

30 May 2022

Melissa Nightingale

s7(2)(a)

Tēnā koe Melissa

**Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987**

We refer to your official information request dated 3 May 2022 for the following information:

1. *“... how many work-related or on-the-job injuries to staff and contractors to the Council were recorded from the beginning of 2021 to now. Can this please be broken down by:*
  - *Month*
  - *Whether the injury required medical treatment or hospital care*
  - *Whether the injured person had to take time off work and for how long*
  - *What type of injury*
  - *What department the injured person worked in*
2. *I would also like copies of incident reports for these injuries.*
3. *I would also like copies of any emails, correspondence, or memos relating to these injuries and/or relating to any policies enacted due to these injuries.”*

The information you have requested is enclosed, with the following limitations:

- Incident reports are not easily retrieved from the current electronic form. Information from these reports has been incorporated into the table to provide a fuller response.
- Only initial treatment (treatment at time of injury) is recorded within the Health and Safety System. Medical or hospital care following this treatment is not captured as a dedicated data field .
- Information on any time off work to recover from an injury is not readily available and would require a review into each individual incident and any subsequent leave taken.
- The table reports on the location of the incident, but not the Hutt City Council department the staff member worked in.
- Contractor data is only included where the contractor is working as part of an operational team within Hutt City Council premises.

The above limitations have meant that not all parts of your information request can be provided. In these instances, the request is refused under section 17(f) of the LGOIMA, on the grounds that the information requested cannot be made available without substantial collation or research.

In the material that has been provided to you, the names of staff and contractors have been redacted under section 7(2)(a), to protect the privacy of those involved in the incidents.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Nāku noa, nā



Susan Sales  
**Senior Advisor, Official Information and Privacy**

Encl:

Table of injury events

Communications associated with event 4800

Communications associated with event 4868

Event ID	Event Description	Display ID	Injured Person	Injury Description	Initial Treatment	Injury Type
4269	<p>s7(2)(a) was walking towards one of the VR head sets and a child ran out in front of her and tripped her over. s7(2)(a) fell over and hit the floor. Slightly sore arm and knee and wrist</p> <p>Child was sitting on the floor with parents next to VR head sets and ran across the room in front of s7(2)(a).</p> <p>Both child and s7(2)(a) were a bit shaken but not hurt.</p>		s7(2)(a)	s7(2)(a) fell to the floor. Possibly bruised. Child unhurt.	None	Bruising
4621	<p>s7(2)(a) was trying to reconnect a pipe that had come loose from its connection and fix in doing so accidentally has cut his finger on the metal hose clip.</p> <p>Equipment needed tightened quickly but a human error resulted in a cut on the finger.</p> <p>Electrical tape has been applied to the sharp part on the metal to avoid anyone cutting themselves again.</p> <p>Human error, A reminder for staff to be careful when carrying out these types of maintenance jobs.</p>		s7(2)(a)	Cut finger	First Aid	Laceration/Cut
	Unrecorded		s7(2)(a)	Not physically hurt, but felt very shaken by the event.	None	Other
4715	<p>We were euthanising a dog with the vet. The syringe with the pentobarbitone in it, was in the dog's leg, while the vet was injecting, the needle came out of the dog's leg and squirted into my face. Getting into my mouth and right eye.</p> <p>The dog had struggled a bit, which is why the needle came out of the dog's arm.</p>		s7(2)(a)	Contamination	First Aid	Other
4752	<p>Helping to sort new desk arrangements, tripped over the cable guttering down the middle of the room. Put out my right arm to break the fall, and landed hard. Sprained rotator cuff and have had discomfort with arm movements and sleeping on right side/</p> <p>Desks have been rearranged and didn't remember/realise the guttering was there.</p> <p>Let team and manager know to put safety measures in place so others are not injured.</p> <p>Will be seeing Doctor to fill in ACC</p> <p>Cables were not safely tucked away to prevent staff from tripping over.</p> <p>Have checked in with s7(2)(a) and she has been to the doctor and has some exercises to do but is improving. Ducting has been covered with furniture so people will hopefully not fall over it</p>		s7(2)(a)	Sprained rotator cuff	None	Sprain,Strain
4780	<p>s7(2)(a) Reporting, as locked out of HR Kiosk Personally:</p> <p>I came back from break, s7(2)(a) reported a bad behaviour child. I saw the child swearing, pulling the fingers, and running away from me. Brown shirt kid was not coming closer to me. Then Brown shirt and s7(2)(a) kid had a fight (over not listening to me); brown shirt lost, was on ground, s7(2)(a) was looking after brown shirt. Then brown shirt realised he lost, kicked s7(2)(a) in the leg quickly twice, made escape.</p> <p>Unsupervised Children</p> <p>s7(2)(a) is taking care of herself.</p> <p>Unsupervised aggressive children</p>		s7(2)(a)	Just a Kick; possible bruising	First Aid	Other

Body Part	Event Date/Time	Severity of Injury	Location	Hazards Causing Injury	Notified Regulator
Head,Wrist,Arms,Knee	19/01/2021 1:10:00 p.m.	Minor	The Dowse Art Museum - Museums - City and Community Services - Hutt City Council	Hazard #1222 - Slip, trip or fall - Hutt City Council	
Finger	17/04/2021 8:00:00 a.m.	Minor	Stokes Valley Pool - Swimming Pools - Parks and Recreation - City and Community Services - Hutt City Council	Hazard #4631 - Sharp Hose Clamp - Hutt City Council	
Head	03/05/2021 11:00:00 a.m.	Insignificant	Admin building - Buildings - Hutt City Council		
Eyes,Face	28/05/2021 9:10:00 a.m.	Minor	Animal Services Seaview - Regulatory Services and Emergency Management - City Transformation - Hutt City Council	Hazard #597 - Hazardous Substances - Hutt City Council	
Shoulders	18/06/2021 2:00:00 p.m.	Minor	War Memorial Library - Libraries - City and Community Services - Hutt City Council	Hazard #572 - Incorrect workstation set up - Hutt City Council	
Legs	08/06/2021 3:30:00 p.m.	Insignificant	Naenae Community Library - Libraries - City and Community Services - Hutt City Council		

