



Dear [REDACTED]

On 24 January 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *How many instances of elder abuse were reported in New Zealand rest homes or private homes for the year of 2018? (Jan 1 - Dec 31)*
- *Of these instances:*
 - *How many of these were sexual abuse?*
 - *How many of these were physical abuse?*

The Ministry funds 19 providers or provider consortia across New Zealand as part of the Elder Abuse Response Service. Providers are not responsible for investigating elder abuse, rather they deliver interventions to older people affected by abuse.

The Ministry also funds a free 24/7 confidential helpline, 0800 EA not OK (0800 32 668 65). The helpline provides information and advice for people who are experiencing elder abuse or who are concerned about abuse happening to others.

Providers or consortia delivering the Elder Abuse Response Service are not required to track or report details such as instances of abuse affecting the people they provide services to, and therefore your request is refused in part under section 18(g) of the Act. The total number of instances of elder abuse reported in New Zealand is not held by the Ministry and there are no grounds to believe that it is held by any other department, Minister of the Crown, or organisation.

From the data that is reported, the Ministry can confirm that during the 2017/2018 financial year, 3208 new clients were referred to MSD funded providers of Elder Abuse Response Service.

The provider contracted to deliver 0800 EA not OK, HomeCare Medical, does report some detail to the Ministry. The information reported does not identify whether an instance of abuse occurs within rest homes or private homes, but it does provide an understanding of the type of abuse being reported. For the period 1 January 2018 to 31 December 2018:

- 780 callers were given general information
- 385 called concerned about financial abuse
- 373 called concerned about emotional abuse
- 72 called concerned about physical abuse
- 2 called concerned about sexual abuse

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response in regards to your OIA request about the instance of elder abuse in New Zealand, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to read 'PPS', with a long horizontal stroke extending to the right.

Mark Henderson

General Manager
Safe Strong Families and Communities