



- 1 OCT 2014

MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

MINISTRY OF SOCIAL DEVELOPMENT, Bowen State Building, Bowen Street, Wellington 6011, PO Box 1556, Wellington 6140
• Telephone: 0-4-916 3300 • Facsimile: 0-4-918 0099

David Nicholas

fvi-request-1980-3e5da64b@requests.fyi.org.nz

Dear Mr Nicholas

Thank you for your email of 2 September 2014 requesting, under the Official Information Act 1982, the following information:

1. *How many security staff are employed by this agency?*
2. *Do they have to be registered and qualified as per the Private Security Personnel and Private Investigators Act?*
3. *Do security personnel have to have a reasonable level of fitness like the NZ Police have to have?*
4. *What are the security staff paid? What Key Performance Indicators (KPI) do security staff have in their contracts?*
5. *What training to case workers and front line MSD staff have to enable them to diffuse potentially difficult situations with clients? What on-going professional development do staff undertake in how to handle difficult clients?*
6. *Are micro-counselling or restorative justice practises techniques taught to staff?*
7. *How many assaults and threats have been made to staff in the past 5 years shown by each office?*

This letter is to advise you that the Ministry will provide a response but needs to extend the time available to answer your request. The Ministry's response will be with you no later than 14 November 2014.

The reason for the extension is that the Ministry needs further time to consult with other parties on the release of the information you have requested. Consultation is necessary to ensure that you are provided with robust and correct data. Furthermore, these other parties may be affected by the release of the information and I need to provide them with an opportunity to identify any prejudice that might arise from its release before I make a final decision.

In the interim, you may like to review the findings of the first phase of the independent review into the Ministry's security environment. As you are aware, the review was launched following the Work and Income Ashburton shootings on 1 September which claimed the lives of two staff members and seriously injured another. The first phase of the review is publicly available on the Ministry's website at:

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www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2014/first-stage-findings-of-independent-security-review.html

You have the right to seek an investigation and review of our decision to extend the time by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

I will respond to you sooner if I am able to.

Yours sincerely



Elisabeth Brunt
General Manager Ministerial and Executive Services