



30 May 2025

Tēnā koe

Official Information Act request

Thank you for your email of 8 May 2025, requesting information about security incidents at Service Centres for the past 12 months.

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

I have also included some general information about security incidents for your further information.

Security Incidents

The safety and security of our staff and the people we serve is our top priority.

A security incident is an occurrence that impacts either directly or indirectly on the safety of staff, clients and the physical security of Ministry assets and information/data. The incident need not have occurred within or around a Ministry office but rather at any place where Ministry business is being conducted, or an incident that may have a detrimental impact on the Ministry.

Security events are categorised into 'security (with injury)' and 'security (no injury)' so that staff who receive a physical or psychological injury can be provided additional support if required.

The severity of an incident is determined by a manager when they review the incident and complete the hazard analysis. While deciding the severity of the incident, the manager considers both the physical and psychological impacts on staff and others present at the time of the incident.

Please see the attached **Appendix**, which contains a table detailing the number of security incidents at Service Centres for the period 1 May 2024 to 31 April 2025, broken down by Ministry region and event type.

You will note that some numbers have been replaced with an 'S'. This information is suppressed under section 9(2)(a) of the Act, to protect the privacy of natural persons. The need to protect these people's privacy outweighs any public interest in this information.

All types of contact, including in person, phone, email, text message and social media are included in this data. This data does not include clients expressing a risk of suicide or self-harm.

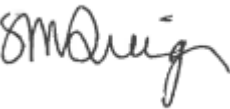
Our policy is to report and record every security incident, but this information is not part of our regular publishing schedule.

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