

30 August 2023

Amanda Murtagh
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Tēnā koe Amanda

Request for information

Thank you for your Official Information Act 1982 (OIA) request dated 6 August 2023. Your questions are listed below, followed by an answer for each.

Please provide written statement(s) as to the labelling of the caller (your reference P043834754) as 1M (Mental Health) and RRRR - Regular Caller.

Every event reported to Police is different. Policing is a dynamic activity and there is a range of tools and procedures that help to determine Police's response.

The 1M code is applied to the event as opposed to the caller. Mental Health (1M) is a broadly used code that captures a range of incidents including people in crisis posing an immediate risk to themselves or others, requests for assistance from mental health services, requests for advice, and people experiencing disordered thoughts.

RRRR does not mean regular caller. Rather, RRRR is entered once an event has been received, read, understood, and acknowledged.

Please provide written statement(s) as to the withholding and release of phone call transcript your reference P043706635.

As stated in response to your request IR-02-23-2648, the Police Communications Centre advised that unfortunately there was an outage at the time your calls were made so there are no audio recordings available for this time.

The only call that was recorded was when someone from the call centre attempted to call you back but there was no response.

Due to this, you were provided with the event chronology for the call rather than the audio.

Police National Headquarters

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand.
Telephone: 04 474 9499. Fax: 04 498 7400. www.police.govt.nz

Some information in the event chronology was withheld under section 53(b)(i) of the Privacy Act 2020 as the disclosure of the information would involve the unwarranted disclosure of the affairs of another individual.

Ngā mihi

A handwritten signature in black ink, appearing to read 'B Marshall', written in a cursive style.

A/Superintendent Bronwyn Marshall
Director Emergency Communications Centres (Relieving)