

The table below summarises reported serious incidents involving Council employees and Council Contractors during the last three years.

Date	Incident Type (ie physical assault, verbal abuse, threat	Injury	Role	Follow-up action
12/8/2020	Physical assault – dog owner spat in the face of a worker when conducting a search warrant.	Spit on face	Animal Control Officer	<ul style="list-style-type: none"> • Dog owner arrested for assault. • Health monitoring for Animal Control Officers to be extended to include vaccination for Hepatitis A & B
5/6/2020	Threat of violence against Parking Warden for issuing an infringement	N/a		Reported to Police
27/5/2020	Aggressive and racially abusive customer over dog-related costs	N/a	Customer Advisor	Police trespassed customer
2/03/2020	Verbal threat to Council over compliance issues	N/a	Management	<ul style="list-style-type: none"> • Trespassed • Reported to Police
29/11/2019	Physical assault – a rock was thrown at a worker’s face (when she disturbed intruders after hours).	Cut to chin	Waste Water Treatment Plant Operator	<ul style="list-style-type: none"> • Intruders not apprehended by Police. • Reviewed the site access/security procedure and trained staff • Reviewed lone work protocols and risk assessment; and re-educated workers on the lone work procedure. • Reviewed fences and security of the site
24/09/2019	Threat to Animal Control Officer over seizure of dog	N/a	Animal Control Officer	Incident referred to Police

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11/9/2019	Threat to Animal Control Officer and his family over seizure of dog	N/a	Animal Control Officer	Reported to Police
27/5/2019	Threat to Animal Control Officer over euthanised dog	N/a	Animal Control Officer	<ul style="list-style-type: none"> • Incident referred to Police • Security patrols past worker's residence
18/03/2019	Threat to kill	N/a	Librarian	Police trespassed the offender
24/1/2019	Abusive and aggressive behaviour and assault to security contractor at market	Nil	Contractor staff member	<ul style="list-style-type: none"> • Charged person with assault with a vehicle and threatening behaviour • Reviewed SOP's
21/11/2018	Threat to shoot a staff member	N/a	Animal Control Officer	Police arrested dog owner
24/10/2018	Road rage (verbal abuse) and threat of physical abuse towards staff member	N/a	Building Inspector	<ul style="list-style-type: none"> • Reviewed lone work procedures • Police not notified
4/9/2018	Worker threatened with firearm	N/a	Animal Control Officer	<ul style="list-style-type: none"> • Review of safety and communications equipment • Reviewed SOP's • External & independent review of risks, safety, security and communications equipment • Staff completed further safety and tactical training • Additional staff resource
23/6/2018	Verbal abuse by customer	N/a	Librarians	Customer trespassed

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18/6/2018	Online threat and abuse	N/a	Animal Control Officer	Online post removed
9/6/2018	Physical assault – worker was grabbed by two males who tried to force a beer into his mouth, when responding to a noise complaint.	No physical injuries, but impact on mental wellbeing / anxiety.	Licensing Officer	<ul style="list-style-type: none"> Processes and procedures reviewed. Additional safety procedures implemented, including ensuring an additional staff member attends callouts to large gatherings
30/5/2018	Intimidation and verbal abuse (including racial abuse); threat of violence	N/a	Kaitiaki (Parking Warden duties)	<ul style="list-style-type: none"> Offender arrested Reviewed body camera procedures
4/5/2018	Verbal threat	N/a	Animal Control Officer	<ul style="list-style-type: none"> Police were advised Security carried out additional patrols past the worker's residence
1/3/2018	Threat of violence	N/a	Lifeguard (contractor staff member)	Persons trespassed
22/1/2018	Intimidating and threatening behaviour	N/a	Animal Control Officer	Person arrested
13/1/2018	Verbal abuse	N/a	Parking Warden	No further action
11/10/2017	Verbal abuse	N/a	Lifeguard (contractor staff member)	Person arrested
11/11/2017	Physical assault – a contracted security guard was shoved by a member of the public while attending a noise complaint.	Nil	After-hours Security Guard (contractor staff member)	Arrested by Police

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12/09/2017	Threatening behaviour when removing a dog from a property	N/a	Animal Control Officer	Reviewed safety aspects of animal control vehicle
13/07/2017	Verbal abuse and threat of violence when responding to a barking complaint	N/a	Animal Control Officer	Contacted Police
3/7/2017	Verbal abuse when issuing a parking infringement	N/a	Parking Warden (RLC staff member)	Police called to attend