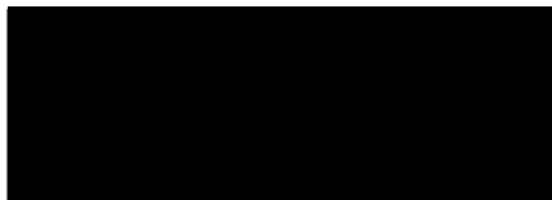




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7 November 2018



Information Request – the number of FENZ personnel in region 1 who have accessed counselling services between 01.04.2012 and 31.03.2018

I refer to your official information request dated 12 September 2018 asking for the following information:

Can you please tell me the number of Fire and Emergency NZ personnel in Region 1 who have used counselling services and/or psychologist services each year from 2012, and to this year ending August 31, 2018. How many Fire and Emergency NZ personnel have commit suicide in Region 1 each year from 2012, and to this year ending August 31, 2018? Can you please specify what role they worked in?

The safety, health and wellbeing of our people is of paramount importance to us. Every person within Fire and Emergency New Zealand has a right to work in a safe and supportive environment with the tools, equipment and skills that will protect them from hazards they encounter in their roles.

We recognise that the nature of our work means our people encounter a wide range of risks to their physical safety, work-related health or psychological wellbeing. We provide support services that cater for different levels of needs our people may have.

From the establishment of Fire and Emergency on 1 July 2017, external independent confidential counselling and support services were opened up to all personnel, and their immediate families, at no cost to them. These services can be accessed for both work-related and non-work-related issues. We know this support helps our people who respond to critical incidents recover better. People who require additional support are referred through appropriate pathways.

Region 1 has been promoting these services and are pleased that personnel and their families are accessing the support that is available.

The following tables show the numbers of staff in Region 1 who have accessed counselling and psychologist services since 2012.

Numbers of Region 1 personnel accessing EAP Counselling

Calendar years	2012	2013	2014	2015	2016	2017	2018 (to 30 September)
Numbers referred to EAP counselling	10	17	22	35	52	70	72

NOTES

- The numbers include volunteers, career staff and family members combined.
- Vitae is the primary EAP provider in Region one however, another provide EAP Services has also supported staff over the timeframe in question. Accordingly, the numbers above are a combination of Vitae and EAP Services data.
- Data has been provided to 30 September 2018 as Vitae reports to us quarterly, by calendar year.

Numbers of Region 1 sessions for personnel accessing psychologists

Records have not been kept of referrals to psychologists in Region 1 for the period of 1 January 2012 – 31 August 2018. The following numbers have therefore been estimated by analysing the financial records in Region 1.

Financial Years	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19 YTD	<i>Total</i>
Numbers of sessions (indicative only)	51	15	47	21	37	10	2	183

NOTES

- These figures are estimates only as we cannot guarantee that all invoices from psychologists have been captured.
- The numbers of sessions above have been estimated by dividing the total dollars spent by fiscal year by an average psychologist's fee per one 50 min session.

Numbers of Region 1 personnel who committed suicide 1 January 2012 -31 August 2018

The NZ Fire Service did not keep formal records of personnel who committed suicide between 2012 and 30 June 2017 and Fire and Emergency NZ also has not keep formal records since 1 July 2017. Your request for this information is therefore declined under section 18(e) of the OIA, as the information does not exist.

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. Note also that this response (with your personal details removed) may be published on the Fire and Emergency website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Bella Sutherland', is written over a circular embossed seal. The seal is partially visible and contains some illegible text.

Bella Sutherland
Director, Office of the Chief Executive