

25 August 2022

[REDACTED]

By email: [REDACTED]

Dear [REDACTED]

Re: Official Information Act request – issues based audits of Mental Health Services

I refer to your Official Information Act request dated 12 August 2022 seeking the following of Te Whatu Ora Te Toka Tumai Auckland:

All issues based audits or investigations of mental health services carried out in DHB area in 2020, 2021 and so far this year (2022) including;

- the name of the service and year it was audited
- copies of the original complaint or details of whatever sparked the investigation
- copies of the completed audit and any follow up reports.

In response, I can advise that there have been no issues based audits of Te Whatu Ora Te Toka Tumai Auckland contracted Mental Health providers in 2020, 2021 and so far in 2022.

We have used the Ministry of Health definition of 'issues based audit' i.e. a focused audit that targets specific providers as a result of safety concerns, complaints, non-compliance or poor-quality findings.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Te Toka Tumai Auckland website.

Yours sincerely,



Dr Debbie Holdsworth
Director Funding