

28 July 2025

Tēnā koe

Official Information Act request

Thank you for your email of 1 July 2025, requesting information about the Ministry of Social Development's (the Ministry) guidelines around clients on the Child Sex Offender Register (CSOR).

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

- 1. Do you have automatic or manual processes that request information about whether a person who you are dealing with is on the CSOR?*

Please see attached the CSO Practice Guidelines for Child Sex Offenders (CSOs). This document details information about the process for receiving information about people on the CSOR, where the information is stored and its purposes.

I have also attached the Doogle Page named '*Child Sex Offenders - Information Sharing Agreements*' and the information sheet from the Community Probation Service that can be found on the Ministry's CSO Doogle page.

It is important to note that the guidelines regarding information sharing with agencies is out of date. The Ministry are able to share information with Oranga Tamariki or the New Zealand Police if it is identified that a child could be at risk for harm. Please see attached the Doogle page detailing the correct guidelines '*Information sharing under the Family Violence Act and/or Oranga Tamariki Act.*'

- 2. Please provide any guidelines or internal documents that address (a) when you will request information about people on the CSOR and (b) the uses to which the information will be put.*

The Central Processing Unit (CPU) is responsible for managing four distinct types of reports in relation to CSO work. Please see the below Appendix detailing these reports, including their frequency, purpose, and process.

- 3. Please provide any guidelines or internal documents that address how the fact that someone is on the CSOR influences any decisions which you make in relation to that person.*

As noted in the CRO Practice Guidelines for Child Sex Offenders (CSOs), Corrections shares the following details with the Ministry:

- offender name and aliases, gender, date of birth, address, main reporting centre and client number (if available)

- any conditions or directions by a probation officer relating to non-association with children or young persons under 16 years (including persons over 16 with a significant impairment),
- any conditions or directions by a probation officer relating to training or employment (paid or unpaid); and
- times of attendance at programmes required under sentence/order (noting that Offender rehabilitation takes priority over placement in employment or training).

The information shared may influence decisions made about a client. This will change on a case-by-case basis, depending on the conditions shared.

See the following MAP Pages, which details specific decisions that may be affected by the client being on the CSOR.

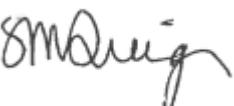
- www.workandincome.govt.nz/map/income-support/core-policy/pre-benefit-requirements/pre-benefit-activities-01.html
- www.workandincome.govt.nz/map/income-support/main-benefits/emergency-benefit/determining-whether-community-work-experience-is-appropriate.html

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. 

Anna Graham
General Manager
Ministerial and Executive Services

Appendix:

1. Daily Diffs	<p>Frequency: Received and processed daily.</p> <p>Purpose: To track changes in Child Sex Offender (CSO) client circumstances.</p> <p>Details Included:</p> <ul style="list-style-type: none"> • Change in benefit type • Change of address • Updates to contact or dependent information • Identification of clients in social housing • Changes to alias name details <p>Process</p> <ul style="list-style-type: none"> • An email notification is sent to Community Probation Services (CPS) to inform them of the changes. • If a CSO has a change of address and is found to be living with children aged 16 or under, Oranga Tamariki is also notified.
2. On List	<p>Frequency: Received every Monday.</p> <p>Purpose: To identify clients who need to be tagged with a Special Cautions Note (SCN) as CSOs in CMS (Client Management System).</p> <p>Process:</p> <ul style="list-style-type: none"> • An email is sent to CPS to confirm the client's CSO status. • Upon confirmation, the SCN is added to the client's record.
3. Off List	<p>Frequency: Received every Monday.</p> <p>Purpose: To identify clients who need to have their SCN (Special Cautions Note) removed, indicating they are no longer CSOs.</p> <p>Process:</p> <ul style="list-style-type: none"> • An email is sent to CPS to verify that the client is no longer a CSO. • Once confirmed, the SCN is removed from the client's record.
4. Address Sharer	<p>Frequency: Received weekly.</p> <p>Purpose: To identify CSO clients who share an address with children under the age of 16.</p> <p>Process:</p> <ul style="list-style-type: none"> • An email notification is sent to Oranga Tamariki to alert them of the shared living arrangement.



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIA TO ORA

CSO Practice Guidelines for Child Sex Offenders (CSOs)

Ministry of Social Development



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Introduction

In 2004, legislation was passed allowing some government agencies, including the Ministry of Social Development (MSD) and the Department of Corrections (Corrections), to share information about Child Sex Offenders (CSOs) to better protect the public and reduce the risk of re-offending.

An Inter-Agency Information Sharing Agreement (the Agreement) was developed between the relevant agencies and came into effect on 1 March 2006.

Why we do this work?

The Information Sharing Agreement is part of a larger programme of initiatives that Corrections has in place to help offenders reintegrate into the community.

The purpose of the Agreement is to enable the Community Probation Service (CPS) to:

- ❖ identify specific child sex offenders,
- ❖ monitor compliance by the offender with his/her conditions,
- ❖ manage the risk that the offender may commit further sexual offences against children,
- ❖ identify any increased risk of the offender breaching his/her conditions; and
- ❖ facilitate reintegration into the community.

Who is a 'Child sex offender'?

A Child Sex Offender is defined in the Corrections Act 2004 as a person who:

- ❖ has been convicted of a relevant offence.
- ❖ has not had their sentence, conditions or supervision ended.

Who can share the Child Sex Offender information?

Offenders are advised by Corrections that information sharing will occur. They may be involved with other agencies that are party to the agreement, who may include:

- ❖ Ministry for Children (Oranga Tamariki)
- ❖ Police
- ❖ Housing New Zealand (HNZ)

Where the client is involved with any agency, relevant information is shared between that agency and Corrections only. **Agencies do not share information with each other.**



How it works

Each week, MSD receives a list of approximately 300 Offenders from Corrections. MSD checks the list across all MSD systems, advising Corrections of all positive matches.

These matches are identified in CMS, using a Special Caution.

When clients are identified, MSD and the CPS share written information about the offender.

When the offenders' conditions end, they are no longer deemed to be an 'Offender' (as that term is defined by law), and the Special Caution is end dated, and information sharing about that person ceases.

Information sharing

MSD shares the following information with Corrections:

- ❖ prior notification regarding any referral, placement (or change of placement) of an offender in employment, training, or voluntary work,
- ❖ an offender's benefit status and any change to benefit status, including receipt of Child Support or Working for Families payments; and
- ❖ notification of any change of address, alias, or relationship status of an offender.

Corrections share the following information with MSD:

- ❖ offender name and aliases, gender, date of birth, address, main reporting centre and client number (if available),
- ❖ any conditions or directions by a probation officer relating to non-association with children or young persons under 16 years (including persons over 16 with a significant impairment),
- ❖ any conditions or directions by a probation officer relating to training or employment (paid or unpaid); and
- ❖ times of attendance at programmes required under sentence/order (noting that Offender rehabilitation takes priority over placement in employment or training).

More information about our Information Sharing Agreement can be found in this link:



Roles and Responsibilities

Appropriate Conduct

The Ministry's Code of Conduct applies to anyone who works for MSD, therefore regardless of any personal views you may hold about CSOs, we have a responsibility to protect their personal information, as we do with all our clients.

This means that we cannot discuss any personal information about **any** clients with friends, family, or people in the community, including offenders.

It is expected that if you are assigned to work with a CSO, you will follow the same standards of professionalism and ethical behaviour as you would for any other client.

If you have any concerns, please discuss them with your manager.

Roles and Responsibilities

Roles, responsibilities and interface between MSD and Corrections staff	
Roles	Activities and Responsibilities
Corrections	<ul style="list-style-type: none">❖ Sends a weekly notification list (Friday) of Child Sex Offenders (CSO) to contacts in each agency concerned when the file is available.
Information Analysis Platform (IAP), National Office	<ul style="list-style-type: none">❖ Receives notification from Corrections on a weekly basis (Friday), and upon receipt of the list.❖ Checks are done across ALL systems within MSD for possible matches to comprise a spreadsheet that is password protected and then emailed to CPU by the following Monday.
Central Processing Unit (CPU)	<ul style="list-style-type: none">❖ On the same day, CPU saves the spreadsheet into the Objective.❖ Within two days of receiving the list, CPU confirms matches from the spreadsheet by adding a Special Caution to the client's CMS record.<ul style="list-style-type: none">- This identifies them as a current offender, and vice versa for clients who have met all the terms of their conditions.- An email is sent to the appropriate Service Centre manager(s) to advise.❖ They also identify a CSO's change in circumstances from the Daily Change in Circumstances report.



Roles, responsibilities and interface between MSD and Corrections staff	
Roles	Activities and Responsibilities
Service Centre Managers (SCM)	<ul style="list-style-type: none">❖ Receives advice of a CSO match residing in their area.❖ Assigns a staff member to them.❖ Provides on-going support and assistance to staff member(s) as needed.
Case Managers and Work Brokers	<ul style="list-style-type: none">❖ <u>Referrals</u>: Liaise with the local Community Probation Service (CPS) providing as much detail as possible about the prospective Employment or training opportunities for the CSO❖ <u>Change in Circumstances</u> (CiC): This is business as usual, following the minimum processing standards whilst also to the <u>Information Sharing Agreement</u>
CPS Liaison	<ul style="list-style-type: none">❖ Receives advice of a CiC from Work and Income, i.e., change of address, benefit status, employment, or training, etc.❖ Ensures that the CSO is meeting their conditions and confirms receipt of the CiC form, and the changes advised within 72 hours. Advise of any corrections, via reply email, back to the sender within 72hours❖ Decides whether the form needs to be sent to a specific CPS Service Centre or arranges for verification at the office of the CPS Liaison to determining suitability of any opportunities, i.e. housing, employment, courses. <p><i>Note: It is very important that this is handled promptly, otherwise the process will be delayed affecting placement into opportunities</i></p>

Central Processing Unit (CPU)

The IAP team will send **4 reports** for processing to CSO_Helpline@workandincome.govt.nz. These reports must be saved to the Child Sex Offenders folder in EDRMS (Objective).

The ‘differs’ report

The differs report identifies any changes to the CSO’s circumstances that have been completed in SWIFTT, CMS, TRACE or SAL. These changes include but are not limited to:

- change of address
- alias change
- relationship status change (either with a partner or child)
- change in benefit status
- change in social housing status

The “CSO on-list” report (processed Monday)

This report is received at the end of the week and identifies all new CSO’s who do not have a Special Cautions note in CMS. The report contains the client’s SWN, MSD Name, Corrections Name, Date of birth, and address (Corrections and MSD). The spreadsheet is password protected¹. This report should be processed on a Monday.

The CSO “Off list” report (processed Monday)

There is also an ‘off list’ which identifies all CSO’s who no longer have conditions. The report contains the client’s SWN. The spreadsheet is password protected². This report should be processed on a Monday.

Weekly Tasks (Address Sharer) (processed Monday)

This is a weekly report which identifies any CSO that is living at an address where children also live. Organisational Integrity sends this report to the CSO inbox on or about the 20th of each month. Our job is to advise Oranga Tamariki if there are any children under the age of 16yrs residing at the same address.

Adhoc emails from Corrections

Complete ID check to ensure we have the correct client, if there is not enough information go back to Corrections requesting further information e.g., date of birth and/or middle name. Process BAU.

CSO – ‘dropped from master list email’ and ‘date of birth exceptions’.