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<p>4800 Both s7(2)(a) and s7(2)(a) were carrying boxes of bike helmets to s7(2)(a) car, for distribution in schools as part of s7(2)(a) work as the s7(2)(a).</p> <p>There is a small ramp to one of the carparks but not the others. Because of the box, s7(2)(a) didn't see it and put her heel down on the side slope of the ramp, causing her to fall.</p> <p>Carrying large box - not able to see the uneven ground. Initially thought it may have been a sprain rather than a break. Got s7(2)(a) into car, she had some water and decided she was ok to drive herself home and apply ice and compression.</p> <p>After some time at home, it was feeling worse and she went into hospital, where an x-ray has confirmed a broken bone that was displaced. Waiting on further investigations to see whether surgery will be needed.</p> <p>Carrying large box was unable to see the uneven ground of the ramp, and their heel has landed on the edge, causing her to fall and fracture their leg.</p> <p>While the the boxes were big, they were light and easy to carry., however limited visibility of uneven ground.</p> <p>Have followed up with s7(2)(a) who has been in contact with s7(2)(a) since the accident.</p> <p>She's still recovering, she can now drive and is out of the cast, but now in a moonboot with crutches and minimal loadbearing, so isn't able to do her normal delivery of programmes but is back to light work and computer scheduling.</p>	<p>4801 Contractor</p>	<p>Broken bone - left ankle/foot</p>	<p>First Aid</p>	<p>Fracture</p>
<p>4865 After water polo, s7(2)(a) was moving the water polo goal for pack down. He lifted it by himself to move it, and hurt his shoulder. He had a previous injury which required surgery on that same shoulder. After water s7(2)(a) was moving the water polo goal for pack down. He lifted it by himself to move it, and hurt his shoulder. He had a previous injury which required surgery on that same shoulder. Reminded all night staff to use two people when moving the large water polo goals. Heavy lifting along with history of shoulder injury leading to surgery. Reminder of the importance for staff to use two people when moving the large water polo goals.</p>	<p>s7(2)(a)</p>	<p>Hurt shoulder moving goal, s7(2)(a) awaiting a scan to find out severity of shoulder injury, this has been delayed due to Covid lock down.</p>	<p>Doctor</p>	<p>Strain</p>

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Ankle,Feet / Toes

20/07/2021 12:30:00 p.m.

Admin building - Buildings - Hutt City Council

Shoulders

11/08/2021 8:00:00 p.m.

Moderate

Stokes Valley Fitness Suite - Fitness Suites -  
Parks and Recreation - City and Community  
Services - Hutt City Council

Hazard #575 - Manual  
Handling - Hutt City Council

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4868 I was out delivering kai parcels under Level 4. I went to this house and jumped out of the car to take the box to their doorstep. There was no gate at the house, the path to the door was open to the road. I started to walk towards the house and seen a pitbull dog run passed me from the road towards the doorstep so I stopped and placed the box onto the heat pump generator box outside the property, knocked on the window and turned my back to walk away. I heard the dog start barking and he leaped on to me and bit my middle back. I screamed and turned and the dog let go.

s7(2)(a)

Dog attack - bite

Doctor,Hospital

Laceration/Cut

The owner's teenage son came out of the house and said he took the dog inside. I was standing there trying to get myself together because I was in pain and in shock. Then two more people from the household came out, an adult male and a senior male. They asked what I was doing, I said I came to drop the food and their dog bit me. They said their dog is a good nice dog. I said they should have provided the call centre with information about their dog, and should have had it inside or in their fenced back yard. I was in shock at the time because my back was really sore and I wiped my back and had blood on my gloves. The owner said sorry and I left. They didn't offer to help me or check if I was okay. The owners seemed irresponsible and had I not been bitten, someone else surely would have as the dog was outside without a lead or fenced in.

I didn't see the dog before I jumped out of the vehicle. The owner didn't have the dog in the gate or inside. I turned my back to the dog. I should have text or contacted the household before getting out of the car, but generally we just look around and if the house door is accessible (without the need to go through a fence and no dogs) I drop

Full report of this event is covered in emails

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Back

26/08/2021 11:15:00 a.m. Minor

Wainuiomata Community Hub - Community  
Hubs - City and Community Services - Hutt City  
Council

Hazard #616 - Aggressive  
or Boisterous Dog - Hutt  
City Council

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<p>4972 On Thursday around 1055 I had an accident on one of the Hutt City Council E-Bikes that I use as part of my duties as a Safe City Ambassador.</p> <p>Some body was walking their dog, that was a bit blind and deaf, out on the River Trail alongside Harcourt Werry Drive.</p> <p>It walked in front of me at the last moment as I hit the breaks and tried to move around it my back wheel slipped on some just cut grass and down I went for a bit of a skid and slide. blind and deaf dog walked out in front of the bike When I got seen by a doctor he checked me and sent me off to get an X-Ray on my hand just in case, as I was having some movement issues and a lot of pain in the middle finger knuckle area.</p> <p>After the X-Ray came back all good and I was giving a compression tube for my leg (was also having some pain in my left calf) I was sent on my way.</p> <p>The doctor has said to take 3 days off just to let everything settle and to ensure that there is no issues with my leg and hand etc, as I need them for work Unrestrained dog (that is deaf and blind) walked in front of bike causing an accident. Generally to stay focused while biking, and consider any hazards including unrestrained animals - have reminded SCA's</p>	<p>4973 Contractor</p>	<p>Left hand – Knuckle - Sore and some limited movement Left Arm – Scraped skin – about 5 cm x 5 cm square of painful area. Left Leg – Hip/Calf muscle - Sore with some stabbing pains in the calf</p>	<p>Doctor,First Aid</p>	<p>Sprain</p>
<p>4989 I was carrying a box down the stairs, as I was nearing the bottom, I must have overstepped and fell down. I twisted my ankle and hit my head (most of the impact to my hair bun) on the side rail &amp; display board before hitting the ground. Miss-step and distraction. Rest. §7(2) had some neck and shoulder aches as well as headaches for about two days following but they came right with rest and stretching</p>	<p>§7(2)(a)</p>	<p>Strain</p>	<p>None</p>	<p>Strain,Head Injury</p>
<p>5040 I was called to collect a dog. Dog was old and very overweight (around 35kg). Dog couldn't jump in to back of ute. Put dog on back seat, but couldn't jump so lifted in.</p> <p>Took dog home. Owner was older lady.</p> <p>Dog was too old and overweight to jump out so I had to lift him out. As I lifted, I had to twist and strained my back. The pain is in the same place as last time I had to lift a heavy dog. The dog was too old and overweight to jump out of the ute, which was too high. §7(2)(a) had to assist the dog to jump out. Codene and anti-flam applied</p>	<p>§7(2)(a)</p>	<p>Strained back</p>	<p>None</p>	<p>Strain</p>

