

23 June 2020

[REDACTED]
[REDACTED]

Dear [REDACTED]

Re: Official Information Act Request

I refer to your Official Information Act request received 5 June 2020 in which you specifically requested the following:

1. Can the Personal Care hours please be broken down into weekly?

Original request 1923

1. *The NASC manual for older person's health*

2. *The number of over 65's receiving long term HCSS in each region (please record personal care and household management separately).*

- a. *1 - 10 hours*
- b. *11 - 20 hours*
- c. *21 - 30 hours*
- d. *31 - 40 hours*
- e. *40+ hours*

Since our initial response to you (OIA 1923) the figures have been updated, including Household Management in terms of the Territorial Authority as there appears to have been some changes to addresses.

Data is for those clients receiving bulk funded HOP HCSS during the fortnight ending 19 January 2020 which is the last fortnight for which we have files from all three Providers.

Clients have to be aged 65 or over on the 19th of January 2020.

Please note there are a number of clients in this group who appear to be residing outside of the Southern DHB catchment area, but we have assurance from our provider group that these have been incorrectly coded, or have out of date addresses on our system. For the purposes of the table below, these are included in the 'Southern DHB'.

Household Management hours are based on those received in a fortnight. Personal Care hours are based on those received in a week (fortnightly hours halved). Total clients for the fortnight = 4753.

HOUSEHOLD MANAGEMENT	Central Otago	Clutha	Dunedin	Gore	Invercargill	Queenstown - Lakes	Southland	Waitaki	Southern DHB
1-10 hours	336	295	1947	278	989	179	253	453	23
11-20 hours									
21-30 hours									
31-40 hours									
40+ hours									

PERSONAL CARE	Central Otago	Clutha	Dunedin	Gore	Invercargill	Queenstown - Lakes	Southland	Waitaki	Southern DHB
1-10 hours	334	295	1885	275	981	175	251	448	23
11-20 hours	2		61	3	8	4	2	5	
21-30 hours			1						
31-40 hours									
40+ hours									

You have the right to seek an investigation and review of our decision by the Ombudsman. The Ombudsman's Office can be contacted on 0800 802 602 or on-line at <http://www.ombudsman.parliament.nz/>.

Yours sincerely



Chris Fleming
 Chief Executive Officer

Ref: 1961