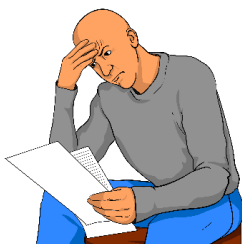


## Media Release

Information about 2 investigations the Office  
of the Ombudsman is starting about the  
Ministry of Health



## Before you read this



Some of the information in this document may make people upset when they are reading it.

This information is:



- not meant to scare anyone
- not true for everyone with learning disability.



This information **does not mean that these things will happen** to you or someone you know.



If you are worried after reading this document you can talk about it with:

- your family
- your friends



- the Office of the Ombudsman on:



- **Phone:** 0800 802 602

or



- **Phone:** 04 473 9533

or



- **Email:**

[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)

# What is a media release?



A media release is a way to get an important message to a lot of people.



A media release is sent to people and organisations that will be interested in the story.



A media release is sent to:



- radio and TV stations



- local newspapers



- news organisations that are on the internet.

**stuff.co.nz**

**nzherald.co.nz**

Some news organisations on the internet are:

- **www.stuff.co.nz**
- **www.nzherald.co.nz**



These places will put the story:

- on their radio or TV stations
- in their newspapers
- on their websites.

Doing this will mean that lots of people will be able to find out about the important message.

# What is the Office of the Ombudsman?



The Office of the Ombudsman looks at some of the places that work for the people of New Zealand.

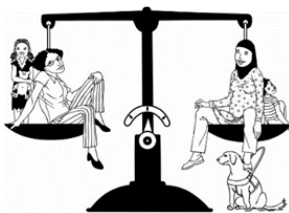


Many of these places are government agencies like the Ministry of Health.



The Office of the Ombudsman makes sure that these places are:

- working well
- treating people fairly.



The **Office of the Ombudsman** is going to do 2 investigations about the Ministry of Health.



This media release is about the 2 **investigations** we are going to do.



Doing an **investigation** means we will look closely at what the Ministry of Health is doing.



The Office of the Ombudsman wants to know how the Ministry of Health helps look after services for people with learning disability.



The **Chief Ombudsman** is Peter Boshier.

## Media Release 14 February 2019

The Office of the Ombudsman is starting 2 investigations into how Ministry of Health helps look after services for people with learning disability.



The Chief Ombudsman has started 2 investigations into the Ministry of Health.



The first investigation will look at how the Ministry of Health looks after services that are part of the **High and Complex Framework**.

You can find out more about **Investigation 1** on **pages 9 to 15**.





The second investigation will look at what the Ministry of Health does when someone who lives in a service for people with learning disability dies.

You can find out more about  
**Investigation 2 on pages 16 to 18.**

# Investigation 1: How the Ministry of Health looks after services for people with high and complex needs



Some people with learning disability have **compulsory care orders**.



A **compulsory care order** means that a judge has said that a person **must**:

- live at a service for people with learning disability
- follow the rules of that service.

The **High and Complex Framework** is the name for this group of services.

These services can also be used by other people who have needs that cannot be met anywhere else.



The services that are part of the **High and Complex Framework** give a lot of support to the people who live there.



They are also **secure**.

This means that the people who live there **cannot** leave if they want to.

# What will be looked at in the High and Complex Framework investigation?



The Chief Ombudsman wants to look closely at how the Ministry of Health uses **resources** to run services for people with high and complex needs.



**Resources** can be things like:

- how much money the services have
- how the services spend the money
- how many people work in the services.



**Resources** can also be things like:

- services for people with learning disability
- buildings that services have.

The Chief Ombudsman also wants to know how the Ministry of Health:



- works with the organisations that run these services
- makes plans for what services are needed.



## Mr Boshier says:

I want to make sure the Ministry of Health is meeting the needs of the people who need support the most.



I know that sometimes there are not enough beds in services for people to stay when they need it.



Sometimes the courts say that these people need to have **assessments**.



An **assessment** is where the services look at what supports a person might need.



When there are not enough beds in the right services it can mean that people have to wait a long time for their assessments.



Sometimes they may have to wait for their assessments in places that are not right for them like prison.