Hand	11/11/2021 10:55:00 a.m.	Minor	Hutt City Council	Hazard #1638 - Unassigned Hazard - Hutt City Council
Head,Neck,Back	02/12/2021 9:20:00 a.m.	Minor	War Memorial Library - Libraries - City and Community Services - Hutt City Council	Hazard #1638 - Unassigned Hazard - Hutt City Council
Back	17/01/2022 4:00:00 p.m.		Animal Services Seaview - Regulatory Services and Emergency Management - City Transformation - Hutt City Council	

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<p>5049 Worker stood on a piece of wood with a nail sticking out of it. Pierced shoe and scrapped foot requiring minor treatment. The wood was from a profile board used by the brick layers which was left lying around. Site tidiness - Brick layers were leaving off cuts of wood on the ground instead of putting these in the bins. Worker was not aware of his surroundings. Toolbox talks and site observations carried out to inform workers about keeping site tidy. Ensure bins are being emptied when getting full. Brick Layers not removing nails (normal practice) from wood creating a hazard and leaving site untidy.</p>	5048 Contractor	Scrapped foot. minor treatment required.	First Aid	Abrasion
<p>5051 Worker hit face on scaffolding handrail Worker was sealing Integra panels in seated position on scaffolding. When standing up he hit his face on a scaffolding handrail around the mouth area, chipping a tooth. Forgot bar was above him / Not aware of surroundings. Worker was not aware of his surroundings when moving around on a scaffold and hit one of the hand rails.</p>	5050 Contractor	chipped tooth	None	Dental
<p>5140 Was on Aquarun, fell off awkwardly and felt knee pop (potential dislocation), knee popped back in place almost immediately after as s7(2) the staff member was moving to the side of the pool. Was on Aquarun, fell off awkwardly and felt knee pop (potential dislocation), knee popped back in place almost immediately after as s7(2) the staff member was moving to the side of the pool. Lifeguards assisted from the pool, staff member has ability to treat at home due to history of knee issues.</p>	s7(2)(a)	Dislocation	First Aid	Dislocation

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Feet / Toes	16/12/2021 12:00:00 a.m.	Insignificant	Urban plus - CCO - Hutt City Council
Face	20/12/2021 12:00:00 a.m.	Minor	Urban plus - CCO - Hutt City Council
Legs	14/04/2022 12:55:00 p.m.		Stokes Valley Pool - Swimming Pools - Parks and Recreation - City and Community Services - Hutt City Council

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**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>

**Sent:** Wednesday, 6 October 2021 9:00 am

**To:** s7(2)(a)

**Subject:** RE: Assura Event 4800

Hi s7(2)(a)

Me again.

Looking at the information in Assura, I need to add the full detail around s7(2)(a) injury, and time off work. I'm happy to contact s7(2)(a) for this detail, if you can provide the contact details, or if you could follow this up for me.

I'm hoping to get a copy of her ACC claim, and confirm the period she was off work, if doctors certificates were available, that would be great.

Appreciate I'm using you as a go between, and as mentioned, happy to follow up directly.

Thanks Katie

**From:** Katie Shaw

**Sent:** Tuesday, 21 September 2021 11:30 am

**To:** s7(2)(a)

**Subject:** RE: Assura Event 4800

Thanks, I can imagine that helmets aren't overly heavy

Thanks for all the detail, I'll add it into the event. I just wanted to make sure I didn't close it without adding all of the detail, and confirming what is current practice 😊

One of the upcoming tasks is to look at each of our buildings to review all the hazards. This will hopefully get a better picture of what are our hazards, and how we manage them – just FYI 😊

Hope you have a great one and yell out if there is anything I can assist with.

Thanks Katie

**From:** s7(2)(a)

**Sent:** Tuesday, 21 September 2021 11:27 am

**To:** Katie Shaw

**Subject:** RE: Assura Event 4800

Hi Katie,

The boxes are very light and we were each carrying one out so it was faster and easier to carry them, especially in relation to where s7(2)(a) vehicle was parked. I'm not sure the trolley was even there as I don't think that we looked/considered using it – would have if there was more than one/box/person, or if they'd been heavy. They're not actually overlarge – just large enough that you can't see the 50cm or so immediately in front of your feet while holding one in front of you.

It honestly wasn't something that we considered at the time as being a risk – the boxes aren't overly large or bulky to move.

The small accessible ramp is in the 60min parking in front of Council – it's set for one wheel on each side so it's not a continuous ramp. You can take a look if you like outside next time you're in so that you can risk assess. s7(2)(a) put the heel of her high heeled boots onto the side of it, not seeing it due to the box, and went over sideways on her ankle. After the xray, it is actually her lower leg that was broken.

So perfect storm of small unexpected ramp, high heeled boot placed on the wrong side of it, box obscuring vision at that point.

Thanks for closing it out.

Cheers,

s7(2)(a)

**From:** Katie Shaw  
**Sent:** Tuesday, 21 September 2021 11:08 AM  
**To:** s7(2)(a)  
**Subject:** RE: Assura Event 4800

That makes perfect sense, and agree with the statement regarding boxes.

Was there any reason the trolley wasn't used, or as mentioned, just given the kerb it wasn't thought practical?

That's great that you have been in contact and she has been supported ☺

I'll update with the detail, and I'll also look to do a lessons learned summary, which will note your points below.