We currently receive an email identifying clients who have been dropped from the master list and where the date of birth does not match. We don’t currently do anything with these emails.

¹ See your trainer for the password.

² See your trainer for the password.



The Process (CPU)

Before processing each report, we must first save the reports in Objective (previously known as EDRMS) in the appropriate folder as described below. We will also save any email correspondence to/from Corrections, Oranga Tamariki etc.

To enable easy access to the relevant folders, it is recommended to add the CSO folder into 'handy' (like a bookmark in Objective)

Global Folder - Objective ECM

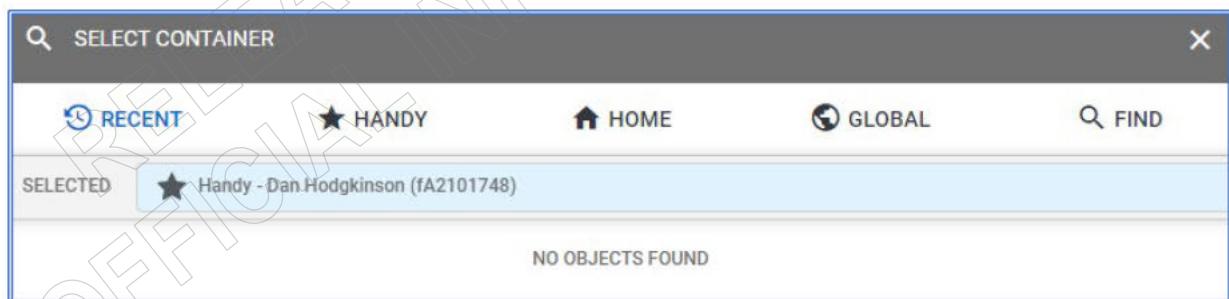
Open Objective and from the global folder navigate to the CSO folder by following the link pathway below:

MSD Information Repository – Service Delivery – Work and Income -- Strategy and Service Development – Service Development – Operational Support – Child Sex Offenders

Once the CSO folder is reached, click on the 3-dot menu at the top right and click 'create alias'



Click on the 'Handy' tab and then 'use selected'



You will now be able to go straight to the CSO folder via Handy.



Overview of process

Where to access reports	MSD CSO inbox - CSO_Helpline@workandincome.govt.nz
Where to save all reports and emails	<p>The ‘differ’ report</p> <ul style="list-style-type: none">❖ Save the differ excel spreadsheet into the following Objective folders:<ul style="list-style-type: none">- ‘<i>Child Sex Offenders</i>’- ‘<i>Change of Circumstances</i>’ sub-folder<ul style="list-style-type: none">• Open the relevant <i>year-month-week</i> folder• Save the spreadsheet as ‘<i>yyyymmdd Daily Diffs</i>’
	<p>The ‘CSO on-list’ report</p> <ul style="list-style-type: none">❖ Save the on-list into the following Objective folders:<ul style="list-style-type: none">- ‘<i>Child Sex Offenders</i>’- <i>On List sub folder</i>- Select the current month’s folder- Create a new sub-folder (if not already existing) within this folder and name it “WB date month Onlist” (put Monday’s date using format: 06 January).- Save the report (spreadsheet) as ‘<i>yyyymmdd On List</i>’- Save email as ‘<i>yyyymmdd CSO Surname First name initials Notification email sent to xxxx Service Centre</i>’
	<p>The ‘CSO off-list’ report</p> <ul style="list-style-type: none">❖ Save the on-list into the following Objective folders:<ul style="list-style-type: none">- ‘<i>Child Sex Offenders</i>’- <i>Off List sub folder</i>- Select the current year’s folder- Select the current month’s folder- Create a new sub-folder (If not already existing) within this folder and name it “WB day month Offlist” (Put Monday’s date using format: 06 January)- Save the report as ‘<i>yyyymmdd Off List</i>’



	<p>The 'CSO address sharer report'</p> <ul style="list-style-type: none">❖ Save the on-list into the following Objective folders:<ul style="list-style-type: none">- <i>'Child Sex Offenders'</i>- <i>Address Sharing Notifications sub folder</i>- Select the current year's folder- Select the current month's folder- Create a new sub-folder (if not already existing) within this folder and name it "WB day month Address Sharer" (Put Monday's date using format: 06 January)Save the report 3 times with different names – Master Copy, Filtered, Processed.
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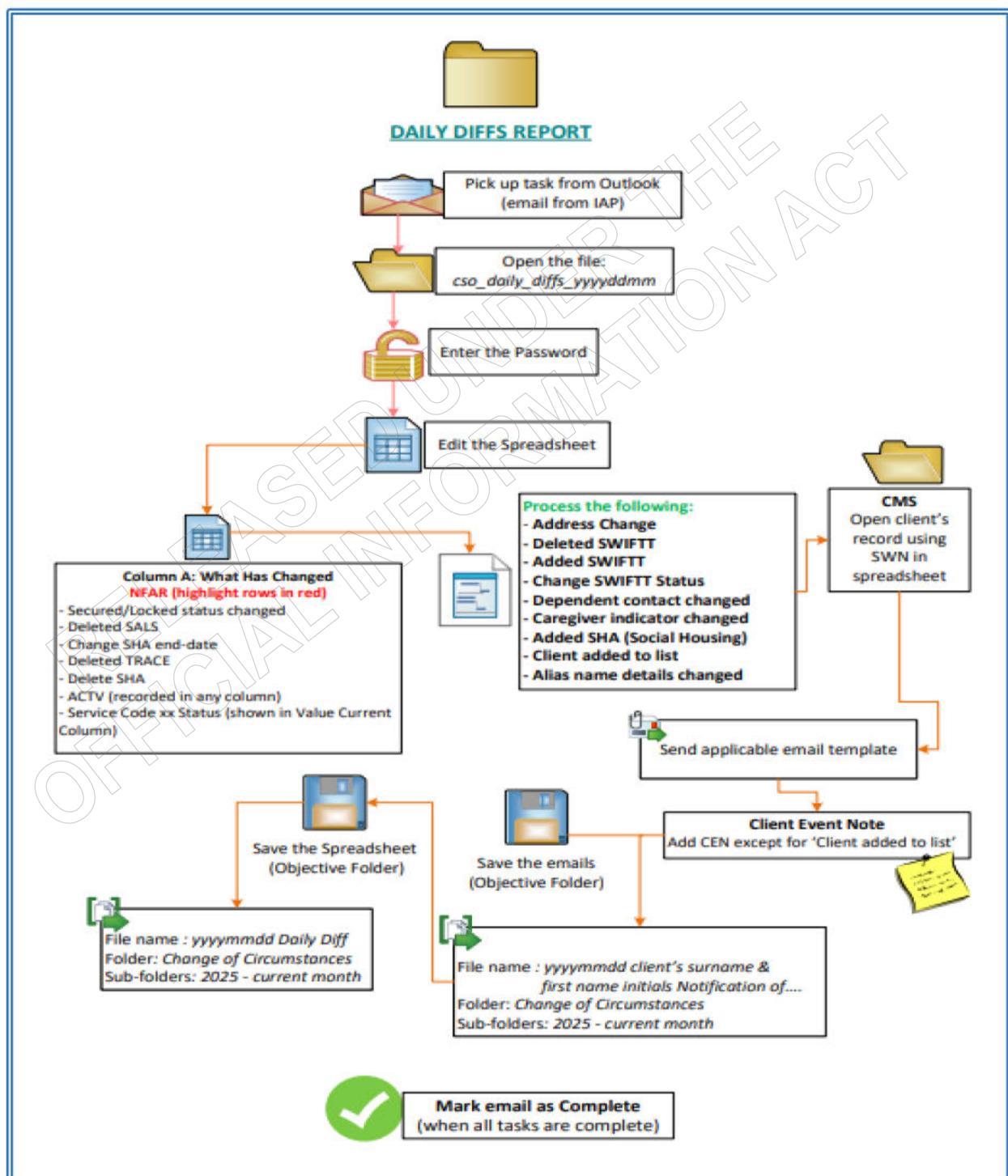
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Detailed process

Daily Diffs Report

The following table provides the changes that appear on the 'daily diffs' report and the required action to be taken. (Note: the email templates tool will be provided to you by your trainer)





- Pick up the task from Outlook.
- The email will be from iapbatch@wdfisdm123.ssi.govt.nz with an attachment (ZIP) file.

CSO Datamatch ZIP file for Week Ended 17JAN2025

 iapbatch@wdfisdm123.ssi.govt.nz
To: CSO_Helpline (WORKANDINCOME)

 This sender iapbatch@wdfisdm123.ssi.govt.nz is from outside your organization.
 Follow up. Completed on Friday, 17 January 2025.
We removed extra line breaks from this message.

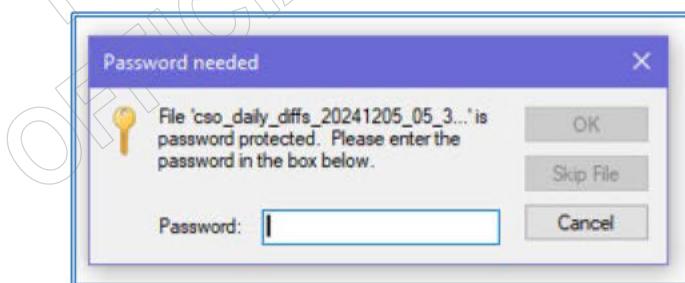
 cso_20250117_20250117.zip 440 KB

This email has been generated automatically from an MSD batch process. Do not reply to the sending address. Please respond via your usual MSD contacts.

- Open the file, click on the daily diffs file.

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
cso_daily_20250117_050021.csv	Microsoft Excel Comma S...	118 KB	Yes	1,036 KB	89%	17/01/2025 5:30 am
cso_daily_diffs_16JAN2025.html	Microsoft Edge HTML Do...	4 KB	Yes	45 KB	93%	17/01/2025 5:46 am
cso_daily_diffs_20250117_05_46_13.csv	Microsoft Excel Comma S...	1 KB	Yes	5 KB	81%	17/01/2025 5:46 am
cso_off_list_daily_20250117_050021.csv	Microsoft Excel Comma S...	1 KB	Yes	1 KB	55%	17/01/2025 5:30 am
cso_on_list_daily_20250117_050021.csv	Microsoft Excel Comma S...	16 KB	Yes	52 KB	70%	17/01/2025 5:30 am
cso_v2_daily_20250117_050021.csv	Microsoft Excel Comma S...	76 KB	Yes	318 KB	77%	17/01/2025 5:30 am
cso_v3_daily_20250117_050021.csv	Microsoft Excel Comma S...	69 KB	Yes	278 KB	76%	17/01/2025 5:30 am
ssv_comp_16JAN2025.html	Microsoft Edge HTML Do...	157 KB	Yes	4,283 KB	97%	17/01/2025 5:46 am

- Enter the password.



- Once the file is open, format the spreadsheet to see all details.

A	B	C	D
1 What Has Changed	Client Number	Value Previously	Value Current



NOTE: No further actions are required where...

- 'ACTV' is recorded in any column and/or
- Where the 'Value Current' column shows 'Service Code xx Status – Current'

Reminder: check the inbox for 'confirmation received' emails from Corrections where we are confirming that a CSO tag is required.

