

18 January 2021

[REDACTED]
[REDACTED]

Dear [REDACTED]

Request for Information – Local Government Official Information and Meetings Act 1987

We refer to your official information request dated 8 December 2020.

The information you have requested is below:

- What procedures did Hutt City Council have in place if staff had a traumatic response to the Child Matters Course that staff were sent on in October 2017?
EAP was offered to all participants during the session and a section of the training detailed additional service providers that could be contacted to provide further help and support should this be required. We have requested further information on this from the course provider, however, they haven't been contactable over the holiday period and will provide this at their earliest convenience.
- Who was responsible for advising what the course was going to include?
The course was a standard one run by Child Matters. The People & Capability team advised managers of the content and purpose of the training and staff were sent an invite which included [this link](#) to an overview of the course content.
- When did Hutt City council decide to change to an online course to deliver Vulnerable Children's Training and what were the reasons for this move to an online course?
We changed to the online Safeguarding Children course in July 2019, and this is run as a facilitated session. The decision was made because this course was designed specifically for local government and at the time was new to the market and offered us greater flexibility in terms of how it was delivered.
- What procedures does Hutt City Council have in place now to advise staff what help is available to them if they suffer mental trauma while they are employed?
We currently deliver the GoodYarn programme in-house, which has involved training 12 staff who have an interest in mental health and wellbeing, as facilitators. We have also provided some mental health first aid training and we have EAP Services and contact details for other relevant services, available on our intranet - Ourspace.

- How does your Council measure people's experience of contact with your organisation?
Council runs regular Resident Satisfaction Surveys to get feedback on Council's performance. The results are reported in the Annual Report, and at the end of each quarter these are also reported to the relevant Council Subcommittee.
- Information about programmes, processes and procedures Council has in regards to Mental Health and ACC
We don't have any specific processes for mental health and ACC as any interactions with ACC would be initiated by the individual and their GP in the same way it is for any personal or workplace injuries that occur.

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

If you wish to discuss this with us, please feel free to contact me on 04-570 6904.

Yours sincerely



Kelly Alkema
Chief People Officer