Thanks Katie

**From:** s7(2)(a)  
**Sent:** Tuesday, 21 September 2021 11:04 am  
**To:** Katie Shaw  
**Subject:** RE: Assura Event 4800

Hi Katie,

I'd disagree with it being possible to put helmets into boxes small enough that it wouldn't have been a barrier to seeing – they're fairly bulky things and you'd need to have on-hand about one box/2 helmets which is fairly impractical. Even if you did, you still wouldn't necessarily see the kerb there. And unfortunately while there is a trolley the problem is at the kerb, so the box would still have needed to be transported from the flat ground to the car where the trolley can't be used.

There is a small semi ramp at one of the car parks and that was what she didn't see.

My suggestion for preventing the same incident in future would be that, if possible:

- Loading equipment into vehicles be done at the 5min zone outside the events centre – means the equipment to be loaded is right against the car

- Trolley be used to transport equipment over to 5min loading zone

I've been in contact with s7(2)(a) on a weekly basis since July, so I'm not sure she'll be concerned about any delay in the internal HR process of looking at the event.

Cheers,

s7(2)(a)

**From:** Katie Shaw  
**Sent:** Tuesday, 21 September 2021 10:58 AM  
**To:** s7(2)(a)  
**Subject:** RE: Assura Event 4800

Hi s7(2)(a) Thanks for clarifying, that is big help.

The event has noted the cause as carrying a large box, and not being able to see the uneven ground. Is there anything else you'd like to add? Was there any distractions, was the box specifically heavy or large, would you agree with the current statement.

In your opinion is there anything we can do to avoid this occurring again?  
Do we have trolley or something to assist with lifting boxes available at Admin Building?  
Any other details?

s7(2) had also noted "s7(2)(a) that the helmets should be distributed into smaller boxes or a trolley used for moving the boxes"

Once I have these details I'll update the event, and look to close it out. Is there anything else we need to do for s7(2)(a)? Can we apologise for the delay in following up on this event, ideally this should have been done in July.

Thanks Katie

**From:** s7(2)(a)  
**Sent:** Tuesday, 21 September 2021 10:39 am  
**To:** Katie Shaw  
**Subject:** RE: Assura Event 4800

Hi Katie,

s7(2)(a) contracts directly to HCC as our s7(2)(a). There is no other investigation-but she's set up for ACC etc as a contractor.

She's still recovering, she can now drive and is out of the cast, but now in a moonboot with crutches and minimal loadbearing, so isn't able to do her normal delivery of programmes but is back to light work and computer scheduling.

Is there anything else you need from me to close the Assura?

Cheers,

s7(2)(a)

**From:** Katie Shaw  
**Sent:** Tuesday, 21 September 2021 7:47 AM  
**To:** s7(2)(a)  
**Subject:** Assura Event 4800  
**Importance:** High

Hi s7(2)(a)

How are you? I'm the new Health, Safety and Wellbeing Manager, and have been assigned some of the open Assura events.

There is one in the system for s7(2)(a) (contractor) who broke her ankle. Do you know how s7(2)(a) is now? Hopefully the ankle is recovering.

I was also hoping you might be able to help me get some clarity. Does s7(2)(a) work for another organisation, or is she directly contracted to us in the position of s7(2)(a)? I just want to confirm if there is another investigation that has been completed by that organisation?

Really appreciate your help on this.

Thanks Katie

**Katie Shaw**  
Health, Safety and Wellbeing Manager

Hutt City Council, 30 Laings Road, 5040, Lower Hutt 5040, New Zealand  
s7(2)(a) [W www.huttcity.govt.nz](http://www.huttcity.govt.nz)

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**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
**Sent:** Wednesday, 6 October 2021 10:40 am  
**To:** s7(2)(a)  
**Subject:** FW: Assura Event 4800

Hi s7(2)(a)

Hope that you are doing ok, sorry to hear about your injury.

I had followed up recently with s7(2)(a) and she said you are slowly recovering?

I'm just updating our records for the event that was entered in our H&S system. As this was a lost time injury, I'm updating the file to state this, and was hoping to get the details for how long you were off work. I was also hoping to add documentation around this.

Any help would be appreciated, and sorry I hadn't reached out earlier.

Thanks Katie

**Katie Shaw**  
Health, Safety & Wellbeing Manager

Hutt City Council, 30 Laings Road, 5040, Lower Hutt 5040, New Zealand

T, W [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



**From:** s7(2)(a)  
**Sent:** Wednesday, 6 October 2021 10:03 am  
**To:** Katie Shaw  
**Cc:** s7(2)(a)  
**Subject:** RE: Assura Event 4800

Hi Katie,

s7(2)(a) is cc'd in – it's probably best if you get this detail from her directly. As she's a contractor and has her own ACC agreement, I think it's between you both some of that more personal info rather than it coming through me.

Cheers,

s7(2)(a)

**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
**Sent:** Monday, 30 August 2021 12:44 pm  
**To:** WLG-Hutt City-EOC Operations <hut.operations@wrem.nz>  
**Cc:** Anthony Robinson <Anthony.Robinson@huttcity.govt.nz>  
**Subject:** RE: [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Hi s7(2)(a)

Thanks for the update on the additional safety measures.

Thanks Katie

**From:** WLG-Hutt City-EOC Operations [<mailto:hut.operations@wrem.nz>]  
**Sent:** Monday, 30 August 2021 12:25 pm  
**To:** Katie Shaw  
**Cc:** Anthony Robinson  
**Subject:** [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Hi Katie,

Below is our H&S response for Co-op Fruit and Vege deliveries in light of the recent event:

The main outcome is that drivers will have to attend routes in pairs. With lead and chase vehicles. Each Driver would pack for the assigned delivery route, then in pairs they would deliver the 1<sup>st</sup> route and then move on to the 2<sup>nd</sup>.

This will result in a reduction in the timeliness of the deliveries for half the assigned routes. The 2<sup>nd</sup> driver is there to provide support for the 'delivery' driver should they require it.

The 2<sup>nd</sup> outcome relates to the current delivery instructions provided by the Co-op. With non-contact delivery to the front door, if the delivery driver does not feel safe entering the property, they will be advised to leave the delivery at the gate/driveway/letterbox.

Hope this provides clarity.

Any questions please feel free to contact me.

