

02 August 2022

[REDACTED]

[REDACTED]

[REDACTED]

## **OFFICIAL INFORMATION ACT REQUEST**

Thank you for your request received on 4 July 2022, seeking information under the Official Information Act 1982 (the Act). This request relates to closed Disability Support Services (DSS) files.

You have requested the following information:

**1. The number of cases which were closed between March 2020 - current**

There were 949 files closed between the above dates.

**2. The number of single parents who were actually granted any financial support by the DSS between March 2020 - current**

DSS assess the needs of clients that meet eligibility for a needs assessment. The Ministry of Social Development (MSD) grant the financial support to single parents if they meet their criteria. This data is therefore not held by Te Whatu Ora Health New Zealand - Waikato District, and for this reason I have decided to transfer your request to MSD under section 14 of the Act. You can expect a response from their agency in due course.

**3. The number of complaints received by the DHB with regards to the actions of DSS during March 2020 - current vs the preceding year-on-year 5 years**

There have been no complaints in the last five years relating to the closing of files.

**4. The number of mental health issues the DHB dealt with for parents / caregivers of disabled children during March 2020 - current vs the preceding year-on-year 5 years**

Te Whatu Ora Health New Zealand - Waikato does not collect personal health information on parents / caregivers of disabled children, therefore this request is refused pursuant to section 18(e) of the Act as the statistical data does not exist.

**5. The number of single parents who are denied any financial support by the DSS between March 2020 - current vs 5 year average**

DSS can allocate funded services according to the assessed need, taking into account natural support and unfunded services and / or services provided by other agencies such as the Ministry of Education. This is not financial support to the guardian / parent. Please also refer to our response to point 2 regarding the Ministry of Social Development.

### **How to get in contact**

If you have any questions, you can contact us at [uia\\_contact@waikatodhb.health.nz](mailto:uia_contact@waikatodhb.health.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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ has decided to proactively release a copy of this response on Health NZ's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available here.

Nāku iti noa, nā



**Christine Lowry** (she/her)

**Interim District Co-Director - Tumu Whakahaere ā Takiwā  
Waikato**

[TeWhatuOra.govt.nz](http://TeWhatuOra.govt.nz)

Private Bag 3200,  
Hamilton, Postcode 3240

**Te Kāwanatanga o Aotearoa**  
New Zealand Government