



6 November 2013

Cherie Howie  
Reporter  
Herald on Sunday  
[cherie.howie@heraldonsunday.co.nz](mailto:cherie.howie@heraldonsunday.co.nz)

Dear Cherie

**Request made under the Official Information Act 1982**

Thank you for your email of 8 October 2013 requesting the following information under the Official Information Act 1982:

- 'The number of complaints made to the NZTA regarding a.) verbal threats and b.) physical attacks made against examiners during a.) restricted and b.) full driving tests in each [of] the last five financial years.
- Any information available on the nature of those complaints.
- A regional breakdown of where complaints were made, if available.
- Any reports related to the safety of those conducting driving tests, including but not limited to, reports related to any threats of attacks made against examiners.'

Please note that a third party, NZ Driver Licensing (1998) Limited (NZDL), is contracted by the NZ Transport Agency to conduct practical driver licensing tests.

Please find attached a spreadsheet, provided to the Transport Agency by NZDL, listing dates, regional breakdown, and description of incidents, as reported to NZDL, for the years 2008 through to 2013, with a total for each year listed on the last page. As the incidents relate to health and safety, NZDL do not identify on their register the test type (restricted and full).

Also attached are copies of the original incident reports as provided by NZDL, NZDL have advised the Transport Agency that each individual report is entered into their incident register and reviewed by their regional managers and their Health and Safety Committee. In line with their International Organisation for Standardisation (ISO) procedures, copies of the individual reports are only retained for 12 months, therefore, they can only supply October reports from 2012 to current October 2013 as previous information no longer exists.

are only retained for 12 months. Therefore, they can only supply reports from October 2012 to October 2013 as previous information no longer exists.

To protect the privacy of the testing officers and applicants referred to in the documents provided, names and personal details have been removed. This information has been withheld under section 9(2)(a) of the Official Information Act 1982, which provides that information may be withheld to 'protect the privacy of natural persons'.

I do not consider there to be any other considerations which render this information desirable, in the public interest, to be made available.

Under section 28(3) of the Official Information Act 1982, you have the right to apply to an Ombudsman for an investigation and review of the decision to withhold this information. The address is:

Office of the Ombudsmen  
PO Box 10152  
Wellington 6143

If you would like to discuss this reply with the Transport Agency, contact Andy Knackstedt, National Media Manager, by email at: [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) or by phone on (04) 894 6285.

Yours Sincerely

PR. 

**Chris Taylor**  
Manager Service Supply Management  
For Chief Executive