Change	Action Required
<ul style="list-style-type: none">• Secured/Locked status changed• Deleted SALS• Change SHA end-date.• Deleted TRACE• Delete SHA	No further action is required. Highlight the row in RED .
<ul style="list-style-type: none">• Address Change	<ol style="list-style-type: none">1. Complete the 'CSO Change of address notification' template and email the Community Probation Services: cs_help_desk@corrections.govt.nz2. Add a Client Event Note:<ol style="list-style-type: none">a) Business group: Service Deliveryb) Event type: Data Integrity and Helplinec) Event sub-type: Helplined) Short description: "Community Probation Services have been advised of client's change in address."e) Contents: "CSO daily client changes for (insert date of report)".3. Save and Complete CEN.
<ul style="list-style-type: none">• Deleted SWIFTT	<ol style="list-style-type: none">1. If client has never been in receipt of assistance or with no current benefit - NFAR2. Cancelled benefit.<ol style="list-style-type: none">a. No further action is required where the 'Value Current' column in the spreadsheet is "Service Code CSC Status – ACTV" otherwise,b. Complete 'CSO Notification of benefit status change' template and email Community Probation Services cs_help_desk@corrections.govt.nzc. Add a Client Event Note:



	<ul style="list-style-type: none">Business group: Service DeliveryEvent type: Data Integrity and HelplineEvent sub-type: HelplineShort description: “Community Probation Services have been advised of clients change in circumstances”.Contents: “CSO daily client changes for (insert date of report)”. <ol style="list-style-type: none">Save and Complete CENAdd CMS Special Cautions note where one does not exist already.
• Added SWIFTT	<ol style="list-style-type: none">No further action is required if a CSO special cautions note is already in place (this may have been added via the ‘on list’)Email to CSO confirmation email to confirm client is a CSO, once confirmation is received, add the CMS Special Cautions note (remember to save ‘sent’ emails into Objective)Registered or Current (incl. exp/suspd) benefits:<ol style="list-style-type: none">Complete the ‘New CSO Notification’ template and email this to the SCM or ASCMAdd a Client Event Note:<ul style="list-style-type: none">Business group: Service DeliveryEvent type: Data Integrity and HelplineEvent sub-type: HelplineShort description: “Child Sex Offender notification email sent to ASCM/SCM (insert name of SC)”Contents: “CSO daily client changes for (insert date of report)”Save and Complete CEN
• Change SWIFTT Status	<ol style="list-style-type: none">Expired due to medical certificate or suspended ‘in prison’ – No further action required.If the change is from Suspended/Expired to Current – No further action is required.If client’s benefit is cancelled, NFAR.Suspended or Expired (for any other reason)



	<ol style="list-style-type: none">a. Complete the 'CSO Notification of benefit status change' template and email the Community Probation Services cs_help_desk@corrections.govt.nzb. Add a Client Event Note:<ul style="list-style-type: none">• Business group: Service Delivery• Event type: Data Integrity and Helpline• Event sub-type: Helpline• Short description: "Community Probation Services have been advised of clients change in benefit status."• Contents: "CSO daily client changes for (insert date of report)"c. Save and Complete CEN
<ul style="list-style-type: none">• Dependent contact changed	<ol style="list-style-type: none">1. Check the Relationships tab in CMS (via Evidence)2. New partner included:<ol style="list-style-type: none">a. Complete the 'Change in circumstances status' template and email the Community Probation Services cs_help_desk@corrections.govt.nzb. Add a Client Event Note:<ul style="list-style-type: none">• Business group: Service Delivery• Event type: Data Integrity and Helpline• Event sub-type: Helpline• Short description: "Community Probation Services have been advised of (e.g. partner/child inclusion/exclusion)"• Contents: "CSO daily client changes for (insert date of report)"c. Save and Complete CEN



<ul style="list-style-type: none">• Caregiver Indicator changed	<ol style="list-style-type: none">1. Check the Relationships tab in CMS (via Evidence)2. New child included:<ol style="list-style-type: none">b. Complete the 'Notification of Child in Care' template and email the Community Probation Services cs_help_desk@corrections.govt.nz and cc: Oranga Tamariki contact@ot.govt.nz3. Add a Client Event Note:<ol style="list-style-type: none">c. Business group: Service Deliveryd. Event type: Data Integrity and Helplinee. Event sub-type: Helplinef. Short description: "Community Probation Services have been advised that child [insert name] has been included. Email notification has been sent to Oranga Tamariki."g. Contents: "CSO daily client changes for (insert date of report)"4. Save and Complete CEN
<ul style="list-style-type: none">• Added SHA (Social Housing)	<ol style="list-style-type: none">1. Check Social Housing Case in CMS for status.<ol style="list-style-type: none">h. Check for additional occupants.2. Children <u>under 16yrs of age</u> have been included:<ol style="list-style-type: none">a. Complete the 'Child in Care' template and email the Community Probation Services cs_help_desk@corrections.govt.nzb. Complete the 'Social Housing' template and email Oranga Tamariki3. Add a Client Event Note:<ol style="list-style-type: none">a. Business group: Service Deliveryb. Event type: Data Integrity and Helplinec. Event sub-type: Helplined. Short description: "Community Probation Services have been advised that child [insert name] has been included. Email notification has been sent to Oranga Tamariki."e. Contents: "CSO daily client changes for (insert date)"4. Save and Complete CEN



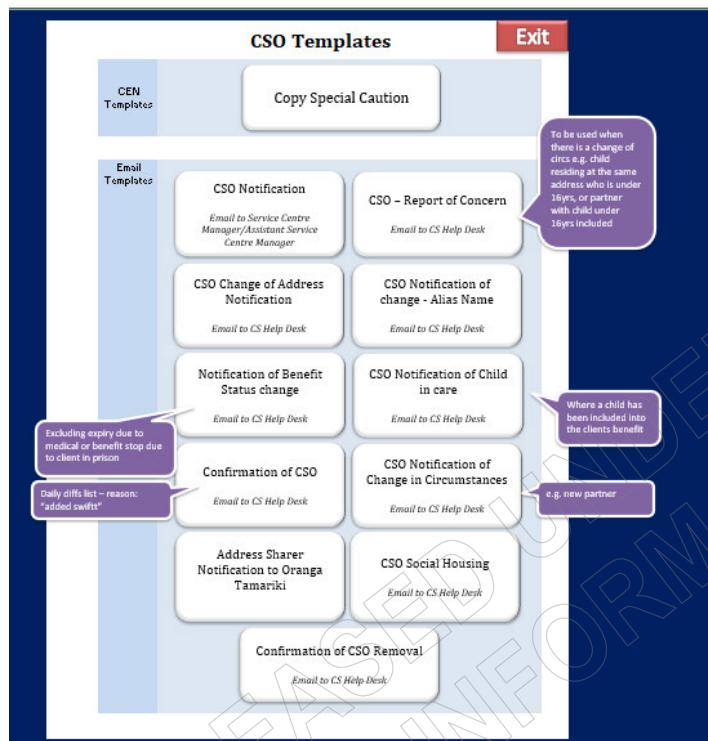
• Client added to list	<ol style="list-style-type: none">1. If the CSO Special Cautions note is already in place, no further action is required.<ol style="list-style-type: none">a. Complete the 'Confirmation of CSO' template and email Community Probation Services cs_help_desk@corrections.govt.nz to confirm that a Special Caution note is required (save 'sent' email into Objective)2. If CPS confirm the client is a CSO,<ol style="list-style-type: none">a. Add the Special Cautions note to the clients CMS record using the '<i>Special Cautions</i>' template and/orb. Move the email response to the '<i>Change in Circumstances</i>' folder in Objective for the relevant week/date of report.3. If CPS confirms the client is not a CSO, no further action is required.
• Alias name details changed	<ol style="list-style-type: none">1. Complete the 'Notification of Change – Alias Name' template and email Community Probation Services cs_help_desk@corrections.govt.nz2. Add a Client Event Note:<ol style="list-style-type: none">b. Business group: Service Deliveryc. Event type: Data Integrity and Helplined. Event sub-type: Helplinee. Short description: "Community Probation Services have been advised of client's alias name/s".f. Contents: "CSO daily client changes for (insert date of report)"3. Save and Complete CEN



Email Templates

The email templates are in our shared folder – [shared \(\\\corp\) \(S:\) W&I Auckland PAP Central Processing Unit CSO work](\\corp\$(S:)W&I Auckland PAP Central Processing Unit CSO work)

Once you click the email template, it will take you through the Outlook (email) and you just need to edit the details.



Saving the Spreadsheet

Once you're done with the list, save it to the appropriate Objective folder.

- Click on *File*, then *Save As*
- File name: *yyyymmdd Daily Diff*
- Press the *Objective* icon, then *Browse*
- Click *Handy, open CSO folder*
- Click *'Change of Circumstances'*
- Open *2025 folder*
- Click on the *current month folder* (e.g. *01 January*)

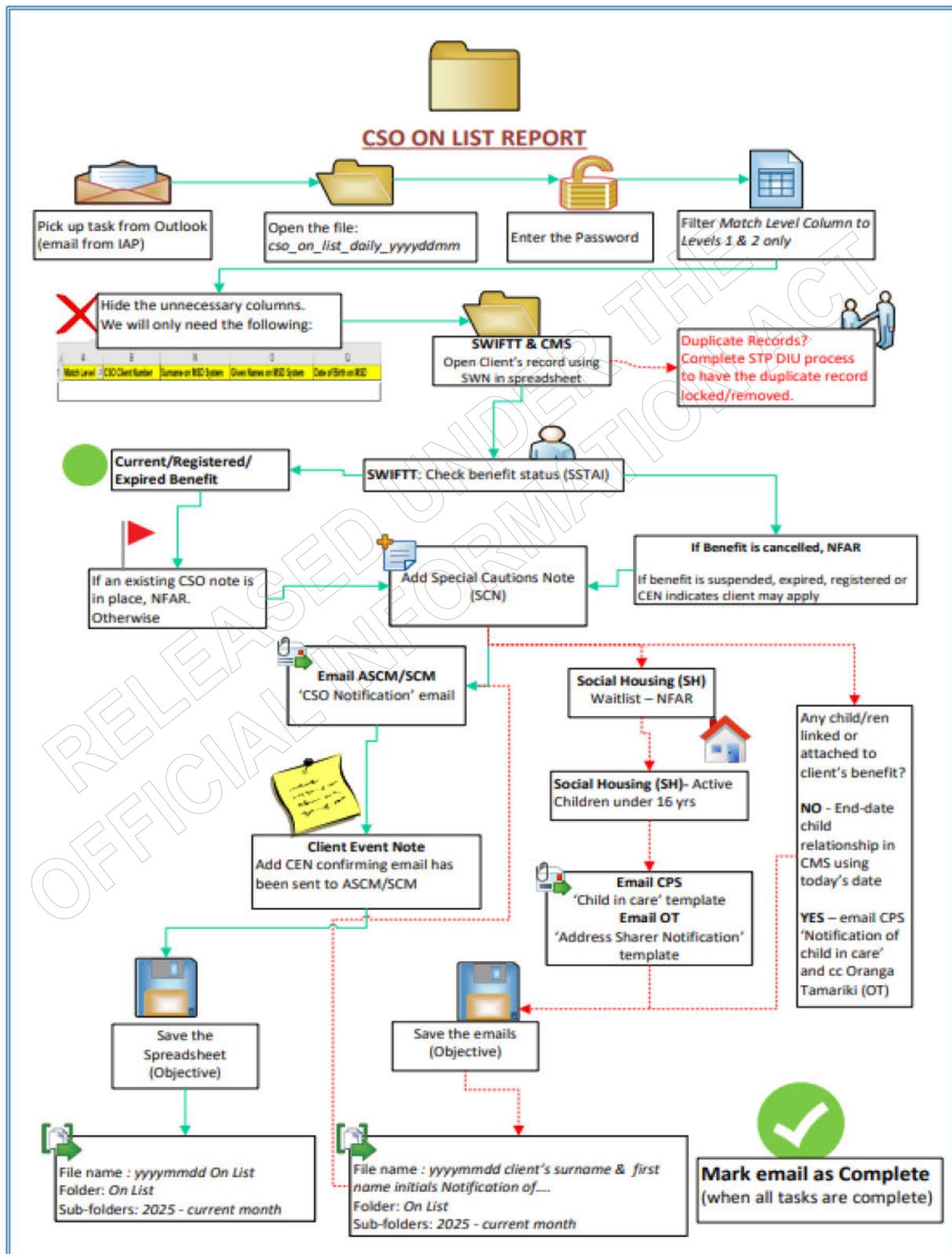
Filing emails

Once the list is complete move all emails from your personal sent box to the appropriate Objective folder, and save them in the following format:

- *yyyymmdd client's surname & first name initials*
(e.g. *20250108 Smith JA*)



CSO On list report



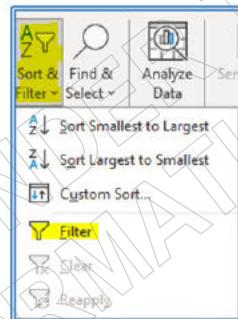


Step1. Open the report (spreadsheet) and format the file. We only need the following information before we start processing.

