



17 September 2024

Tēnā koe

Official Information Act request

Thank you for your email of 26 July 2024, requesting information about assaults and office renovations at Ministry sites.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- *Number of assaults against MSD workers since 2019 broken down by year and location (as specific as you can get).*

Please see **Table One** in the attached **Appendix** for the number of events categorised as assaults against staff and tautiaki in the period 1 January 2019 to 31 July 2024, broken down by region and calendar year.

Please note that some information in this table has been marked as 'S'. This information is withheld under section 9(2)(a) of the Act, in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in the information.

- *I understand some MSD offices are being renovated to include safe zones and new security measures. How many MSD offices are being renovated to include these security spaces?*
 - *Could you please provide details of the project? What's being done?*

122 Service Centres are being renovated as part of the Service Centres for the Future project.

The Service Centres for the Future project is focused on enhancing our client facing service centre sites nationwide. The environment we create in our office plays a key role in the service we provide. We want to make sure staff and clients are safe in our service centres, that clients and visitors feel welcome, and have a positive experience when they come to us for assistance.

There are changes to the interior of our service centres including setting up furniture and fittings to enhance privacy and security. The security layouts increase the level of privacy and safety for clients and help keep our staff safe. The design also incorporates new technology, dedicated employment spaces in our front of house, and areas for collaboration.

Three zones complete the design:

- Zone 1 - The 'Front of House' public space

- Zone 2 - A 'Workspace area' where staff and clients meet and talk at client interview desks. This zone also includes interview rooms, seminar rooms and non-client facing desks for other tasks.
- Zone 3 - A staff-only area that will also provide sufficient space to accommodate staff and clients during a lockdown.
- *How much these renovations are costing? (Price per office and overall)*

As at 30 June 2024, the cost of implementing security measures to 114 Service Centres is \$65 million. The average cost to renovate a Service Centre is \$519,000.

The variation in refurbishment costs were dictated by the size of each site. We have invested in these sites to ensure they are future proofed to serve our clients for many years to come.

As renovations to some Service Centres are ongoing, I have interpreted your request to refer to the cost of completed renovations. Please see **Table Two** in the attached **Appendix** for a breakdown of the cost of completed Service Centre for the Future renovations as at 30 June 2024, broken down by Service Centre.

- *What sparked these renovations?*

The renovations are a result of the WorkSafe judgment following the tragic event at Ashburton in September 2014.

- *When have they started?*

The project commenced in 2018 with three pilot sites.

- *When are they finishing?*

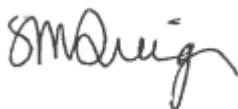
The project will be complete in December 2024.

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, 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