

Harrison Christian

Reporter

harrison.christian@hbtoday.co.nz

Dear Harrison

Request made under the Official Information Act 1982

Thank you for your email of 15 April 2015 to Anthony Frith, Media Manager requesting information about physical and verbal abuse toward testing officers in the Hawkes bay region in the past five calendar years. Your specific questions and my responses are provided below.

1. *'The number of instances of physical and verbal abuse reported by driver testers in Hawkes Bay in the past five calendar years'.*

There was one instance of verbal abuse reported for the available years of 2011, 2012, 2013 and 2014. This was reported by a testing officer to NZ Driver Licensing Limited (NZDL) after performing a test in Napier on 5 September 2014.

NZ Driver Licensing Ltd (NZDL) is only required to hold these reports for a maximum for 12 months. However, the Transport Agency has been able to obtain the information you seek back to 2011 due to similar requests, but not including 2010. Therefore the request for any reports that may or may not have been generated in 2010 is declined under section 18(e) of the Official Information Act as it does not exist.

2. *'Details of the nature of each instance of abuse recorded'.*

Please refer to the attached incident report and handwritten letter detailing the events in Napier dated 5 September 2014. In order to protect the privacy of the testing officers and applicants, their names and personal details have been withheld under section 9(2)(a) of the Official Information Act.

3. *'The number of instances of physical and verbal abuse reported by driver testers nationally, broken down into regions, in the past five calendar years'.*

Region	2011	2012	2013	2014
Auckland/Northland		14	12	13
Central and Lower North Island		1		4
South Island	3	1	3	10
Not detailed				1
TOTAL	3	16	15	28

As previously described, information is limited to four years – 2011. Information for 2010 is unavailable and consequently declined under section 18(e) as the information does not exist.

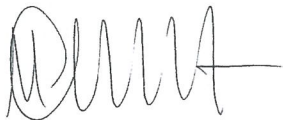
With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

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 information in the answers to question one and two. The address is:

Office of the Ombudsmen
PO Box 10152
Wellington

Please note that this response will be published on the Transport Agency web within 48 hours of you receiving it. If this conflicts with a dead line and/or if you would like to discuss this reply with the NZ Transport Agency, please contact Andrew Knackstedt, National Media Manager, by email to andrew.knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Charlton', with a horizontal line extending from the end of the signature.

Michelle Charlton
Manager, Customer Information
For Chief Executive