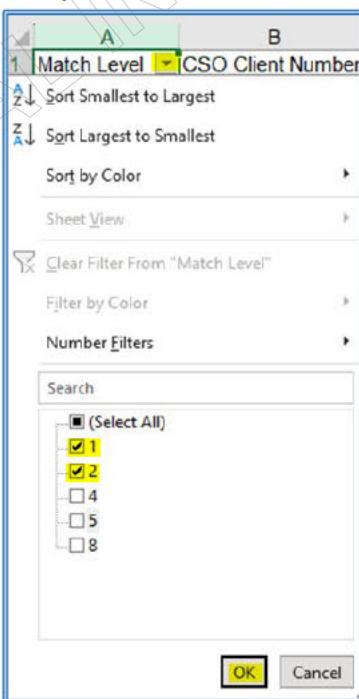
- a. Filter out the 'Match Level' Column to levels 1 and 2 only.
- Highlight 'Match Level' Column

A	Match Level
1	1
2	1
3	1
4	1
5	5
6	4
7	1

- Click *Sort & Filter*, then *Filter*.



- Click the filter dropdown arrow on Match Level Column, tick 1 & 2, press OK.





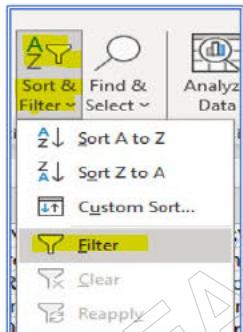
4. Hide the unnecessary columns. We will only need the following:

A	B	N	O	Q
1	Match Level	CSO Client Number	Surname on MSD System	Given Names on MSD System

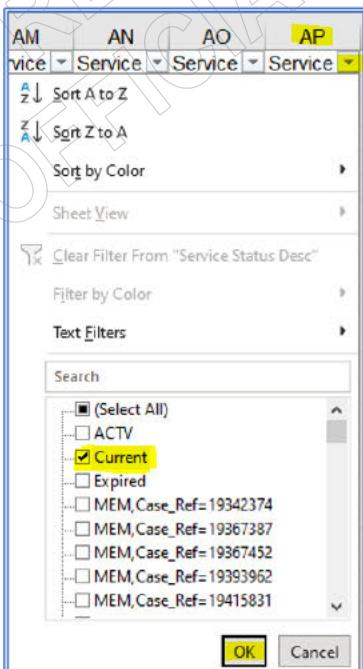
5. Open the report again (spreadsheet) and open the topmost report.

Name	Type
cso_daily_20250303_050018.csv	Microsoft Excel Comma S...
cso_daily_diffs_02MAR2025.html	Microsoft Edge HTML Do...
cso_daily_diffs_20250303_05_42_31.csv	Microsoft Excel Comma S...
cso_off_list_daily_20250303_050018.csv	Microsoft Excel Comma S...
cso_on_list_daily_20250303_050018.csv	Microsoft Excel Comma S...
cso_v2_daily_20250303_050018.csv	Microsoft Excel Comma S...
cso_v3_daily_20250303_050018.csv	Microsoft Excel Comma S...
ssv_comp_02MAR2025.html	Microsoft Edge HTML Do...

6. Once opened, click AZ Sort & Filter, then click Filter

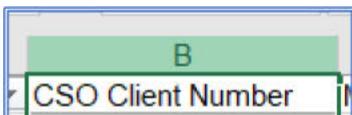


7. Go to AP column, click the dropdown arrow, tick 'Current'.



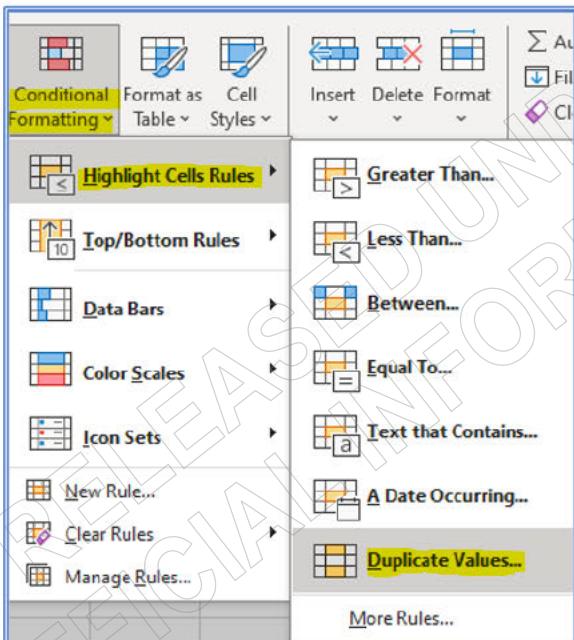


8. Highlight Column B (CSO Client Number), copy and paste it on the current spreadsheet you are working on.

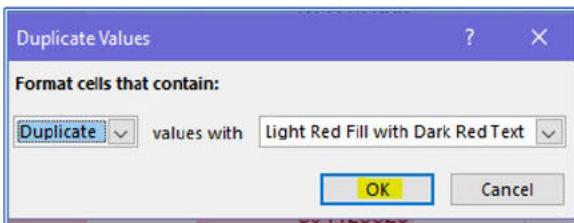


A	B	N	O	Q	AO	AP
1	Match Level	CSO Client Number	Surname on MSD System	Given Names on MSD System	Date of Birth on MSD	CSO Client Number
2						
3						

9. Highlight the entire spreadsheet. Go to Conditional Formatting, Highlight Cells Rules, Duplicate Values



10. Duplicate Values box will pop up, click OK.



11. Check Column B (CSO Client Number) and process only the ones highlighted in red.

Step2. Open client record in both SWIFTT and CMS – check for existing CSO Special Cautions note (CMS) and benefit status (SWIFTT – SSTA1/SDETI).

Also check notes for suggestions of client applying for assistance.

Duplicate records: Complete STP DIU process to have the duplicate record locked/removed.

Step3. Add the 'Special Cautions' note using the template to all records (unless client is deceased) where the note does not currently exist (NFAR if already in place).

12. In CMS, client profile page, click on the 3 dots and select 'New Special Caution...'

- Element & Structure Element in TIAA...
- Refer Enclosed.....
- New Policy Forma...
- Enclosed Insurance
- Goldline & Goldline Insurance
- Anti-Lock...
- Endorse MyGIC Document URGENT...
- Enclose MyPolicy Click To Review...
- New Request for Financial Assistance...
- Assign Office and Paper Owner...
- new Insurance Carrier...
- New Endorse...
- New Cash...
- New Statement...
- New Application Form...
- New Application Form...
- New Business Card Services Application...

- Update the note details as below – inserting the ‘Special Cautions’ template in the Description field.

New Special Caution (X)

* required field

Category *	<input type="text" value=""/> to Client Circumstances ▼
Type *	<input type="text" value="Child sex offender"/> ▼
Start Date *	<input type="text" value="25/05/2018"/> ▼
Expected End Date	<input type="text"/> ▼
Description	▼
<p>*This client is a Child Sex Offender. Contact Centre Staff can amend the client's record for changes in circumstances but should not refer the client to ANY</p> ▼	

Save
Cancel

"This client is a Child Sex Offender.

Contact Centre Staff can amend the client's record for changes in circumstances but should not refer the client to ANY employment or training opportunities.

For all referrals and other enquiries, please refer the client to their Case Manager."

- Click 'Save'



Step4. Email the '**CSO Notification**' template to the ASCM or SCM of the service centre **if:**

- a) the benefit is registered or current (incl. suspended/expired) **or**
- b) CEN indicates that the client has an appointment to apply for a benefit.
- c) Add a Client Event Note:
 - Business Group: **Service Delivery**
 - Event type: **Data Integrity and Helpline**
 - Event sub-type: **Helpline**
 - Short description: "**Child Sex Offender notification email sent to ASCM/SCM (insert name of SC)**"
 - Contents: "**CSO daily client changes for (insert date of report)**"
- d) Save and Complete CEN

Step5. End current relationship in CMS for any children linked.

If you identify that there is no end date for a child who is no longer included in the clients benefit, you must end date the relationship in CMS via the Evidence tab using 'todays' date. This is just to clean up the record.

If the CSO has dependent children (attached to benefit):

- Email the Community Probation Services cs_help_desk@corrections.govt.nz the 'Notification of Child in care' template and cc: contact@ot.govt.nz (Oranga Tamariki).

Step6. Social Housing

- a. Check Social Housing Case in CMS for status. If the client status is 'waitlist', no further action required.
 - Check for additional occupants.
- b. If children under 16yrs of age are residing at the same property:
 - Complete the *Child in Care* template and email the Community Probation Services cs_help_desk@corrections.govt.nz
 - Complete the *Address sharer notification* template and email Oranga Tamariki - contact@ot.govt.nz
- c. Add a Client Event Note:
 - Business group: **Service Delivery**
 - Event type: **Data Integrity and Helpline**
 - Event sub-type: **Helpline**
 - Short description: "**Community Probation Services and Oranga Tamariki have been advised that the client may reside in a property with children.**"
 - Contents: "**CSO daily client changes for (insert date of report)**"



d. Save and Complete CEN

Step7. Saving the Spreadsheet

Once you're done with the list, save it to the appropriate Objective folder.

