

11 July 2022

[REDACTED]

By email: [REDACTED]

Dear [REDACTED]

Re: Official Information Act request – Patient Alleges Staff Assault - Auckland DHB Ref: 20220613-1245

I refer to your Official Information Act request received on 13 June 2022, requesting the following information:

1. **As required by the Official Information Act, please supply me with all information please supply me with a copy of the policy and what actions are taken when a patient says a staff member has assaulted them?**
2. **Also under the Act, what actions and processes and policy do security staff have in this situation? My question is the reverse of my previous request, [OIA 1188 P. Sisson Assault Procedure], where I asked what procedure is followed when a patient assaults a staff member. This time I ask for all documentation about response, process and policy etc when a patient says a staff member has assaulted them. Eg, is the patient asked to write a report, where is that report stored, who decides if the Police are called, who calls the police, who decides what constitutes an assault, is the patient required to inform a specific person that they have been assaulted, is a specific person required to support the assaulted patient, what support is offered, is a specific person required to ask the patient if they want police called and do they have to keep a record, is a record of injury required to be kept and where and by whom, who provides medical care to the patient until police arrive, what action is taken if the Police do not remove the staff member, what support is given to the patient, etc, etc. There are many steps that would follow from an alleged assault.**
3. **Does the ADHB have a process written down anywhere as a standard response, or is it just left to staff on how to respond? For example, do you have a critical incident guide that you use for earthquake, fire, active shooter, and such. Does that tell you how to respond to an assault?**

Response

Please see the attached documents, Attachments 1 – 9. These contain the policies and processes staff are to follow in responding to the assault and critical incident scenarios that you have asked for.

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

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Ngā mihi,



Dr Michael Shepherd

Acting Chief Executive

Te Whatu Ora - Health New Zealand | Te Toka Tumai
Auckland

Encl.

Attachment 1. Incident management - Policy

Attachment 2. Incident management - Guideline

Attachment 3. Emergency Management Policy

Attachment 4. Code Orange Policy

Attachment 5. Code Black Policy

Attachment 6. Consumer complaint management policy

Attachment 7. Sexual misconduct allegation from a patient against an ADHB employee - AED or APU initiated

Attachment 8. Complaints to the police policy

Attachment 9. Discipline and dismissal Policy

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