

Contracted Providers
Proactive Release: 22 February 2019



12 February 2019

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 08 January 2019. You requested the following information:

- **Details of any issues-based audits or investigations into mental health services in your DHB area carried out, commissioned or provided to the DHB for the past four years (2015-2018). Please provide:**
 - **the name of the service and the year it was audited,**
 - **a copy of the original complaint (or whatever sparked the investigation)**
 - **a copy of the completed audit and any follow up reports**

We (in line with MoH guidance) now define an issues-based audit as “a focused audit that targets specific providers, as a result of safety concerns, complaints, non-compliance or poor quality findings”.

Our Mental Health DHB Portfolio Managers confirm no issues-based audits have been undertaken during 2017 or 2018.

We note receipt in November 2016 of an Official Information Act request from you for this same information for the period 2010-2016. At that time, CMDHB released information to you in November 2016 including copies of audit reports for three mental health services that were completed from 2014-2016. These audits did not arise due to complaints received by CM Health, and were a part of our routine contract management programme.

HealthCERT has advised that they have an OIA request for Inspection Audits from you. They can provide reports of any inspections completed under section 40 the Health and Disability Services (Safety) Act 2001.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'F. Apa', with a stylized circular flourish above the name.

Fepulea'i Margie Apa
Chief Executive