Regards

s7(2)(a)

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### HCC EOC Operations Manager

Emergency Operations Centre

Wellington Region Civil Defence Emergency Management Group

s7(2)(a)

[hut.operations@wrem.nz](mailto:hut.operations@wrem.nz)

Hours: 0830 - 1700

[wremo.nz](http://wremo.nz) | [getprepared.nz](http://getprepared.nz)



25 Laings Road, Hutt City, 5010  
PO Box 11646, Wellington 6142



**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
**Sent:** Monday, 30 August 2021 9:30 am  
**To:** §7(2)(a)  
**Subject:** FW: Safety Event - HCC staff member bitten by dog

FYI - Information on the dog bite event

**From:** Katie Shaw  
**Sent:** Monday, 30 August 2021 7:54 am  
**To:** Matt Boggs; Anthony Robinson  
**Cc:** §7(2)(a)  
**Subject:** Safety Event - HCC staff member bitten by dog

Good Morning all

This email is to update you all on event that occurred last week to give you oversight of actions and lessons to date.

Matt/Anthony – We have also included a further recommendation that requires your consideration, and approval.

I have also attached a lessons learnt document, that is aimed at providing a one page learning document to be shared with staff.

<b>Event Description</b>	<ul style="list-style-type: none"><li>• A HCC staff member was been bitten by a dog while completing delivery of kai parcels as part of EOC Welfare response.</li><li>• The house was unfenced, and upon walking to the doorstep, a dog has appeared from the road/walkway, also moving towards the house. Given the situation, the staff member has stopped, placed the box by the house, and has turned to return to the car. The dog has started to bark, before leaping on to them, and biting their back.</li><li>• Members of the house have then approached the staff member, asking why they are there, and despite being told the dogs actions, they have stated the dog is nice. They have eventually apologised, and the staff member has left.</li><li>• Once in the car, the staff member has updated the admin team from §7(2)(a)</li></ul>
<b>Initial Actions</b>	<ul style="list-style-type: none"><li>• The staff member sought medical advice through the local Medical Centre, who recommended they be seen for further assessment.</li><li>• The GP completed an assessment, and advised stitches are not required.</li><li>• The nurse cleaned and dressed the wound, as well as providing a tetanus shot and pain killers.</li><li>• The staff member went home to rest.</li><li>• The event was entered in Assura.</li><li>• Details of the event have been shared with Animal Control who are following up directly.</li></ul>

<b>Lessons Learnt</b>	<ul style="list-style-type: none"> <li>• Additional safety measures have been implemented including checking if kai recipients have dogs as part of initial communication, text to recipients on arrival, and a reminder that deliverers should stay in their car if they feel unsafe.</li> <li>• The s7(2)(a) have updated the process to ensure all information is given to drivers to be aware of any dogs on site.</li> <li>• Safety briefings as part of the delivery roles are essential. This includes staying in the car if there are dogs, or the person feels unsafe.</li> <li>• Other safety measures are required including welfare checks on staff, GPS of vehicles to monitor movement, and hygiene and PPE for deliveries (which are all contactless, as per the current Alert Level 4 requirements).</li> </ul>
<b>Recommendations</b>	<p>Given the nature of these roles, and the potential hazards that staff may encounter, it is recommended that people work in pairs</p> <p>To ensure physical distance is still maintained, it is recommended a pair would travel in separate vehicles, but complete the same route, providing additional support.</p>

Any questions please let me know.

Thanks Katie

**Katie Shaw**

Health, Safety and Wellbeing Manager

Hutt City Council, 30 Laings Road, 5040, Lower Hutt 5040, New Zealand

T , M s7(2)(a) , W [www.huttcity.govt.nz](http://www.huttcity.govt.nz)

[Hutt City Council - Home](#)

Hutt City Council has closed all Council-operated facilities at Alert Level 4. Level 4 businesses and services are also closed.  
Following New Zealand moving to Alert Level 4 from 11.59pm .

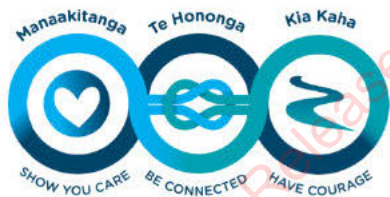
[www.huttcity.govt.nz](http://www.huttcity.govt.nz)

Released under the Official Information and Meetings Act

# Lessons Learnt

<b>Subject:</b>	A HCC staff member has been bitten by a dog while delivering Kai boxes
<b>Incident/Near Miss Date:</b>	27 August 2021
<b>Business Unit:</b>	EOC
<b>Site:</b>	Private household
<b>Hazard:</b>	616 – Aggressive or Boisterous Dog / 595 – Lone Worker
<b>Event/Hazard ID:</b>	4868
<b>Incident/Near Miss/Hazard Description:</b> The staff member was approaching an unfenced property with a Kai box, when a dog has appeared from the road/walkway. Given the situation, the staff member has stopped, placed the box by the house, and has turned to return to the car. The dog started to bark, before leaping on to them, biting their back.	

<h2>Key Learnings</h2>	<ul style="list-style-type: none"> <li>• Additional safety measures have been implemented including checking if kai recipients have dogs as part of initial communication, text to recipients on arrival, and a reminder that deliverers should stay in their car if they feel unsafe.</li> <li>• The Kokiri team have updated the process to ensure all information is given to drivers to be aware of any dogs on site.</li> <li>• Safety briefings as part of the delivery roles are essential. This includes staying in the car if there are dogs, or the person feels unsafe.</li> <li>• Other safety measures are required including welfare checks on staff, GPS of vehicles to monitor movement, and hygiene and PPE for deliveries (which are all contactless, as per the current Alert Level 4 requirements).</li> <li>• Given the nature of these roles and the potential hazards that staff may encounter, it is recommended that people work in pairs.</li> </ul>
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**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
**Sent:** Sunday, 29 August 2021 6:35 pm  
**To:** Kelly Alkema <Kelly.Alkema@huttcity.govt.nz>  
**Subject:** RE: Dog bite event

Hi Kelly,

I've been in contact with s7(2) on Friday, and she is going to talk directly to s7(2)(a) follow this up from an animal control point of view – I've added that to the initial actions below.

I'll also follow up directly s7(2)(a) in the morning. I know s7(2) had been checking up as well. Will confirm when that is done.