- Click on *File, then Save As*
- File name: *yyyymmdd On List*
- Press the *Objective* icon, then *Browse*
- Click *Handy, open CSO folder*
- Click '*On List*'
- Open *2025 folder*
- Click on the *current month folder* (e.g. *01 January*)
- Create a new sub-folder (if not already existing) within this folder and name it "*WB day month Onlist*" (Put Monday's date using format: *06 January*)

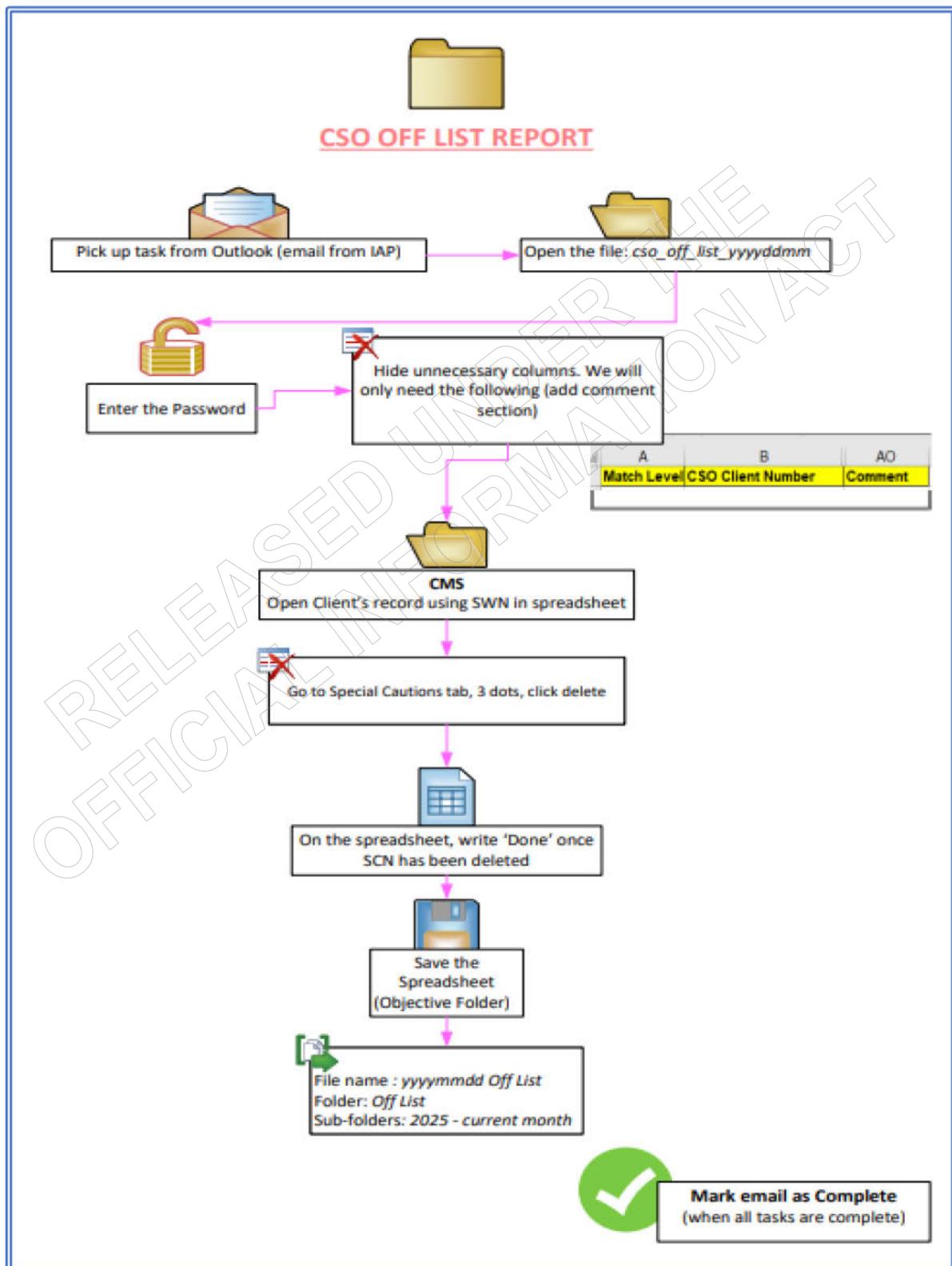
Filing emails

Once the list is complete move all emails from your personal sent box to the appropriate Objective folder, and save them in the following format:

- *yyyymmdd client's surname & first name initials-CSO Notification email sent to SCM (Service Centre Name)*



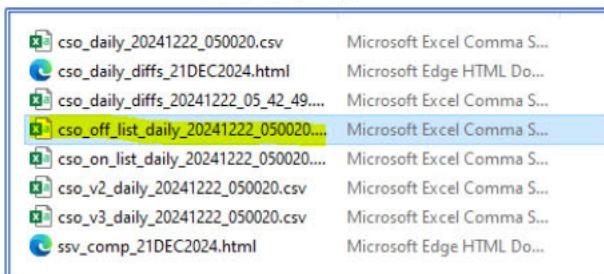
CSO Off List (weekly report)



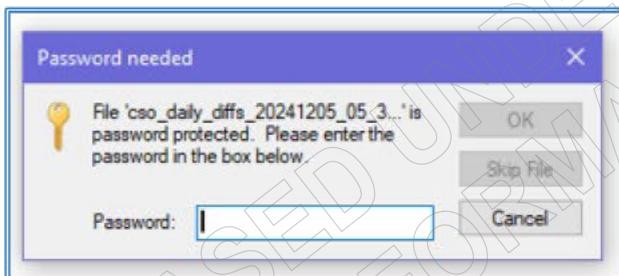


Processing the 'off-list'

1. Open the CSO Datamatch Zip file.
2. Click the CSO off_list_daily.



3. Enter the password.



4. Once the file is open, it will need formatting so you can clearly see the details of the report. Hide the unnecessary columns. Add a 'Comment' column after CSO Client Number.

1	Match Level	CSO Client Number	Comment
2		1234567	

5. Put 'Done' on the Comment Column once you removed the SCN.

6. Saving the Spreadsheet

Once you're done with the list, save it to the appropriate Objective folder.

- Click on *File, then Save As*
- File name: *yyymmdd Off List*
- Press the *Objective* icon, then *Browse*
- Click *Handy, open CSO folder*
- Click *'Off List'*
- Open *2025 folder*
- Click on the *current month folder* (e.g. *06 January*)

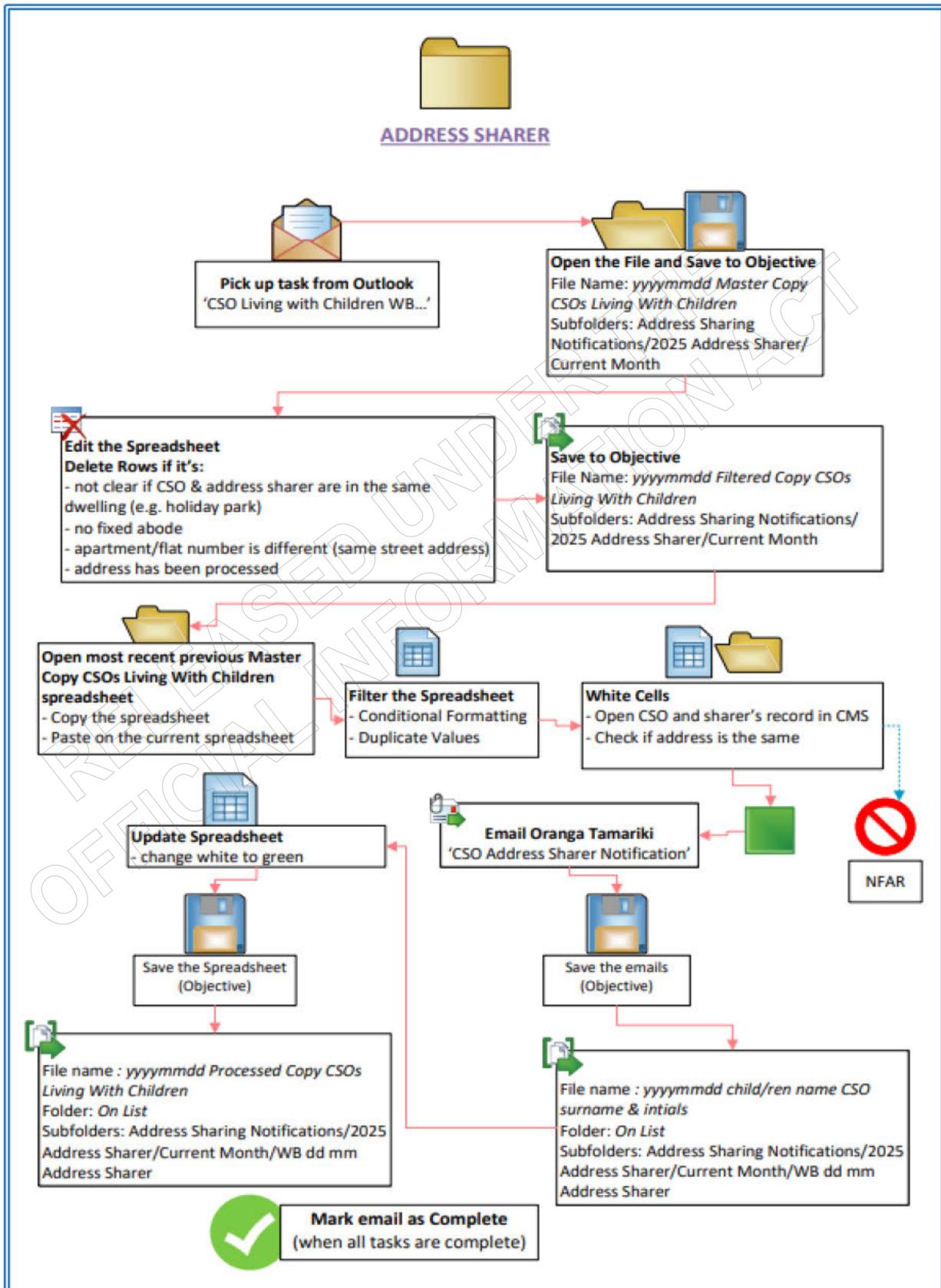


- Create a new sub-folder (if not already existing) within this folder and name it “*WB day month Off list*” (Put Monday’s date using format: 06 January)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Address Sharer report (weekly)

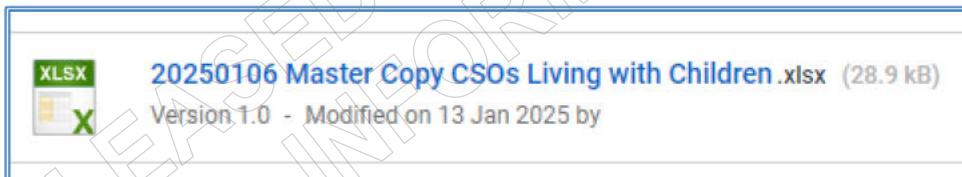




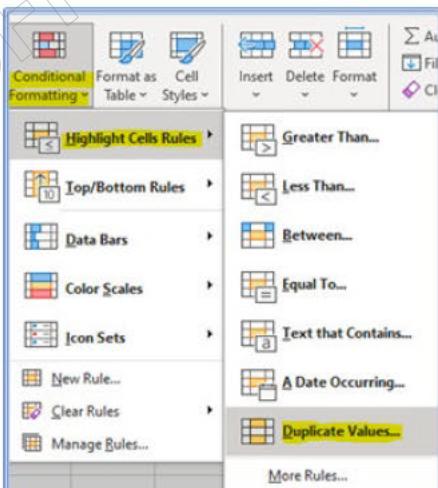
Processing the address sharer report

1. Look for the email in the CSO inbox titled 'CSO Living with Children WB ...' which contains the week's addresses to check and open the attachment.
2. Save the unedited spreadsheet into Objective
 - Click on File, then Save As
 - File name: yyyyymmdd Master Copy CSOs Living With Children
 - Press the Objective icon, then Browse
 - Click Handy, open CSO folder
 - Click 'Address Sharing Notifications'
 - Open 2025 Address Sharer folder
 - Click on the current month folder (e.g. 01 January)
 - Create a new sub-folder (if not already existing) within this folder and name it "WB day month Address Sharer" (Put Monday's date using format: 06 January)
 - Click Save

Example:

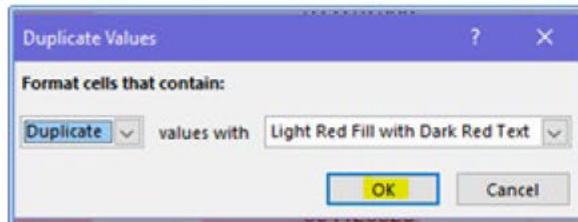


3. Using the opened spreadsheet, highlight all. Go to Conditional Formatting, Highlight Cells Rules, and Duplicate Values.





