

18 June 2020

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]

**Re: OIA request – Allegations of bullying or harassment**

Thank you for your Official Information Act request received 22 May seeking information from Waitematā District Health Board (DHB) about the number of reported allegations of bullying or harassment.

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

Waitematā DHB serves a population of more than 630,000 across the North Shore, Waitakere and Rodney areas, the largest and one of the most rapidly growing DHBs in the country. We are the largest employer in the district, employing around 7,500 people across more than 80 locations.

In addition to providing services to our own population, we are also the metropolitan Auckland provider of forensic psychiatry, child disability services, child community dental services and community alcohol and drug services.

Waitematā DHB is committed to providing a working environment free of behaviours associated with bullying and harassment.

While the rate of allegations of bullying and harassment is extremely low given the size of our workforce, Waitematā DHB takes any such complaints seriously. The expectation is that all parties will treat any allegations sensitively and confidentially. We have robust policies and investigative processes in place, which include a range of options and support resources.

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

**1. Since 22 May 2019 until 22 May 2020, how many allegations of bullying or harassment have been recorded by Waitemata DHB?**

We have interpreted your question as relating to staff complaints about other staff in the workplace. Staff are able to make complaints through our internal reporting system to occupational health and safety (OH&S). In the 12 months from 22 May 2019 until 22 May 2020, there were a total of 17 complaints by staff members relating to bullying or harassment in the workplace.

**2. Of the complaints, how many relate to issues at Waitakere and how many are attributed to North Shore Hospital?**

Waitakere Hospital	8
North Shore Hospital	9

**3. How many allegations related to the conduct of senior managers, managers or line managers, duty nurse managers, consultants, and or members of the executive team or another member of staff?**

There have been no complaints against duty nurse managers, consultants or members of the senior management or executive teams.

Managers	7
Another member of staff	10

**4. How many of these allegations were resolved informally, and how many required investigations?**

Resolved informally	1
Investigated	16

**5. During the same time period, how many bullying or harassment allegations, complaints or concerns has the DHB been made aware of through contact by a union representative?**

Two of the allegations were advised to the DHB by a union representative.

**6. Separately, since May 22, 2019 until today's date May 22 2020, how many DHB staff have emailed the "Everyone Matters" confidential email monitored by the Director of Human Resources? Please provide a brief breakdown of what these emails related to - for example, did they relate to verbal abuse, unjust criticism, poor communication, intimidation, bullying, harassment or other concerns about poor treatment, management or rostering etc.?**

Since 22 May 2019 to 22 May 2020, three staff members have emailed the Everyone Matters email address. Each of those queries related to the HR-Learn sessions for managers and included queries on attendance, venue and topics.

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



Fiona McCarthy  
Director Human Resources  
Waitemata District Health Board