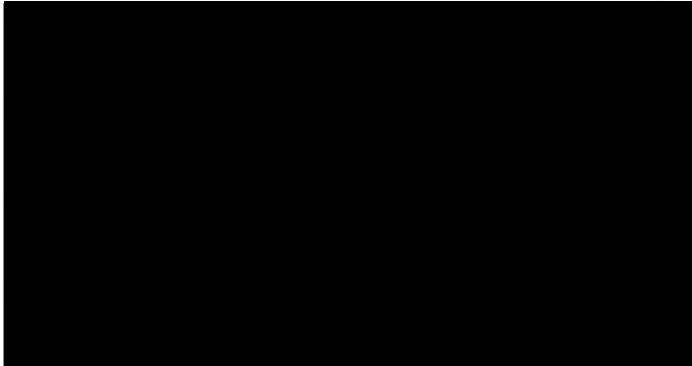


23 November 2020



**Re: Official Information Request – Staff Shortages at Jet Park**

I refer to your Official Information Request dated 30 October 2020 requesting the following information:

**I'm writing to request the following under the Official Information Act / Local Government Official Information and Meeting Act:**

- **All emails, reports, briefings, meeting minutes and presentations regarding medical staff shortages at Jet Park Hotel quarantine facility in Auckland, from August 1 2020 to November 1 2020.**

I am responding on behalf of the Northern Region Health Coordination Centre (NRHCC), the COVID-19 response team set up by the Northland, Waitematā, Auckland, and Counties Manukau DHBs. The NRHCC has managed the health response in Auckland's managed isolation and quarantine facilities since 1 August 2020, with Counties Manukau DHB employing the healthcare workforce. Prior to 1 August the health response was managed by the Ministry of Health.

Since August, the model of care at Jet Park has comprised rotating shifts of 1-2 medical/nurse practitioners, supported as needed by 1 Resident Medical Officer working on site. Medical/nurse practitioner staff currently typically work a shift pattern of 4 days on/4 days off.

Medical leadership is provided by a fulltime Medical Director who works across Auckland's managed isolation and quarantine facilities. Clinical governance is provided by the Chief Medical Officer for Counties Manukau DHB. Medical services are also contracted to provide access to consultations or interventions required to be undertaken by a medical practitioner.

There have not been any medical staff shortages at Jet Park hotel since 1 August 2020 and as a result we do not hold any information regarding this topic.

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 District Health Boards website.

Yours faithfully



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