4. Duplicate Values box will pop up, click OK.



5. Delete all the cells highlighted on white, no fixed abode, holiday parks, caravan parks, motels, or if you recognise any address

- It is not clear the CSO and the person sharing the address are in the same dwelling (eg a holiday park)
- Where there is no fixed abode
- Where the apartments or flats differ even if street address is the same
- You recognise the address as one you have responded to in previous weeks

Example:

CSO Address	Sharer Address
Rotorua Holiday Park, 123 Main Road Rotorua	123 Main Road Rotorua
No Fixed Abode Rotorua	No Fixed Abode Rotorua
Flat 51 Lake Apartments 222 Queen Street Rotorua	Flat 26 Lake Apartments 222 Queen Street Rotorua

6. Save the filtered spreadsheet as per step 2 but name it:
File name: *yyyymmdd Filtered Copy CSOs Living With Children*

Example:



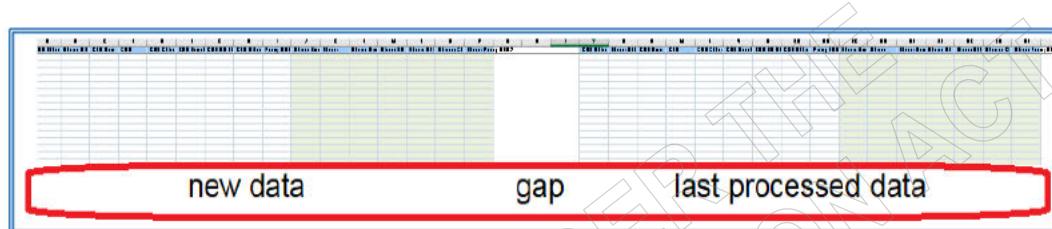
7. With the filtered spreadsheet still open, go into Objective and:

- Open the most recent previous Master Copy CSOs Living With Children spreadsheet
- Use 'Ctrl A' to select all the data in the previous spreadsheet and then 'Ctrl C' to copy it

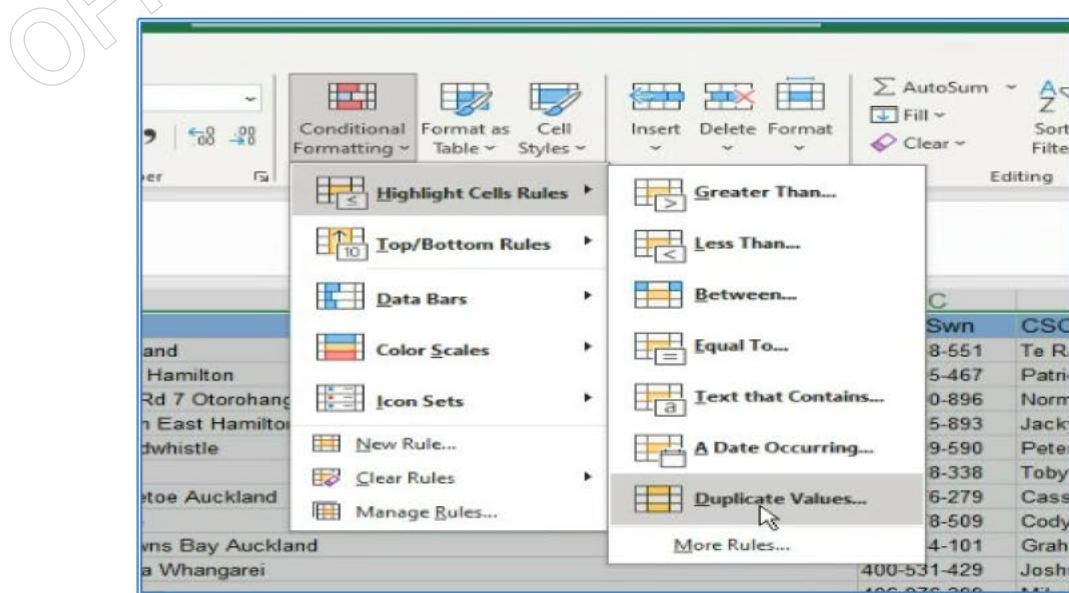


- Close the previous Master copy
- In your filtered spreadsheet of the current list, scroll along until you reach the last column, then leaving a space of 3 or 4 blank columns (eg cell T1) use 'Ctrl V' to paste the data you copied

8. You will now have a spreadsheet that has the new week's data on the left and last week's on the right

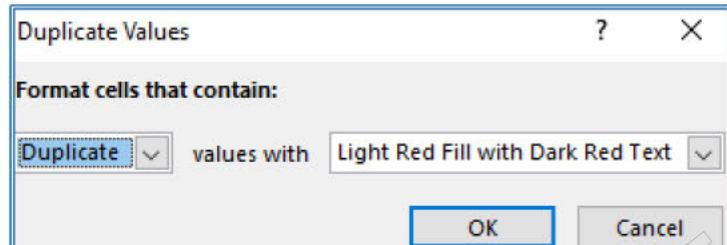


- Go to the bottom right cell of the old data (furthest right cell and click/drag your mouse up to the top left of the new data (cell A2) – in other words, select all the data but not the column headers – *double check you have selected all the data as the group of data on the right from the previous week may have more rows than the current, new week's*
- From the top menu's home tab, select 'conditional formatting', 'Highlight Cell Rules', 'Duplicate Values'

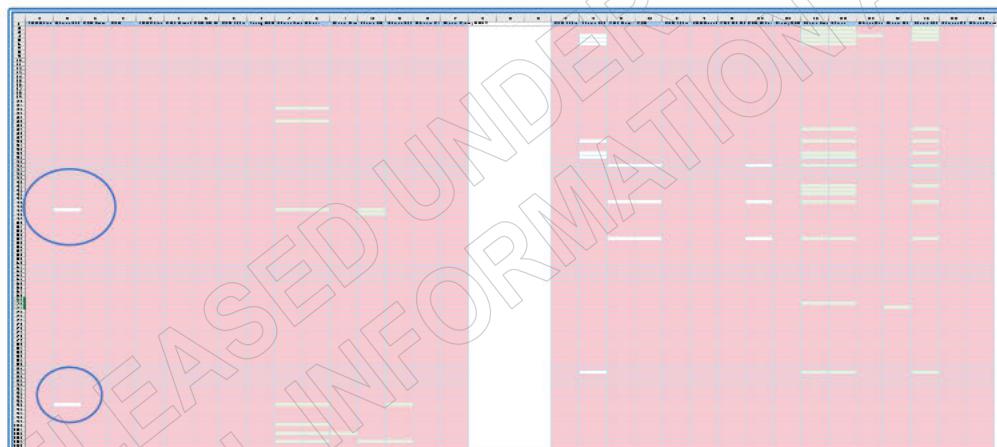




- Click 'ok' when the pop up appears



9. This will cause duplicates to turn red – you will look at the non-duplicate or white cells on the left group of data (ie the current week's)



10. For each row in this week's data that has a white cell, you will need to go into both the CSO's and the sharer's CMS records to check if the addresses are the same

- if they are not, go to the white space on that row and add a comment 'NFA' (no further action)
- If they are you will need to email Oranga Tamariki

11. Open CSO Templates, look for 'CSO Address Sharer Notification to Oranga Tamariki'

- Complete the template
 - only children under 16 go in the children section
 - children 16 and over and anyone else living there go in the family members and others involved section
 - The date of change will be the later date of either when they started sharing addresses or when the CSO tag was added (we don't want to alarm OT if a CSO

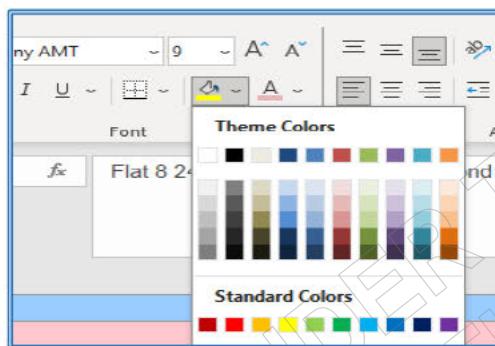


tag has just been added but they have been sharing address for years and we use the earlier date. If the tag was just added then that is when we knew)

- Email it to Oranga Tamariki

12. Update the spreadsheet to indicate you have processed it by:

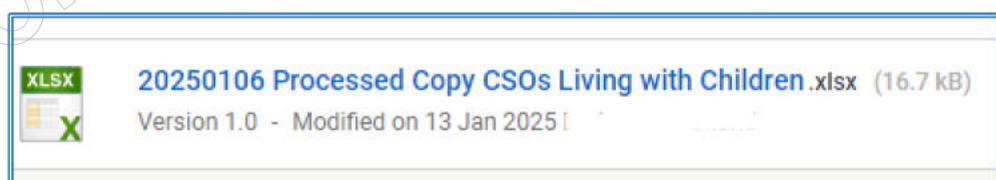
- Fill the white cell with green



- Add a comment on the processed row between the current and previous data groups like 'Email sent'

13. Save the now processed spreadsheet to Objective as per Step 2 but name it:

- File name: *yyymmdd Processed Copy CSOs Living With Children*



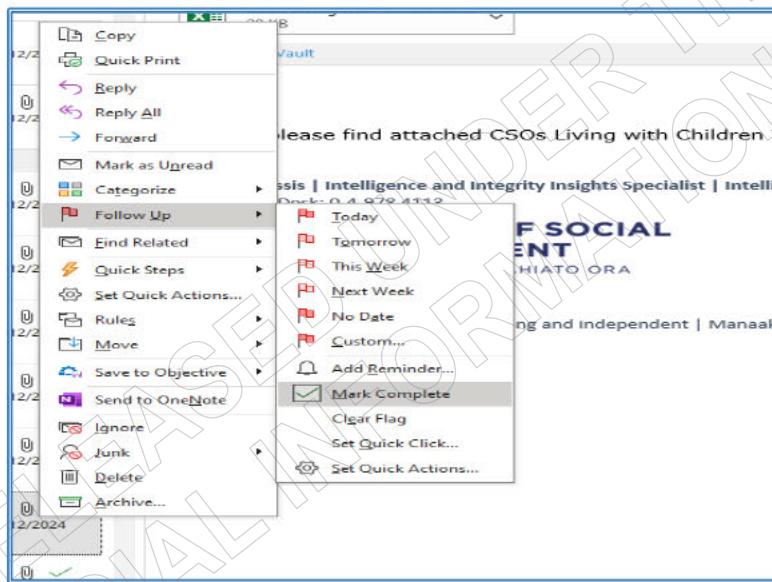
14. Save every email you have sent to Oranga Tamariki to Objective

- From the sent folder of your Outlook, click on the email you sent then *File* from the top menu bar
- Click on *Save to Objective* then on *Save Emails*
- Press the Objective icon, then *Browse*
- Click Handy, open CSO folder



- Click 'Address Sharing Notifications'
- Open 2025 Address Sharer folder
- Click on the current month folder (e.g. 01 January)
- Click on *Use Selected*
- File name: *yyyymmdd child name CSO name (Surname First Name initials)*
- Click Upload

15. Mark the email as complete by right clicking the email in the CSO inbox that contained the reports and complete from the follow ups option as below.