I've had a look at the lessons learned document, and I like it as a communication tool for learning's. I think the below is around consultation/approval of a recommendation, so we need a secondary template for that. I've detailed the basic difference between the two documents:

Lessons Learned – one page learning template to be used to made staff aware of an event that is high risk, has key findings/learning's, or is high profile.

Recommendation template – one page event summary document, used where consultation is required on recommendations for an event.

Also attached the Lessons Learned for this one.

Thanks Katie

**From:** Kelly Alkema  
**Sent:** Sunday, 29 August 2021 3:43 pm  
**To:** Katie Shaw  
**Subject:** RE: Dog bite event

Thanks for this Katie.

The immediate actions taken and recommendations look good. Only question is whether this was reported to our Animal Services team as the dog shouldn't have been loose in that way to begin with and I would expect they should do some sort of follow up and/or be able to provide some advice.

Have you spoken to s7(2)(a)? I'm conscious that this sort of event would be really unsettling and want to ensure we're providing her with any support she requires.

Once we've covered these things off, we'll provide this report of the event to the relevant managers.

Thanks heaps  
Kelly

**From:** Katie Shaw  
**Sent:** Friday, 27 August 2021 4:50 PM  
**To:** Kelly Alkema  
**Subject:** RE: Dog bite event

Hi Kelly

Have had a quick go at putting something together for you to review. If you find the escalation template, I can pull some of this information over to it.

Event Description	<p>A HCC staff member has been bitten by a dog while completing delivery of kai parcels as part of EOC Welfare response.</p> <p>The house was unfenced, and upon walking to the doorstep, a dog has appeared from the road/walkway, also moving towards the house. Given the situation, the staff member has stopped, placed the box by the house, and has turned to return to the car. The dog has started to bark, before leaping on to them, and biting their back.</p> <p>Members of the house have then approached the staff member, asking why they are there, and despite being told the dogs actions, they have stated the dog is nice. They have eventually apologised, and the staff member has left.</p> <p>Once in the car, the staff member has updated the admin team from <span style="background-color: black; color: red;">s7(2)(a)</span></p>
Initial Action	<ul style="list-style-type: none"><li>• The staff member has sought medical advice through the local Medical Centre, who have recommended they be seen for further medical assessment.</li><li>• The GP has completed an assessment, and has advised stitches are not required.</li><li>• The nurse has then cleaned and dressed wound has been cleaned, as well as provide a tetanus shot and pain killers.</li><li>• The staff member has opted out of drop off duties, and is resting at home.</li><li>• Event was entered in Assura.</li><li>• Details of the event have been shared with Animal Control who are following up directly.</li></ul>
Lessons Learned	<p>Following the event, the <span style="background-color: black; color: red;">s7(2)(a)</span> have updated the process to ensure all information is given to drivers to be aware of any dogs on site. Work is also being done to update the safety briefing as part of the delivery roles. This includes staying in the car if there are dogs, or the person feels unsafe.</p> <p>Other safety measures include welfare checks on staff, GPS of vehicles to monitor movement, and hygiene and PPE for deliveries, which are all contactless, as per the current Alert Level 4 requirements.</p> <p>The person noted that there are some drop off locations where do not feel safe.</p>
Recommendations	<p>Given the nature of these roles, and the potential hazards that staff may encounter, it is recommended that people work in pairs.</p> <p>To ensure physical distance is still maintained, it is recommended a pair would travel in separate vehicles, but complete the same route, providing additional support.</p>

Thanks Katie

**From:** Katie Shaw  
**Sent:** Friday, 27 August 2021 12:01 pm  
**To:** Kelly Alkema  
**Subject:** Dog bite event

Hi Kelly

I've had the bite event come through, and have just finished a meeting with s7(2)(a)

s7(2)

They have confirmed they do have a safety briefing that is provided to all staff, which now includes texting before arriving, contactless delivery, masks and gloves to be worn when dropping off the boxes, as well as hand sanitizer and wipes available in the cars. s7(2) is also doing welfare checks, and the GPS on the vehicles is able to assist as a safety back up. s7(2) is also going to confirm that there is a question around any dogs as part of the initial communication through the call centre.

The event also notes some psychosocial risks, with the owners questioning why the person was there, and then stating their dog is good. This has highlighted the vulnerability of our staff working alone doing deliveries, where they may encounter aggressive members of the public, or feel unsafe during the drop offs.

Given this, during my discussion with s7(2)(a), we all agreed that given the risk we should have two people travelling the same route together, in different cars, to still allow for physical distancing and provide additional support to each other. Ideally they'd drive in the same car, but we are trying to provide safety measures for both the delivery of boxes, as well as the COVID risk. This has also been noted in the event as a recommendation, and notes "Some neighbourhoods are dodgy and with only having 1 person there is a risk to the safety of the driver."

Are you able to assist with helping to get this recommendation considered and approved, or advise the best contact to discuss this with?

Thanks Katie

-----Original Message-----

**From:** s7(2)(a)  
**Sent:** Friday, 27 August 2021 10:55 am  
**To:** Katie Shaw; s7(2)(a)  
**Subject:** RE: A new Event has been logged : 4868

Hi Katie

Here you go =)

Dog attack



Description I was out delivering kai parcels under Level 4. I went to this house and jumped out of the car to take the box to their doorstep. There was no gate at the house, the path to the door was open to the road. I started to walk towards the house and seen a pitbull dog run passed me from the road towards the doorstep so I stopped and placed the box onto the heat pump generator box outside the property, knocked on the window and turned my back to walk away. I heard the dog start barking and he leaped on to me and bit my middle back. I screamed and turned and the dog let go.

The owner's teenage son came out of the house and said he took the dog inside. I was standing there trying to get myself together because I was in pain and in shock. Then two more people from the household came out, an adult male and a senior male. They asked what I was doing, I said I came to drop the food and their dog bit me. They said their dog is a good nice dog. I said they should have provided the call centre with information about their dog, and should have had it inside or in their fenced back yard. I was in shock at the time because my back was really sore and I wiped my back and had blood on my gloves. The owner said sorry and I left. They didn't offer to help me or check if I was okay. The owners seemed irresponsible and had I not been bitten, someone else surely would have as the dog was outside without a lead or fenced in.

