



21 January 2021

Dear [REDACTED]

Official Information Act Request

You have asked for information harassment or assaults directed towards our staff.

Date/numbers/figures of all incidents involving any DHB staff member (including contractors or casual workers) being harassed or, physically or verbally assaulted by a patient from any ward/area under the DHB's jurisdiction in the last three years to date (07/12/2017 – 07/12/2020).

Please see the attached information.

Northland DHB established a Workplace Violence Prevention Group with a specific aim 'for all people to feel safe within our workplaces'. The group's objectives were to encourage people to report incidents of violence and to develop a framework that services can adopt to identify and manage risk factors for workplace violence in healthcare.

A Workplace Violence Prevention Plan was developed. This led to a toolkit of resources being put together, regular staff surveys were undertaken to gather valuable feedback, training opportunities to educate staff on how to deal with critical incidents were considered and risk mitigation and controls put in place. The ultimate outcome from the plan was that we acknowledged that we needed a specific role to manage the ongoing issue of workplace violence. A new role was created - Workplace Violence Prevention Programme Manager – with the appointee commencing in January 2019.

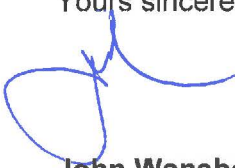
Incident reporting at Northland DHB is staff led. Staff are encouraged to report any incident where they felt their safety was compromised or threatened. Incidents may involve physical aggression, threatening behaviour, verbal aggression or any combination of these factors. Physical injury is not a pre-requisite for reporting an event.

Our staff provide care to many individuals who are not aware of their surroundings or may be vulnerable and anxious. This includes individuals with mental health conditions. As a result behaviour can be unpredictable and out of character. This is evident by the number of incidents reported by Mental Health Service staff.

Northland DHB supports the open disclosure of information to assist public understanding of how we deliver our services. This includes proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been provided to you. Personal or identifying information will be redacted from any response published online. If you consider there are good reasons why this response should not be publicly available we will consider your views.

If you have any queries relating to Northland DHB's response to your information request please contact Northland DHB's Chief Executive in the first instance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'John Wansbone', with a large loop on the left side.

John Wansbone
Acting Chief Executive