

2 March 2022

Jo

fyi-request-18313-c8224ff2@requests.fyi.org.nz

Kia ora Jo,

The information you requested - CAS-499806-X4Z7L1

Thank you for your request for information dated 25 January 2022 about assault on Parking Wardens.

To support effective reporting, AT utilises a system called “Synergi” which is used to record all accidents, incidents, injuries, near misses, unsafe behaviours and conditions and spills. I’ve attached the spreadsheet which shows the reported assaults against Parking Wardens for 2021.

Reporting is done based on 2 classifications of an assault/threat towards a Parking Warden; A 10/10 is used to describe a physical incident and a 10/9 is used to describe a verbal incident. For the period 1 January 2021 to 31 December 2021, a total of 57 incidents were reported of which 19 were classified as 10/10 (physical incident) and 38 as 10/9 incidents (verbal incident).

Auckland Transport does not have a policy mandating that a Parking Warden needs to report an assault. However, the Parking Compliance division operates on a set of Operational Guidelines, supported by detailed SOP’s (Standard Operating Procedures). These manage how the incident is reported, triaged, “stand downs”, mental health assistance provided by Auckland Transport as well as Return-to-Work procedures post incident (where required). Attached please find a copy of the Standard Operating Procedures used by Operators to assist in the intelligence gathering, response and recovery activity associated with the emergency (that includes incidents of threat, aggression and assault). Please note redactions have been made under section 7(2)(f)(ii) of the LGOIMA.

Part of that SOP states that when faced with any form of threat or aggression, the Warden can push the emergency button on their RT (radio transmitter). This will contact the Comms Room Support team who will take the call and record all the required details of the incident held within a case file in Microsoft Sharepoint.

When the Warden arrives safely back onsite (to the location from where he/she deploys daily), we have another SOP containing a detailed triage of the event. There is a series of points to work through and each case depends upon its severity which is graded between 1 and 9 (1-low level, 9-very high level) and has a triage requirement attached to it.

A Warden may be stood down from active duty for a time determined by the severity of an incident he/she was involved in.

A Warden is offered a wide range of wellness services, such as a readily available Employee Assistance Programme (EAP) and we have two in-house Wellbeing Specialists also readily available to support anyone in need of wellbeing services.

A risk assessment review was completed in early 2022 following on from the initial risk assessment was completed in 2017. Moving forward this will be reviewed annually. The review completed earlier this year did not require any additional measures to ensure that AT meets its HSW Act obligations,

Our Wardens are not provided with self-defence training. However, training for incident de-escalation is provided instead.

It is very important to note that Auckland Transport takes the safety and wellbeing of all its staff very serious and continually promote safety practices which includes the reporting of record all accidents, incidents, injuries, near misses, unsafe behaviours and conditions and spills. We continually remind staff of the importance of reporting the afore-mentioned using Synergi that creates a strong safety culture across the business which in-turn has a very positive effect on work and life for others.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA and seek an investigation and review regarding this matter.

Yours sincerely



John Strawbridge

Group Manager - Parking Services and Compliance