Thank you for your email of 9 October 2018, to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act):

- I am seeking information about the health and safety of Oranga Tamariki staff.
  - How many Oranga Tamariki staff have reported threats or perceived threats to their physical, emotional or mental health and safety, over the last three years, broken down by year and region.
  - How many people have taken leave from work for mental health reasons, including stress, over the last three years, broken down by year and region.

Oranga Tamariki takes the safety, security and wellbeing of our staff seriously and it is important our staff feel supported in the complex work that they do.

All Oranga Tamariki staff are encouraged to have conversations with their manager about any issues or difficulties they are experiencing in their role. They can also access the Employee Assistance Programme (EAP) to discuss any issues that may affect their performance at work, including relationship difficulties, family troubles, physical, mental or emotional difficulties, money worries, abuse, addiction, stress or bereavement. This service is private and confidential, unless a person’s safety is compromised.

We also have a Practice Framework for all staff working directly with tamariki, their whānau and their caregiving families. The Practice Framework includes guidelines for staff on kaimahi ora – focusing on supporting their own and others wellbeing and how these contribute to quality practice. I have listed some of these guidelines below:

- Being aware of when support is required;
- Participating in regular supervision;
- Debriefing regularly with supervisors and colleagues;
- Knowing one’s limits and leaving work behind at the end of each day;
- Using EAP and other tools to help manage stress;
- Using the Critical Incident and Stress Management programme (CISM);
- Maintaining a healthy lifestyle; and
- Engaging in cultural activities and personal interests that help to revive, recharge and support personal development.

We are dedicated to ensuring staff receive the support they need following an incident to enable them to recover and maintain their confidence. CISM is a programme by which staff receive assistance when they have experienced an incident such as an assault, robbery, murder or hostage situation. This involves an experienced counsellor or psychologist visiting the site of the incident to meet with the affected staff members.

All staff should report security incidents through our Security and Occupational Health and Safety Incident reporting system (SOSHI). SOSHI can produce reports which provide information on the number of incidents that occur in a given period, the type, the severity and location. A security incident can be classified as critical, serious, moderate or minor. In Appendix One of this letter, please find details of each classification.

Security incidents (including threats) are actual occurrences that impact directly or indirectly on the safety of staff, clients and the physical security of Oranga Tamariki assets and information or data. Incidents need not have occurred within an Oranga Tamariki office or its environs, but rather at any place where Oranga Tamariki business is being conducted, or be incidents that may have a detrimental impact on Oranga Tamariki. They may include incidents such as graffiti, nuisance calls, or verbal abuse and intimidation that does not include threats.

We are unable to extract data by distinct staff members in SOSHI, but we can provide data for the number of security incidents reported from 1 January 2015 – 30 September 2018 (in the table below). Please note:

- The data provided is for security incidents, but due to the way incidents are recorded in SOSHI, there may be a subset of incidents that are the result of a threat but cannot be identified;
- The data provided includes reported incidents in our Youth Justice and Care and Protection Residences;
- Regional boundaries have changed a number of times over the past three years, so we are providing data for the North and South Island to give you a more accurate overview; and
- The data provided is operational, retrieved at the time of this request, so it may not be replicable.

<table>
<thead>
<tr>
<th></th>
<th>North Island</th>
<th>South Island</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 January – 31 December 2015</td>
<td>494</td>
<td>327</td>
<td>821</td>
</tr>
<tr>
<td>1 January – 31 December 2016</td>
<td>435</td>
<td>182</td>
<td>617</td>
</tr>
<tr>
<td>1 January – 31 December 2017</td>
<td>392</td>
<td>193</td>
<td>585</td>
</tr>
<tr>
<td>1 January – 30 September 2018</td>
<td>345</td>
<td>161</td>
<td>506</td>
</tr>
</tbody>
</table>

In total over the last few years only 3% of these security incidents are of critical nature, with the majority being listed as moderate or minor in nature.
We are unable to provide data for leave associated with mental health or stress, as reasons for leave are not recorded. Leave is only recorded by type, for example: annual, sick, long service, parental. For this reason, your request for the number of staff that have taken leave for mental health reasons, including stress, over the last three years broken down by year and region is refused under section 18(g) of the Act, as the information you have requested is not held by us and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

Oranga Tamariki social workers receive an extra week of annual leave compared to staff who do not engage in social work, as we recognise that social work has unique challenges and difficulties.

We also have guidelines in place for staff about how to manage situations where they are targeted on social media. If it is determined by the manager of the staff member that the content is offensive or abusive and breaches the platform’s Community Guidelines, a report is made to the social media provider. If the content has been posted on a profile managed by Oranga Tamariki, the Oranga Tamariki Social Media team will take the necessary action.

Oranga Tamariki intends to make the information contained in this letter available to the wider public shortly. We will do this by publishing this letter on our website. Your personal details will be deleted and we 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@ot.govt.nz.

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Yours sincerely

[Signature]

Steve Groom
General Manager Public, Ministerial and Executive Services
Appendix One: Classifications of Security Incidents

Critical Security Incidents
- Where death occurs
- Serious injury requiring hospitalisation
- Bomb threats, arson, burglary
- Theft of property and equipment where loss value exceeds $5000
- Unauthorised access to Oranga Tamariki information systems

Serious Security Incidents
- Physical assault requiring medical attention
- Threats of self-harm
- Threats with harmful substance
- Threats or intimidation made with intent to harm
- Stalking of specific Oranga Tamariki staff
- Wilful damage, theft, loss or property and equipment where value exceeds $2000
- Unauthorised disclosure of classified information
- Theft or loss of Oranga Tamariki information
- Attempted burglary
- Attempted arson or arson of a minor nature (eg. rubbish bin)

Moderate Security Incidents
- An assault where no injury or minor injury occurs
- Emotional shock requiring counselling
- Threat or intimidation made where the person making the threat is not capable of carrying out the threat or there is no evident intent
- Breach of trespass, aggression, racial comment, nuisance calls, obscene behaviour
- Wilful damage (including graffiti), attempted theft of or disregard to property or equipment where loss value does not exceed $2000

Minor Security Incidents
- Verbal abuse not including any threats
- Wilful damage or theft of property or equipment where loss value does not exceed $100 (eg. petty cash)