



14 November 2024

Tēnā koe

Official Information Act request

Thank you for your email of 16 October 2024, requesting information about lockdowns at Ministry of Social Development sites.

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

- 1. I would like to know the number of lockdowns at MSD centres around the country in the last 6 months and how this compares to the same time last year.*
- 2. I would like to know how many lockdowns there have been at North and South Island centres. I am aware that if one centre goes into lockdown the others in the area do the same.*

The attached **Appendix** provides you with a table that shows the number of lockdowns on Work and Income premises across Aotearoa for the months April to September for the years 2023 and 2024.

The response to a threat or security incident occurring in the vicinity does not automatically trigger a lockdown at other nearby sites. Each security threat is evaluated individually, and the necessary measures will be implemented to effectively mitigate the associated risks.

Please note, that many of these lockdowns are short and the Ministry work to get back to business as usual as soon as possible.

The Ministry's priority is the safety of staff and clients, these lockdowns show the system is working as intended.

The vast majority of Ministry interactions with clients are positive and constructive, however like many organisations the Ministry has seen a change in behaviour post Covid.

- 3. I would also like to know what classifies as a lockdown.*

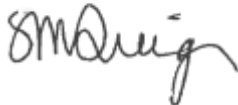
A lockdown is initiated in response to an immediate or imminent threat to the safety of staff and clients present at the location. This threat may originate from within the office or from an external source.

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