When a young person is identified as a Youth Service child sex offender (YS-CSO), the CPU team will email the Manager of YSSU and their delegated authority.

Once YSSU are advised:

- An appointed YSSU Technical officer (TO) will contact the Youth Service provider by phone to advise them that the young person has been identified as a YS-CSO and give them the details of the young person's probation officer.
- The TO will remind the Youth Service Provider that they must seek approval from the young person's Probation officer before making any referrals to training or employment.

YSSU will secure the client's ART record as follows:

- **Reason** – Client whose personal security is at risk.
- **Additional Detail** – Client has been identified through Work and Income as a Child Sex Offender.

A spreadsheet entitled "Youth Service Notification" is sent to the Manager of YSSU each week. This lists all clients with an active benefit who have been identified as a YS-CSO.

YS-CSO cases that require further discussion can be escalated to the CPU team by e-mailing CSO_Helpline@workandincome.govt.nz.

Service Centres

When a client is tagged as a CSO they must have a case manager assigned to work with them.

The following information will tell you about:

- The role of the Service Manager
- The role of the Case Manager
- The role of a Work Broker
- The role of the Social Housing Case Manager

Manager Client Service Delivery

The CPU match and confirm Child Sex Offenders (CSO's) and email the SCM or ASCM in the service centre in the area which the client lives.

The email will be sent from the Child Sex Offender shared email address and will be easily identifiable with the subject line – "Child Sex Offender Notification".

On receipt of the email, you must:

1. Follow the instructions in the email, which include,
 - Assigning an appropriate case manager to work with the CSO.
 - Ensure the case manager has access to the Practice Guidelines for working with Child Sex Offenders, referring to the Case Manager/Work Broker section.
2. Reply to the CSO shared mail address to confirm that a case manager has been assigned to the client and who they are.

Note – if you come across a record for a client that you believe is a CSO and their record does not have a CSO Special Caution, please email the CPU team as soon as possible, at

CSO_Helpline@workandincome.govt.nz. It is important that you do not add a Special Caution until you have talked to the CPU team.

Determining appropriate staff to work with the offender

Because there are a relatively small number of child sex offenders nationally, most staff will not be involved with offenders.

1. You are asked to identify a site champion who will become the case manager for any Offenders in your service centre. Site champions should not simply be appointed; there needs to be a consultation process so that any concerns can be raised and addressed.

Note: you may also be required to identify a site champion work broker.

2. For any other staff that may also be in contact with an Offender, such as a receptionist, ensure that they are familiar with the Practice Guidelines for Working with a Child Sex Offender, available in Google.

This may raise several very serious issues which may impact on staff. If concerns are raised, usual supports are available such as:

- discussion/support from their direct manager
- Employee Assistance Programme (EAP)
- CPU team

3. If another staff member must work with an Offender, e.g., when the case manager is absent, you must:
 - ensure that staff member is appropriate.

Discuss the Practice Guidelines for Working with a Child Sex Offender with that staff member.

Case Manager

As the case manager assigned to work with an Offender you will follow usual business practices for dealing with clients.

You will:

- Process requests for assistance and ensure that the Offender receives their full and correct entitlement,
- Share information in relation to an Offender who has a change in circumstances; and/or
- Consult with the Offender's probation officer prior to any referral to employment, training or voluntary work.

Offenders should **never** be referred to employment, training, or voluntary work without the approval of the Offender's probation officer.

Note – if you come across a record for a client that you believe is a CSO and their record does not have a CSO Special Caution, please contact the CPU team immediately. It is important that you do not add a Special Caution until you have talked to the CPU team.

Work Broker

If the Offender is a working age client, it may be appropriate for a Work Broker to be assigned to work with the client also.

As a Work Broker you will need to be familiar with the requirements for referring Offenders to employment, training, or voluntary work.

Offenders should **never** be referred to employment, training, or voluntary work without the approval of the Offenders probation officer.

Note – *if you come across a record for a client that you believe is a CSO and their record does not have a CSO Special Caution, please contact the CPU team immediately. It is important that you do not add a Special Caution until you have talked to the CPU team.*

Case Manager (Housing)

Screening and assessment

Follow usual process in Doogle: <http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html>

Centralised Unit Housing

Special Cautions are visible to providers when clients appear on the shortlist.

If a community housing provider requests a referral for a client with one of these risk flags, CMS will generate a task for the Centralised Unit Housing (CUH) to manually approve the referral.

CUH contacts the Department of Corrections (cs_help_desk@corrections.govt.nz) who will decide if the referral can be approved. A response is required within 48 hours.

If a referral is approved, CMS will give the provider access to additional information including the contact details once you have updated the referral status in CMS.

A Client Event Note should be added advising of Corrections response. If a response is not received within 48 hours, a follow up email should be sent.

Housing New Zealand manage seeking approval via the Department of Corrections independent of MSD.

CUH also need to manually advise HNZ when the application status is 'Provisional Offer Approved', and the client has the CSO Special Caution added or removed.

CUH processes can be found in the following links:

[CSO / risk changes \(transitional arrangements\)](#) process.

<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html>

Contact Centre

All CSO's can be identified by a Special Caution in CMS. This will appear when you access the client's record.

When a CSO calls the Contact Centre to advise of a change to their circumstances, CSRs should follow the usual business processes to complete these actions.

A CSR should **not** refer a CSO to any employment or training opportunities. This can only be done by the client's case manager or work broker, and only **after** Community Probation Service has confirmed that the placement is suitable for the offender.

Note – any changes made to the CSOs record on any MSD system will generate a daily report that is processed by the Central Processing Unit.

Further Support and Assistance

If you require further support, information, or assistance you can contact:

- CPU team CSO_Helpline@workandincome.govt.nz
- Helpline
- Employee Assistance Programme (EAP)

Helpful links

The following links may be useful

Information Sharing Agreement about Child Sex Offenders

<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/>

Social Housing – Clients in Specific Circumstances

<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html>

Child Sex Offenders - Information Sharing Agreements

This page contains details and links about the: Child Sex Offender Register and the Child Sex Offender Information Sharing Agreement between us (Work and Income / Oranga Tamariki), the Department of Corrections, Housing NZ and NZ Police.

On this Page:

Who is a Child Sex Offender?

The official definition of a child sex offender is defined in the Corrections Act 2004. In basic terms they:

have been convicted of a relevant offence and

is or will be subject to release conditions, under supervision and/or detention conditions (community or home).

Note: a person ceases to be an offender once they have served their sentence or their supervision or conditions have ended

Child Sex Offender Register

The Child Sex Offender Register commenced operation in 2016 under the Child Protection (Child Sex Offender Government Agency Registration) Act 2016.

The register is a record of a range of up-to-date personal information about registered child sex offenders living in the community. It is a tool to help Police and Corrections staff with the monitoring of people who have offended in the past, with the aim of preventing re-offending and keeping children safe.

When an offender completes their sentence, the court may require them to start reporting their personal information to the register.

MSD is one of the agencies who provides Police with matched current client information to help them maintain the register. The information MSD shares includes the clients: address, contact details and if they have a child in their care or living at the same address. MSD does not take any action on these records.

Information sharing agreement with Corrections

In 2004, legislation was passed (Corrections Act 2004) allowing some government agencies, including the Ministry of Social Development (MSD) and the Department of Corrections (Corrections), to share information about child sex offenders (offenders) to better protect the public and reduce the risk of re-offending.

An Information Sharing Agreement was developed between the relevant agencies that came into effect on 1 March 2006.

Why are we doing this?

The Information Sharing Agreement is part of a programme of work that Corrections has in place to help offenders reintegrate into the community.

The purpose of the agreement is:

to identify specific child sex offenders

to monitor compliance by the offender with his/her conditions

to manage the risk of further sexual offences against children

to identify increased risk of the offender breaching his/her conditions

to facilitate reintegration into the community.

How does it work?

Each week, a list of offenders is received from Corrections which our IT department checks across all of our MSD systems.

All matches found have a Special Caution added in CMS. This means that any changes to a CSOs circumstances can now be reported on and this information is shared with Corrections where appropriate.

What information is shared?

MSD (Work and Income) shares the following information with Corrections:

prior notification regarding any referral, placement (or change of placement) of an offender in employment, training or voluntary work

an offenders benefit status and any change to benefit status, including receipt of child support or Working for Families payments notification of any change of address of an offender.

Corrections shares the following information with MSD (Work and Income):

offender name and aliases, gender, date of birth, address, main reporting centre and client number (if available)

any conditions or directions by a probation officer relating to non-association with children or young persons under 16 years (including persons over 16 with a significant impairment)

any conditions or directions by a probation officer relating to education, training or employment (paid or voluntary)

times of attendance at programmes required under sentence/order (noting that offender rehabilitation takes priority over placement in employment or training).

information relating to changes in circumstances which are considered to increase the risk of re-offending against children or young persons if it specifically relates to their -

relationship

living circumstances

dependents (i.e. factors that would affect benefit entitlement).

Note: MSD (Child Youth and Family) have different sharing arrangements under this agreement.

What role does Central Processing Unit have in this process?

The Central Processing Unit (CPU) in Mangere, on behalf of service delivery is responsible for matching and adding a 'Special Caution' to any offender that they locate in CMS from the list.

They inform the relevant service centre manager that they have tagged an offender in their area so that they can assign a specialist staff member to work with them.

Note: CPU do not case manage the offenders. This is done at a local service centre level.

Each week CPU receives a list of Child Sex Offenders (CSO) from the Department of Corrections under our current information sharing agreement. Any matches found are distributed to the relevant service line eg, Work and Income or Child Youth and Family. The Ministry informs Corrections of any positive matches and the action taken.

Adding Special Cautions for Child Sex Offenders

For more information see:

[Information Sharing Agreement \[<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/>\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/)

Staff must follow current business process relating to the service provision for CSO relevant to the service they provide.

For more information see:

[Child sex offenders - Information, Resources and Handbooks \[<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/resources.html>\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/resources.html)

All clients who have been identified as a CSO will have a Special Caution added to their record by CPU CMS will display the Special Caution indicator when staff are accessing their person record.

Process CPU staff will follow when adding Special Cautions for Child Sex Offenders in CMS.

Steps to add Special Cautions for Child Sex Offenders

1. From the client's Home page select the Actions menu icon to open the list of options.
2. Select 'New Special Caution' from the list.
3. Select the 'Circumstance Alerts' category from the drop down list.
4. Select type from the drop down list.
5. Update the Start Date (if necessary), add an End Date and Description if applicable, then 'Save'.
6. Add appropriate text to the Comments field, then Save.

CMS will return you to the client's Home screen where you will now see the Special Caution alert added to the client's avatar in the Context Panel, and to the Special Cautions field in the Active Alerts section.

Need to know more

For more information about Child Sex Offender information sharing, check the resources section.