The Ministry of Health pays for 5 District Health Boards to run these services around New Zealand.



A District Health Board looks after all the health services in its part of the country.



There are about **66 beds** for people who need these services in New Zealand.



**Mr Boshier also says:**

This investigation will look at whether these services are doing a good job at looking after:



- people who the court say need assessments



- people who need to stay there for a long time



- women



- young people.



It will also look at:



- the number of staff working in these services



- if the staff have the right training to do the jobs they do.

## Investigation 2: What the Ministry of Health does when someone who lives in a service for people with learning disability dies



Some people with learning disability live in services that are run by different organisations.



The **Ministry of Health** pays these organisations to run these services.



It is the job of the Ministry of Health to make sure that these services are running well.



The Ministry of Health should keep **records** when people who live in the services die.

**Keeping records** means:



- writing down all the information you may need



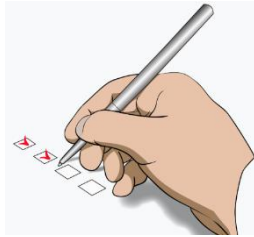
- keeping the information safe



- knowing how to find the information when you need it.



## Mr Boshier says:

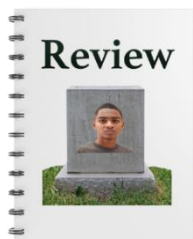


I want to make sure the Ministry of Health is keeping enough information about these deaths.

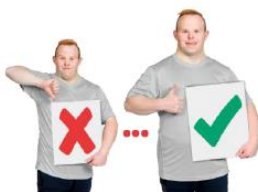
It is important to keep good records because this helps us to know:



- the reasons why someone has died

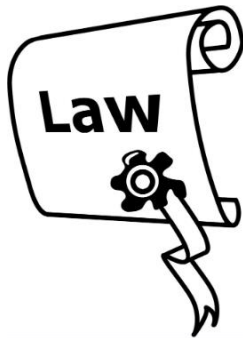


- if we can stop the same thing from happening to someone else



- what we can do better next time.

## Other important information about these investigations



There are laws that help the Office of the Ombudsman to:

- do their job
- get the information that they need.



**Law** means a set of rules that the government makes that everyone must follow.

One of these law is called the **Ombudsmen Act 1975.**



They will also use the **United Nations Convention on the Rights of Persons with Disabilities.**

# How will they do the investigations?

The investigations will include:



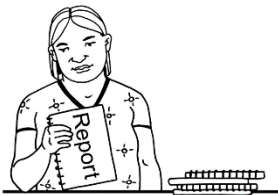
- visiting the places that run these services



- interviews with people who live in these services



- interviews with people's families / whānau



- interviews with people who work in these services



- interviews with other important people who help to run these services.



The Office of the Ombudsman will not be asking for information from:

- people who do not access these services
- people who do not work in these services.



Sometimes people want to talk about the worries they have in their lives.



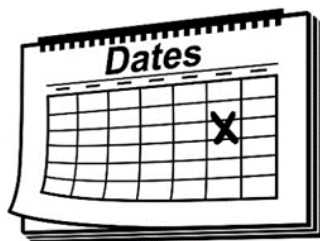
People can tell us about their worries by going to this link on the internet:

**<http://www.ombudsman.parliament.nz/make-a-complaint/make-a-complaint-now/make-a-complaint-online-now>**

## When will these investigations happen?



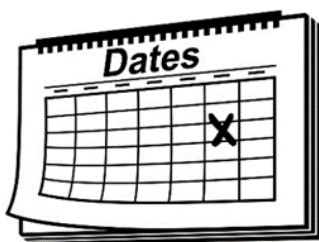
The investigation about deaths of people with learning disability in services has started.



We are going to finish this investigation between **July and December 2019**.



The investigation into how the Ministry of Health runs services in the High and Complex Framework has started.



We are going to finish this investigation between **January and June 2020**.



## Who to contact if you want more information



If you want more information **about these investigations** you can contact the Office of the Ombudsman on:



**Phone:** 0800 802 602

or



**Phone:** 04 473 9533

or



**Email:**

[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)



If you want to speak to someone  
**about this document** please contact  
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