



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

24 MAY 2017

Dear

On 13 April 2017, you mailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *An up to date version of the table showing the total number of physical assaults and verbal abuse involving members of the public, other clients and Ministry staff provided to you on 30 June 2016.*

The table below shows the total number of physical assaults and verbal abuse involving members of the public, other clients and Ministry staff from 2010/11 to 2015/16.

<b>Financial years</b>	<b>Physical assault (Ministry)</b>	<b>Physical assault (Child, Youth and Family)</b>	<b>Verbal abuse (Ministry)</b>	<b>Verbal abuse (Child, Youth and Family)</b>
2010/11	32	5	1446	27
2011/12	34	5	1407	41
2012/13	20	9	1612	41
2013/14	22	11	1628	108
2014/15	46	17	3037	187
2015/16	44	53	2386	336

Please note that data excludes Youth Justice and Care and Protection Residences. The Residences utilise specific criteria to record their incidents and not the generic security criteria.

You will note that from the table above there has been a significant increase in the number of physical assaults reported. This is because the Ministry has implemented a zero tolerance policy towards threatening behaviour, and incidents that may not have been reported previously are now being captured by improved reporting processes and systems.

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 shortly. 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 regarding the total number of physical assaults and verbal abuse involving members of the public, other clients and Ministry staff from 2010/11 to 2015/16 with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



pp Elisabeth Brunt

**General Manager, Ministerial and Executive Services**