Location

Wainuiomata Community Hub - Community Hubs - City and Community Services - Hutt City Council  
Location Manager s7(2)(a)

Exact Location s7(2)(a)

Was this a Security Incident?

No

Contributing Factors I didn't see the dog before I jumped out of the vehicle. The owner didn't have the dog in the gate or inside. I turned my back to the dog. I should have text or contacted the household before getting out of the car, but generally we just look around and if the house door is accessible (without the need to go through a fence and no dogs) I drop the parcel and text when I get in the car to say the delivery has been dropped off. This time obviously I didn't see the dog so should have done so before getting out of the vehicle. The EOC rules is that we need to go out on our own. I think this is ridiculous I get that we're in L4 however it's not safe to go to some neighbourhoods. Some neighbourhoods are dodgy and with only having 1 person there is a risk to the safety of the driver.

Interim Measures Taken I jumped back in the car and text the Admin from the s7(2)(a) to let her know. I tried to carry on with the next delivery along Wellington Road. But when I got there I realised it was more than a scratch and started crying. I called s7(2)(a) to ask for advice on what I should do. The reception said they'd get the GP to call me back. I was still in shock so carried on with my next delivery down Sunny Grove. I called my sister as she has had a dog bite before while doing a house visit. She called s7(2)(a) and the boss made me an immediate appointment at the medical centre and told me to drive there. At this time my GP called me back and he was working from home and had been given misinformation, he thought I had delivered a food box and sprained my back. He then realised the dog had bitten me and said I needed to be seen by the centre asap so he called the reception too. I drove there and waited in my car until the centre called me to go in. I seen a GP and he said I didn't need stiches, but it could get infected. The nurse cleaned the wound, dressed it with antibiotic cream and bandages, then gave me a tetanus shot and pain relief. I felt better at this point so finished off the deliveries and went home. The s7(2)(a) have changed the process to ensure all information is given from the call centre to the drivers and owners need to ensure their dogs are away when expecting kai. Drivers need to call first then drop off. I've opted out of the delivery driving now. Everyone man and his dog who needs to know is aware of what happened i.e.. s7(2)(a) I am resting at home today because its still painful. I've got dressings for the next 4 days and will self-monitor and return if have signs of infection.

-----Original Message-----

From: Katie Shaw

Sent: Friday, 27 August 2021 10:53 AM

To: s7(2)(a)

Subject: FW: A new Event has been logged : 4868

Hi s7(2)(a),

I currently don't have access to this record, and was wondering if either of you might to assist with having a look to see what it is. I have been made aware of a dog bite, and just wondering if that's what it's related too? I'm meeting with s7(2)(a) to discuss.

Thanks Katie

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 10:44 am

To: health and safety; s7(2)(a) Katie Shaw

Subject: A new Event has been logged : 4868

A new Event has been logged and been assigned to you. Ref : 4868 .

Start Date: 27-Aug-2021 10:41

Click here to access this record:

s7(2)(a)

Released under the Local Government Official Information and Meetings Act

# Lessons Learned

<b>Subject:</b>	A HCC staff member has been bitten by a dog while delivering Kai boxes
<b>Incident/Near Miss Date:</b>	27 August 2021
<b>Business Unit:</b>	EOC
<b>Site:</b>	Private household
<b>Hazard:</b>	616 – Aggressive or Boisterous Dog / 595 – Lone Worker
<b>Event/Hazard ID:</b>	4868
<b>Incident/Near Miss/Hazard Description:</b> The staff member was approaching an unfenced with a Kai box, when a dog has appeared from the road/walkway. Given the situation, the staff member has stopped, placed the box by the house, and has turned to return to the car. The dog has started to bark, before leaping on to them, and biting their back.	

## Key Learnings

- The staff member has alerted admin team straight away and then sought medical treatment.
- Medical assessment has confirmed no stitches required, however, a tetanus shot has been administered along with pain medication, and having the wound cleaned and dressed.
- The event has been quickly escalated to the key personnel, including Health, Safety and Wellbeing, EOC, and Animal Control, and entered in Assura.
- Additional safety measures have been implemented including checking if kai recipients have dogs as part of initial communication, text to recipients on arrival, and a reminder that deliverers should stay in their car if they feel unsafe.
- Staff are adhering to other standard and COVID related safety measures, including contactless delivery, PPE, and physical distancing.



-----Original Message-----

From: Katie Shaw <Katie.Shaw@huttcity.govt.nz>

Sent: Friday, 27 August 2021 4:24 pm

To: s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Hi s7(2)

I must have accidentally deleted your reply.

The person bitten was s7(2)(a). I believe they are resting at home now.

Thanks Katie

-----Original Message-----

From: Katie Shaw

Sent: Friday, 27 August 2021 3:19 pm

To: s7(2)(a)

Subject: FW: A new Event has been logged : 4868

Hi s7(2)

I'm the new Health, Safety and Wellbeing Manager, and have been given your name to advise you of an event where one of our staff has been bitten by a dog.

The information on the event as reported in Assura is below. I'm following up on the safety protocols for those fulfilling the parcel delivery roles, and s7(2)(a) had suggested I mad you aware of the event.

If you have any questions, or thoughts, please let me know.

Thanks Katie

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 10:55 am

To: Katie Shaw; s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Hi Katie

Here you go =)

Dog attack

Description I was out delivering kai parcels under Level 4. I went to this house and jumped out of the car to take the box to their doorstep. There was no gate at the house, the path to the door was open to the road. I started to walk towards the house and seen a pitbull dog run passed me from the road towards the doorstep so I stopped and placed the box onto the heat pump generator box outside the property, knocked on the window and turned my back to walk away. I heard the dog

-----Original Message-----

From: Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
Sent: Friday, 27 August 2021 3:19 pm  
To: s7(2)(a)  
Subject: RE: A new Event has been logged : 4868

Thanks, just forwarding detail now :)

-----Original Message-----

From: s7(2)(a)  
Sent: Friday, 27 August 2021 3:00 pm  
To: Katie Shaw  
Subject: RE: A new Event has been logged : 4868

Hi Katie

s7(2)(a) is the Head of Regulatory Services and the Lower Hutt Team Lead - Animal Services is s7(2)(a).

s7(2) would be the best person to chat to initially =)

Happy to help if you need anything?