For more information about the Child Sex Offender Register see: [The New Zealand Police Website - Child Sex Offender \(CSO\) Register](https://www.police.govt.nz/about-us/programmes-and-initiatives/child-sex-offender-cso-register) [<https://www.police.govt.nz/about-us/programmes-and-initiatives/child-sex-offender-cso-register>]

Content owner: [Work and Income Operational Support](#) Last updated: 22 February 2022

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Sharing information about child sex offenders

Introduction

A law change in 2004¹ means certain government agencies are now allowed to disclose specific information about individuals who may pose a risk to the community.

These individuals are convicted child sex offenders who have been released from prison but who are continuing to serve their sentence or order in the community, or who were sentenced to supervision.

This includes offenders subject to detention conditions (on home detention), release conditions (on parole), a sentence of supervision, or an extended supervision order.

Sharing certain information about these offenders means government agencies can better manage and lessen the risk these offenders pose to the community or themselves.

The arrangement is known as the Information Sharing Agreement and takes effect from 1 March 2006.

[A copy of the Agreement is available on request.]

What changed?

An amendment to the Corrections Act 2004¹ provides a legal framework for government agencies to disclose information about convicted child sex offenders.

At the same time, amendments to the Parole Act 2002 allow some convicted child sex offenders to be supervised in the community for up to ten years – see the Parole (Extended Supervision) Amendment Act 2004.

What agencies are involved?

From 1 March 2006, the Department of Corrections has an active information sharing agreement with each of the following agencies:

- Department of Child, Youth and Family Services
- Housing New Zealand Corporation
- Ministry of Social Development
- New Zealand Police.

Which offenders?

All “child sex offenders” as defined in the Parole Act 2002 are covered by the Information Sharing Agreement.

For the purposes of the Information Sharing Agreement, a ‘child sex offender’ is someone:

- who has been convicted of specified sexual offences² involving victims less than 16 years of age, as defined in section 107B(1) of the Parole Act 2002 (other than where the offence is one referred to in section 107B(3)(pornography offences); and
- whose sentence for the relevant offence has not been quashed or otherwise set aside; and

¹ See section 182A-E of the Corrections Act 2004, as inserted by section 14 of the Parole (Extended Supervision) Amendment Act 2004.

² The list of “relevant offences” that qualify an offender to be covered under the Agreement are contained in Section 107B(1) of the Parole Act 2002.



Sharing information about child sex offenders – continued

- who is subject to release conditions, detention conditions, a sentence of supervision, or an extended supervision order.

When can information be disclosed?

Information can be disclosed at any time about an offender for the length of their sentence or order.

The Department of Corrections can disclose information about child sex offenders to the other parties to the Information Sharing Agreement (and vice versa) for one or more of the following purposes:

- to monitor an offender's compliance with their release conditions, detention conditions, conditions of a sentence of supervision, or conditions of an extended supervision order.
- to manage the risk of them committing further sexual offences against children.
- to identify any increased risk that they may breach their conditions or commit further sexual offences against children.
- to facilitate their reintegration into the community.

How will the information be disclosed?

A national list of eligible child sex offenders will be created by the Department of Corrections every week, and sent to the other agencies involved in the Information Sharing Agreement.

The national list will contain the following information about each offender:

- Name (and any aliases)
- Gender
- Date of birth
- Last known address
- Main Department of Corrections reporting centre.

Each offender on the national list will be notified in writing by the Department of Corrections that their information can be disclosed to the other agencies.

How will the offenders on the list be notified?

When an offender is serving part or all of their sentence or order in the community, they are managed by the Community Probation Service, and they will be assigned a Probation Officer.

During their first meeting with their Probation Officer, an offender who falls under the Information Sharing Agreement will receive a written notification that explains:

- what the Information Sharing Agreement means
- which agencies are part of the Agreement
- the purposes for which their personal information may be disclosed
- their right to access their personal information, and their right to request their personal information be corrected if wrong.

The Department of Corrections must give an offender this information when they first meet with their assigned Probation Officer.



Sharing information about child sex offenders – continued

However, information about the Information Sharing Agreement may also be given to relevant offenders when they are sentenced, and again before they leave prison.

This means if an offender meets with one of the agencies before reporting to the Community Probation Service, they are aware that agency may know they are a child sex offender, and may begin disclosing information about them to the Department of Corrections.

What kind of information can be disclosed about child sex offenders?

The personal information that can be disclosed about offenders is broadly limited to the following:

- Offender name and any aliases, gender, date of birth, address and main Department of Corrections reporting centre (all as per the national list)
- Any conditions or directions set by the Court or New Zealand Parole Board that relate to non-association, residence, programmes, training or employment
- Information that relates to the offender's risk factors or changes in circumstances that increase the risk of re-offending against children or young persons.

The Information Sharing Agreement is between the Department of Corrections and each individual agency. Apart from the information contained in the national list the type of information able to be disclosed is specific to each agency.

Can an offender stop information being disclosed?

An offender cannot stop their information being disclosed but they may request a correction to information disclosed if it is incorrect.

The parties to the Information Sharing Agreement may disclose the type of information referred to above about a child sex offender, but only if the disclosure is for, or relates to, a purpose listed above.

An offender who is due to cease being a child sex offender under the Information Sharing Agreement will be identified by the Department of Corrections to the other agencies in the national list.

For more information

For more information about information sharing agreement, the Community Probation Service or the Department of Corrections, contact your local CPS office (see under 'C' in the Government Listings section of your local phone book) or visit www.corrections.govt.nz.

You can also read the Corrections Act 2004 and the Parole Act 2002.

Information sharing under the Family Violence Act and/or Oranga Tamariki Act

This page provides guidance on information sharing under the Family Violence Act and/or Oranga Tamariki Act

On this Page:

Information sharing

Sharing appropriate information with relevant agencies and providers is an important way we can all help uphold the wellbeing and safety of children or young people in the care of our clients or those we work with.

The Family Violence Act 2018 and the Oranga Tamariki Act 1989 provide for sharing information about children, young people and their families in different circumstances. Guidance on how to safely share information under this legislation is provided on this page.

What information can be shared under the Family Violence Act 2018 and The Oranga Tamariki Act 1989?

The Family Violence Act 2018

Applies to the family violence sector:

Allows information to be shared to identify, stop, prevent, and otherwise respond to family violence.

Creates a duty to consider disclosing information about a victim or perpetrator of family violence to the relevant agency in the family violence sector where:

you believe on reasonable grounds that the disclosure will help or may help ensure that a victim is protected from family violence; or

a request for information under the Family Violence Act is received.

For more information, please see the Ministry of Justice's guidance 'Sharing Information Safely':

<https://www.justice.govt.nz/assets/Sharing-Information-Safely.pdf> [<https://www.justice.govt.nz/assets/Sharing-Information-Safely.pdf>]

The Oranga Tamariki Act 1989

Applies to the child welfare and protection sector:

Allows information to be shared for the safety and wellbeing of tamariki (children and young people).

Before sharing information under this Act you must consult with the tamariki the information relates to, if it is practicable and appropriate to do so. You do not have to seek consent, but you must take into account the view of tamariki, if consultation is practicable and appropriate.

For more information, please see Oranga Tamariki's information sharing guidance: <https://www.orangatamariki.govt.nz/working-with-children/information-sharing/> [<https://www.orangatamariki.govt.nz/working-with-children/information-sharing/>]

Both Acts

Apply to many (but not all) of the same agencies and people, including: schools, early childhood services, health professionals, social workers, some non-government organisations, Police and other relevant government departments.

Are designed to encourage agencies and people to voluntarily share information and work collaboratively.

Are about ensuring relevant information is shared appropriately and for the right purposes.

Ensure that people are protected from civil, criminal, or disciplinary proceedings as long as information is shared in good faith, and they comply with the relevant information sharing provisions.

Which legislation I should use to share information?

Use the provisions in the Family Violence Act 2018 to share information if it's to:

help protect a victim from family violence;

make or contribute to a family violence risk or need assessment; or

make decisions or carry out plans related to responding to family violence.

Use the provisions in the Oranga Tamariki Act 1989 to share information if it's to:

prevent or reduce the risk of harm, ill-treatment, abuse, deprivation, or neglect for tamariki; make or contribute to an assessment of the risks or needs of tamariki; or make, contribute to, or monitor any support plan for tamariki that is managed by Oranga Tamariki.

Who can I share information with under the Family Violence Act?

The following agencies and practitioners are a part of the family violence sector. You can share with them as set out under the Family Violence Act:

Family violence agencies

Specified government agencies (ACC, Department of Corrections, Ministries of Education, Health, Justice, Immigration New Zealand, New Zealand Police, Oranga Tamariki and Kāinga Ora–Homes and Communities); Health New Zealand; Registered Community Housing Providers; Non-government organisations that are partly or wholly funded by government and that provides family violence services; School boards; or Licensed early childhood services.

Social services practitioner

Teachers with current practising certificates or limited authority to teach; Registered health professionals; or Registered social workers.

Who can I share information with under the Oranga Tamariki Act?

The following child welfare and protection agencies and independent persons are part of the child welfare and protection sector. As outlined under the Oranga Tamariki Act, you can share information with:

Child welfare and protection agencies

Specified government agencies (Oranga Tamariki, Department of Corrections, Ministries of Health, Education, Justice, Police, Kāinga Ora–Homes and Communities); Health New Zealand; Registered Community Housing Providers; School boards; Early childhood service;

Any person, body, or organisation that provides regulated services as specified in Schedule 1 of the Children's Act 2014 (for further information please see: <https://practice.orangatamariki.govt.nz/core-practice/information-sharing/how-to-share-information/supporting-definitions-information-sharing> [<https://practice.orangatamariki.govt.nz/core-practice/information-sharing/how-to-share-information/supporting-definitions-information-sharing>]); or

Designated child welfare and protection agencies (Department of Internal Affairs, MBIE, Ministry of Foreign Affairs and Trade, New Zealand Custom Services).

Independent Persons

A practitioner registered under the Health Practitioners Competence Assurance Act 2003 who provides health or disability support services; or A children's worker (as defined in section 23(1) of the Children's Act 2014).

Where can I find out more about these provisions and how to use them?

Guidance and resources about how to share and request information within the child welfare and protection sector, and what the information sharing provisions are under the Oranga Tamariki Act 1989: <https://www.orangatamariki.govt.nz/working-with-children/information-sharing> [<https://www.orangatamariki.govt.nz/working-with-children/information-sharing>]

Guidance on using the information sharing provisions in the Family Violence Act 2018: <https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance/> [<https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance/>]

A 'Request for information' template you can ask agencies to fill out when they want MSD to share information with them, and when we request information: <https://www.orangatamariki.govt.nz/assets/Uploads/Working-with-children/Information->

[sharing/Information-Sharing-Request-Template-Agency-to-Agency.pdf](https://www.orangatamariki.govt.nz/assets/Uploads/Working-with-children/Information-sharing/Information-Sharing-Request-Template-Agency-to-Agency.pdf) [<https://www.orangatamariki.govt.nz/assets/Uploads/Working-with-children/Information-sharing/Information-Sharing-Request-Template-Agency-to-Agency.pdf>]

If you have any questions about the guidance or how it relates to your practice, please contact: PrivacyOfficer@msd.govt.nz [<mailto:PrivacyOfficer@msd.govt.nz>]

Content owner: [Information Security and Identity Te Rōpū Tiakina](#) Last updated: 20 May 2025

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