



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

27 OCT 2016

Dear

On 19 September 2016 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *The number of times MSD staff in Otago and Southland have had to call police because of safety concerns during the past five financial years. I would like this information broken down by year and office location (e.g. CYF Dunedin, WINZ Dunedin).*

The State Sector Act 1988 and the Health and Safety at Work Act 2015 outline the Ministry of Social Development's obligation to be a 'good employer'. This includes the Ministry's obligation to provide a safe working environment for its employees.

The Ministry places a high priority on the safety of its staff and clients. Our security policy is an essential component of the Ministry's strategy to reduce risks, not only to staff, but also to our clients. Abusive or threatening behaviour towards frontline staff is treated very seriously. If a security incident occurs staff enter the security incident in the Ministry's reporting database. Where appropriate, the incident is referred to the Police for investigation. The Ministry also provides follow-up advice and support for any staff involved in such incidents, including support through the Employee Assistance Programme.

You will find enclosed a table showing the number of incidents that required police involvement in the Southland and Otago regions in the last five financial years, broken down by site office. Please note that the involvement of police can be referring the incidence to the police for a face to face incident, where a client has been in contact via a phone call or social media or where a client has come to the attention of the staff indirectly. Safety concerns include staff safety and/or client safety.

Due to the Ministry's zero tolerance approach in responding to security incidents introduced in 2014, you will note that some offices have recorded an increase in security incidents since that date. Incidents that would not have been recorded prior to September 2014 are now recorded. The higher number of security incidents corresponds to the offices that see a larger volume of clients who present at each office.

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

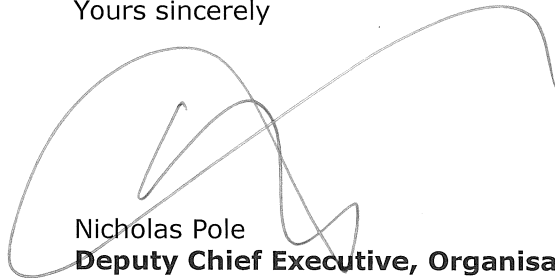
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public after ten working days. 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 with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Nicholas Pole  
**Deputy Chief Executive, Organisational Solutions**

**Table One: The number of incidents that required police involvement in Southland and Otago in the last five financial years, broken down by Work and Income and Child, Youth and Family office.**

Service Centre/Community Link	Service Line	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
Alexandra Office	CYF	-	-	2	-	-
Alexandra Service Centre	W&I	-	-	1	-	-
Balclutha Office	CYF	1	-	-	1	-
Balclutha Service Centre	W&I	1	-	3	1	1
Dunedin Central Community Link	W&I	9	2	4	9	22
Dunedin City Site	CYF	1	1	2	-	1
Dunedin Outreach StudyLink	W&I	-	1	2	-	-
Dunedin South Service Centre	W&I	4	7	5	6	1
Gore Community Link	W&I	-	4	1	-	2
Gore Office	CYF	-	-	-	-	1
Invercargill Community Link	W&I	-	2	10	9	12
Mosgiel Service Centre	W&I	3	3	-	1	3
Oamaru Community Link	W&I	3	1	2	6	9
Oamaru Office	CYF	-	-	-	1	3
Otago YJ Office	CYF	-	-	-	-	1
Otago/Southland Operations	CYF	-	-	-	1	1
Queenstown Community Link	CYF	1	1	2	-	1
Southland Site	W&I	-	3	6	6	3
Southland YJ Office	CYF	-	-	2	-	-
Waimate Satellite Site	CYF	1	-	-	-	-
<b>Grand Total</b>	CYF	<b>25</b>	<b>25</b>	<b>43</b>	<b>46</b>	<b>63</b>

**Notes**

This data is at 27 September 2016.

The data only includes the incidents that have had an office name entered against the incident and were reported as referred to the Police or had another intervention by the Police. This is dependent on the staff member correctly marking this at the time of reporting the incident. If at a future time the police were involved and the incident has not been updated with this information, these incidents would not be captured by this data.