



8 November 2024

Tēnā koe

Official Information Act request

Thank you for your email of 26 September 2024, requesting information about the amount of times security intervention has been used in all three of the Ministry of Social Development (the Ministry's) Motueka, Nelson and Richmond offices over the last year.

I have considered your request under the Official Information Act 1982 (the Act).

Please find attached **Appendix One** containing two tables:

- Table One: Number of reported security events at Motueka, Nelson City and Richmond Service Centres, for period 1 October 2023 to 30 September 2024.
- Table Two: Number of reported interventions at Motueka, Nelson City and Richmond Service Centres, for period 1 October 2023 – 30 September 2024, broken down by intervention type.

As you will note, there was a total of 114 security events reported by staff at these three sites in the last year (October 2023 – September 2024). This included events where the contact was in person, by phone or email and the nature of an event can be any type of harmful behaviour including threats, abuse, stalking, intimidation or any form of physical violence or aggression.

The Ministry responds to all security events according to their severity, but for the purpose of this question "interventions" has been interpreted as including one or more of the actions listed in Table Two, e.g. police may be called, and a client may be issued a warning letter to trespass.

Our Tautiaki (security guards) are commonly involved in managing security events that occur in person, but these occasions are not separately or specifically identified.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request for information on security interventions, 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.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services

Appendix One

Table One: Number of reported security events at Motueka, Nelson City and Richmond Service Centres, for period 1 October 2023 – 30 September 2024

	Motueka Service Centre	Nelson City Service Centre	Richmond Service Centre	Grand Total
In person	9	38	17	64
Phone	5	14	15	34
Other	3	8	5	16
Grand Total	17	60	37	114

Table Two: Number of reported interventions at Motueka, Nelson City and Richmond Service Centres, for period 1 October 2023 – 30 September 2024, broken down by intervention type.

Intervention type	Motueka Service Centre	Nelson City Service Centre	Richmond Service Centre	Grand Total
Call / Interview Ended By Staff Member	4	19	5	28
Warning Letter will be/has been issued By the Ministry	7	11	4	22
Police/other emergency services called	5	8	9	22
Client Asked to Leave the Site	2	8	5	15
Client Denied Entry to Site	3	6	3	12
Trespass Order Issued	0	5	2	7
Reported to Police	4	7	5	16
Office Closed / Lockdown	0	3	0	3