Cheers,

s7(2)

-----Original Message-----

From: Katie Shaw  
Sent: Friday, 27 August 2021 2:40 PM  
To: s7(2)(a)  
Subject: RE: A new Event has been logged : 4868

That's good point. Who is contact for animal services?

-----Original Message-----

From: s7(2)(a)  
Sent: Friday, 27 August 2021 12:44 pm  
To: Katie Shaw  
Subject: RE: A new Event has been logged : 4868

Thanks Katie,

Sorry I thought you couldn't see the event not that you didn't have access at all =)

Sounds like a sensible approach. I also wonder if information is being shared with the Animal Services team?

They will want to investigate and they should also have a list of addresses that we may wish to red flag for the welfare team.

See you at 2.30 it doesn't look like our meeting has been changed yet.

Cheers,

s7(2)

-----Original Message-----

From: Katie Shaw

Sent: Friday, 27 August 2021 12:03 PM

To: s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Still currently don't have access.

I am following up with Kelly, as given the nature of the work being done, there is enough reason for concern, to suggest that people should be travelling in pairs - not necessarily in the car together, but on the same route. Will see what Kelly comes back with, both s7(2)(a) were keen on this idea, but needs the decision to come from above.

Thanks Katie

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 11:11 am

To: Katie Shaw; s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Hi Katie,

It's come to us to assign action =) I have assigned it to you so that you can hopefully view the record?

Cheers,

s7(2)

-----Original Message-----

From: Katie Shaw

Sent: Friday, 27 August 2021 11:02 AM

To: s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Thanks for that :)

Is it just to approve the closure of the event?

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 10:55 am

To: Katie Shaw; s7(2)(a)

Subject: RE: A new Event has been logged : 4868

-----Original Message-----

From: Katie Shaw <Katie.Shaw@huttcity.govt.nz>

Sent: Friday, 27 August 2021 12:12 pm

To: s7(2)(a)

Subject: RE: A new Event has been logged : 4868

All good :) I think in the big scheme of things next week will be when I'll get time to have a good play, and I feel confident we have this event under control.

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 12:08 pm

To: Katie Shaw

Subject: RE: A new Event has been logged : 4868

Sorry Katie - I am looking at your access now

Kind regards,

s7(2)

-----Original Message-----

From: Katie Shaw

Sent: Friday, 27 August 2021 12:03 PM

To: s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Still currently don't have access.

I am following up with Kelly, as given the nature of the work being done, there is enough reason for concern, to suggest that people should be travelling in pairs - not necessarily in the car together, but on the same route. Will see what Kelly comes back with, both s7(2)(a) were keen on this idea, but needs the decision to come from above.

Thanks Katie

-----Original Message-----

From: s7(2)(a)

Sent: Friday, 27 August 2021 11:11 am

To: Katie Shaw; s7(2)(a)

Subject: RE: A new Event has been logged : 4868

Hi Katie,

It's come to us to assign action => I have assigned it to you so that you can hopefully view the record?

Cheers,

**From:** Katie Shaw <Katie.Shaw@huttcity.govt.nz>  
**Sent:** Monday, 30 August 2021 12:48 pm  
**To:** WLG-Hutt City-EOC Operations <hut.operations@wrem.nz>  
**Cc:** Anthony Robinson <Anthony.Robinson@huttcity.govt.nz>  
**Subject:** RE: [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Sorry s7(2)(a) yes, these additional measures minimise the risk related to lone working, and potential hazards or unsafe situations for kai deliveries and are acceptable from H&S perspective.

**From:** WLG-Hutt City-EOC Operations [<mailto:hut.operations@wrem.nz>]  
**Sent:** Monday, 30 August 2021 12:45 pm  
**To:** Katie Shaw  
**Cc:** Anthony Robinson  
**Subject:** Re: [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Hi Katie, can I take it that these measures are therefore acceptable from a H&S perspective?

Regards

s7(2)(a)

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**From:** Katie Shaw <[Katie.Shaw@huttcity.govt.nz](mailto:Katie.Shaw@huttcity.govt.nz)>  
**Sent:** 30 August 2021 12:43  
**To:** WLG-Hutt City-EOC Operations <[hut.operations@wrem.nz](mailto:hut.operations@wrem.nz)>  
**Cc:** Anthony Robinson <[anthony.robinson@huttcity.govt.nz](mailto:anthony.robinson@huttcity.govt.nz)>  
**Subject:** RE: [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Hi s7(2)(a)

Thanks for the update on the additional safety measures.

Thanks Katie

**From:** WLG-Hutt City-EOC Operations [<mailto:hut.operations@wrem.nz>]  
**Sent:** Monday, 30 August 2021 12:25 pm  
**To:** Katie Shaw  
**Cc:** Anthony Robinson  
**Subject:** [EXTERNAL] H&S Outcome from recent Dog Bite for Fruit And Vege Co-op Deliveries

Hi Katie,

Below is our H&S response for Co-op Fruit and Vege deliveries in light of the recent event:

The main outcome is that drivers will have to attend routes in pairs. With lead and chase vehicles. Each Driver would pack for the assigned delivery route, then in pairs they would deliver the 1<sup>st</sup> route and then move on to the 2<sup>nd</sup>.

This will result in a reduction in the timeliness of the deliveries for half the assigned routes. The 2<sup>nd</sup> driver is there to provide support for the 'delivery' driver should they require it.



The 2<sup>nd</sup> outcome relates to the current delivery instructions provided by the Co-op. With non-contact delivery to the front door, if the delivery driver does not feel safe entering the property, they will be advised to leave the delivery at the gate/driveway/letterbox.

Hope this provides clarity.

Any questions please feel free to contact me.

Regards

s7(2)(a)

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### HCC EOC Operations Manager

Emergency Operations Centre

Wellington Region Civil Defence Emergency Management Group



s7(2)(a)

[hut.operations@wrem.nz](mailto:hut.operations@wrem.nz)

Hours: 0830 - 1700

[wremo.nz](http://wremo.nz) | [getprepared.nz](http://getprepared.nz)

25 Laings Road, Hutt City, 5010  
PO Box 11646, Wellington 6142



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