



Systems and processes that prevent and respond to bullying

Context

New Zealand Police has commissioned an independent external review of its systems and processes to address complaints of bullying. The review is expected to provide a clearer picture of what is working well, and to identify any areas where improvements may be needed, benchmarked against positive workplace standards which apply across the public service.

Objective

The review's objective is to check whether New Zealand Police has appropriate systems and processes in place to prevent and respond to bullying.

Background

Police's vision is that it has the trust and confidence of all. It is critical that we uphold our values and expectations and adhere to the standards of behavior set out in our *Code of Conduct*.

New Zealand Police's culture has changed significantly over the last 10 years in response to changes implemented as a result of the Commission of Inquiry into Police Conduct (COI). The COI provided the catalyst for significant reform. A comprehensive programme of change was launched that touched almost every aspect of policing - from policy and training, through to staff behaviour, performance management and leadership, and the need for a more diverse, inclusive and healthy Police culture.

Health and safety legislation places duties on employers to eliminate or minimize health and safety risks in the workplace. This includes bullying. Bullying at work is repeated and unreasonable behaviour directed toward a worker or a group of workers that can lead to physical or psychological harm.

Bullying can have significant negative outcomes for individuals and can affect well-being, performance, staff turnover and relationships with colleagues, friends and family. Financial impacts may also result from bullying.

Scope and approach

The scope of this external review includes:

- Assessing Police's systems and processes against the State Services Commission's model standards for positive and safe workplaces, and Worksafe New Zealand's good practice guidelines on preventing and responding to bullying at work
- Benchmarking against other public sector agencies
- Reviewing relevant Police Instructions, policies, procedures and training
- Identifying any themes or patterns in Police's handling of bullying complaints.

The review will not investigate or make findings about any specific allegations of bullying or individual incidents. Rather, the focus is on assessing systems and processes.

Process and timing

The review will be conducted independently by an experienced consultant. Police will support the review by making documents, data and personnel available to the external reviewer.

Coordination and support for the review will be provided by Police's Assurance Group.

A written report will be made publicly available at the conclusion of the review.

While the aim is to have the review completed as soon as possible, this will be a matter for the independent reviewer.

The deliverable

A written report, detailing key findings and any improvement opportunities, will be provided to Police.

Mike Bush MNZM

Commissioner of Police

25 / 10 / 2019

Debbie Francis

Independent reviewer

25 / 10 / 2019

