

OIR: 2223/554

16 June 2023

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for Information under the Local Government and Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of 23 May 2023 requesting information in relation to Council Service Centres being closed on Tuesday 30 May 2023 for 'safety' training of the front counter staff, you asked what the main complaints are and if we hold any statistics on this.

The health and safety of our staff is a high priority here at Council, and I agree that it is unfortunate that any of our staff encounter abusive behaviour while at work.

Over the past three years, in particular since Covid lockdown, our front-line public space facilities have experienced an increase in aggressive interactions from members of the public and customers. The areas most affected are our Aquatic facilities, Libraries and our Customer Service areas. The behaviours our staff experience are primarily verbal abuse and aggressive behaviour towards the Council in general but taken out on the staff member present at the time.

The Council is committed to ensuring the safety and wellbeing of our staff and as such, a series of training sessions to address both psychological and physical safety are carried out for front facing staff. In terms of data for such incidents, this information can be found in the Health and Safety Quarterly Reports which are tabled at the Risk and Assurance Committee meetings and are available on [REDACTED] the Council website.

Ngā mihi



Janice McDougall

Group Manager People and Partnerships
Te Kaihautū, ngā Rangapū, Tāngata hoki

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.