Zealand to address specific housing-related issues.

I trust that this information meets your requirements. Waitematā DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's 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 feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Cath', with a large, stylized initial 'C'.

**Cath Cronin**  
**Director Hospital Services**  
**Waitematā District Health Board**