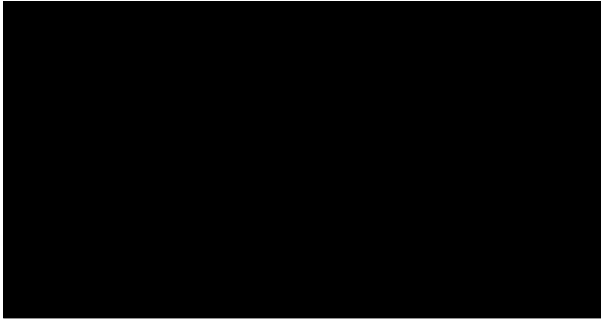


26 March 2021



Re: Official Information Act request – Covid media briefing

I refer to your Official Information Act request dated 26 February 2021 to the MoH. The MoH have transferred questions 3 and 6 to Auckland DHB on 11 March 2021. You request the following information:

- 1. The media briefing mentioned today that it was difficult for the family to be reach. Why was this?**
- 2. Was the Kmart case waring a mask at work? Were they aware that they should have been taking precautions if going out?**

I am responding from Auckland District Health Board (ADHB) as the DHB responsible for Auckland Regional Public Health Service (ARPHS).

ARPHS provides public health services to all three metro Auckland district health boards – Waitematā District Heath Board, Counties Manukau Health and Auckland District Health Board, and the populations they serve. ARPHS' core role is to protect and promote public health.

Please see below responses to the above questions:

- 1. The difficulty in reaching the family was due to multiple reasons including English was not the primary language for the parents and the mobile phone numbers for the family had changed.**
- 2. The case did not wear a mask at work. They wore gloves while working which met the Kmart PPE requirements at the time. As the family were part of the Papatoetoe High School community, communication had been emailed to the parents' and students' email addresses informing all students and their families to get tested and stay home until they had received their results. This information was also shared at the media stand-up.**

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 Auckland DHB website.

Yours faithfully



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