

11 December 2023

T Barnett
fyi-request-24292-68ba94aa@requests.fyi.org.nz

Tēnā koe

Your request for Official information, reference: HNZ00030750

Thank you for your email on 2 October 2023, asking for the following under the Official Information Act 1982 (the Act):

- 1 All Hauora a toi MHA policies*
- 2 Hauora a Toi MHA Clinical Practice Manual*

On 31 October 2023, we informed you that we needed more time as consultations were necessary to make a decision on your request. On 28 November 2023, we informed you that we hadn't identified any documents that were within scope of your request. Upon further investigation, we have ascertained that your request initially went to the wrong area of Te Whatu Ora.

I am very sorry for the delay in providing our response to you and your request has clearly not been handled as it should have been. The time taken is not what we aspire to in order to meet our obligations for responding to information requests. This is something we are working hard to improve, in the context of being a new organisation and dealing with a high volume of requests given the understandable high public interest in our work and development as Te Whatu Ora.

Here is a link to where Hauora a Toi policies and protocols are published:

[Our publications and documents | Te Whatu Ora | Health New Zealand | Hauora a Toi Bay of Plenty \(bopdhb.health.nz\)](https://bopdhb.health.nz)

Also please refer to Appendix 1 for a full list of all Hauora a Toi Clinical Practice Manuals relating to Mental Health.

Again, I am sorry for the time this has taken.

How to get in touch

If you have any questions, you can contact us at: hnzOIA@health.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Michael Cleary', written over a horizontal line.

Michael Cleary
Acting OIA Manager
Government Services