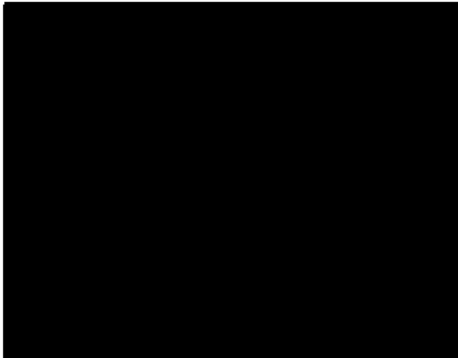




20 December 2021



Dear [REDACTED]

Re: OIA request – Addressing violence and aggression (AVAN) survey

Thank you for your Official Information Act request received 7 December 2021 seeking information from Waitematā District Health Board (DHB) regarding occupational violence and aggression against nurses, midwives and health care workers.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,500 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

1. **The number of incidents related to nurses, midwives and health care assistants being abused, harassed or physically assaulted/ attacked at their workplace since 1 Jan 2017 to-date, broken down by location and calendar year.**
2. **Brief description of the incidents and what the incidents related to e.g. verbal abuse, physical assault, sexual assault, physical threat or otherwise**
3. **How many 'code orange' events that occurred? Brief description of the events.**
4. **Where did the incidents happen, e.g. the emergency department, mental health/addictions, obstetrics?**

We are providing a combined response to questions 1, 2, 3 and 4. We encourage all staff to report any alleged incidents of verbal or physical assault in the workplace. As one of the largest employers in the district with around 8,500 staff, this equates to thousands of incidents that are recorded over the five-year period from 2017-2021 (inclusive). Our electronic system records each incident as "staff member" and does not note if the person is a nurse, midwife or health care assistant.

Due to the sensitivity of this information, frontline staff would need to manually review individual files and it would not be appropriate to use a contractor to review the records. This would take the frontline staff away from their work and prejudice our ability to provide core services.

We have considered whether charging or extending the timeframe for responding to this aspect of your request would assist us in managing this work and have concluded it would not. We have, therefore, determined to refuse this element of your request under section 18(f) of the Official Information Act due to substantial collation and research.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to seek a review is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

5. How many incidents were notified to WorkSafe?

Due to the very low number of incidents notified to WorkSafe, we have been able to review the files and confirm that the number of incidents involving a nurse, midwife or health care assistant were as follows:

Physical assaults of a nurse, midwife or health care assistant notified to Worksafe	
Date	Notified to WorkSafe
31 October 2017	1
02 September 2019	1
27 November 2019	1

6. How many incidents required police interventions e.g. Police report, statements from DHB employees?

These incidents are not recorded by Waitematā DHB. We are, therefore, refusing this aspect of your request under section 18(g) under the Official Information Act, as the information you are seeking is not held by us.

7. How many incidents required an Accident Compensation Corporation (ACC) claim?

Due to the very low number of ACC claims, we have been able to review the files and confirm that the following numbers of claims involved a nurse, midwife or health care assistant:

Waitematā DHB ACC claims by a nurse, midwife or health care assistant since 1 January 2017				
2017	2018	2019	2020	2021
54	52	41	47	43

8. How many incidents resulted in working days lost? And if so, how many?

Working days lost due to ACC claims since 1 January 2017				
2017	2018	2019	2020	2021
387.377	322.401	167.232	568.895	187.535

9. How many 'code orange' events occurred? Brief description of the events?

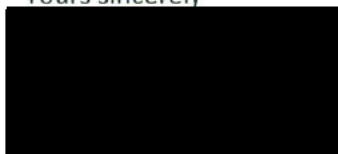
Please refer to our response to question 3.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



Director People and Culture
Waitematā District Health Board