

26 February 2021

[REDACTED]

**Re: Official Information Act request – Regional Vulnerable Services Work Plan**

I refer to your Official Information Act request dated 13 January 2021 requesting the following information:

- 1. A copy of the regional vulnerable services work plan, and any associated updates or briefings/documents.**

**The information sought in this request is to be used as part of a report by the New Zealand Herald.**

This Northern Region Vulnerable Services Programme was initiated in May 2020. It includes a range of projects commissioned by Northern Region Chief Executives and Chief Medical Officers (CMOs) focusing on services that have vulnerabilities and/or longstanding challenges in sustainably delivering consistent and equitable outcomes and access for our population.

The approach includes taking services through a six step process to define the challenges, develop solutions, incorporate insights from Māori clinical leaders and Pacific clinical leaders, and confirm regional agreement on an approach to implement change.

In response to your request, please find attached the vulnerable services workplan and associated briefings updates and reports provided to:

- The Regional Executive Forum
- The Regional Provider Capacity Planning and Response – Steering Group
- Pacific Clinical Technical Advisory Group
- Te Kahui Arataki (Maori Clinical Governance Group)

Updates regarding the Vulnerable Services work programme provided to the Auckland DHB Board can be found at the following link <https://www.adhb.health.nz/about-us/who-we-are/governance-and-leadership/agendas-and-minutes/>

I look forward to meeting with you in the new few weeks and am happy to respond to any further questions you may have at that time.

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](http://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 Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE  
**Chief Executive of Te Toka Tumai (Auckland District Health Board)**