

6/11/12

Before parking car at AA Car Park Apr.

asks "Have I parked Boes" Yes

Gets very aggro & says why very loudly & in a intimidating manner. Asked him to park safely turn it off & I will check inside AA after completing my notes.

Parks & turns off & quickly asks "Would you take some cash to give me a pass" I quickly notes it & I said No & get out.

When called applicant to come over with support (mother) - Support wouldn't let me talk & starts accusing - you guys been on the radio - this is how you make money by parking etc - Apr joins & says it is illegal to block driveway.

I explained there were no driveways blocked - Applicant gets aggro & swear words (F words).

I explained it is illegal to offer money to get a pass. This is what you just said in car park - I have made notes & I remind you I do carry a tape recorder. This is serious & can be reported to police.

Applicant gets more aggro & comes to my face & says "I don't give a fuck what you do what you like"

I did get a bit scared so called out loudly to AA staff (3 people behind counter) - Please call police this person is offering money to me to pass & I need help.

[redacted] picks phone & calls out is he not wanting to leave.

Applicant calls back "If you bt me" So I just gave memo & lic he goes away.

[redacted] hands me phone - I called & matter was attended by Police name [redacted] - He has taken my statement & said they will be looking into it. Also advised us to dial 111 in situations like that.

After my next feet advised [redacted] who undertook to advise [redacted]

[redacted] told me after - Applicants mother asked for a Complaint form as soon as we had left Apr test & this Apr had spoiled 3 times. Police also interviewed [redacted] as to what she had witnessed.

12.45  
 NZTA PASSPORT AGENCY  
 Patient: (W) [redacted]  
 Date of Birth: 01/11/1972  
 Testable Identification Number: Meadowlands 110

Reason for Failure (if applicable):  
 Exceeding speed limit  
 Exceeding weight limit  
 Exceeding load limit  
 Exceeding axle weight  
 Exceeding height limit  
 Exceeding width limit  
 Exceeding length limit  
 Exceeding number of axles  
 Exceeding number of wheels  
 Exceeding number of tyres  
 Exceeding number of lights  
 Exceeding number of mirrors  
 Exceeding number of horns  
 Exceeding number of bells  
 Exceeding number of whistles  
 Exceeding number of sirens  
 Exceeding number of flags  
 Exceeding number of reflective tape  
 Exceeding number of reflective markers  
 Exceeding number of reflective triangles  
 Exceeding number of reflective cones  
 Exceeding number of reflective drums  
 Exceeding number of reflective spheres  
 Exceeding number of reflective cylinders  
 Exceeding number of reflective cubes  
 Exceeding number of reflective pyramids  
 Exceeding number of reflective prisms  
 Exceeding number of reflective diamonds  
 Exceeding number of reflective octagons  
 Exceeding number of reflective hexagons  
 Exceeding number of reflective pentagons  
 Exceeding number of reflective trapezoids  
 Exceeding number of reflective rectangles  
 Exceeding number of reflective squares  
 Exceeding number of reflective circles  
 Exceeding number of reflective ellipses  
 Exceeding number of reflective ovals  
 Exceeding number of reflective diamonds  
 Exceeding number of reflective triangles  
 Exceeding number of reflective squares  
 Exceeding number of reflective rectangles  
 Exceeding number of reflective trapezoids  
 Exceeding number of reflective pentagons  
 Exceeding number of reflective hexagons  
 Exceeding number of reflective heptagons  
 Exceeding number of reflective octagons  
 Exceeding number of reflective nonagons  
 Exceeding number of reflective decagons  
 Exceeding number of reflective hendecagons  
 Exceeding number of reflective dodecagons  
 Exceeding number of reflective tridecagons  
 Exceeding number of reflective tetradecagons  
 Exceeding number of reflective pentadecagons  
 Exceeding number of reflective hexadecagons  
 Exceeding number of reflective heptadecagons  
 Exceeding number of reflective octadecagons  
 Exceeding number of reflective nonadecagons  
 Exceeding number of reflective eicosa-gons

Improvement Needed:  
 Group of driver/cargo: [redacted]  
 What needs improvement: [redacted]

Other driver/driver/cargo (Immediate failure flag): [redacted]

1a	1b	2a	2b	2c	2d	2e
Yes	No	Yes	No	Yes	No	Yes
<p><i>Handwritten notes:</i>            1a: Yes            1b: No            2a: Yes            2b: No            2c: Yes            2d: No            2e: Yes</p>						

Stage 1: [redacted]

Stage 2: [redacted]

Stage 3: [redacted]

Stage 4: [redacted]

Stage 5: [redacted]

Stage 6: [redacted]

Stage 7: [redacted]

Stage 8: [redacted]

Stage 9: [redacted]

Stage 10: [redacted]

Stage 11: [redacted]

Stage 12: [redacted]

Stage 13: [redacted]

Stage 14: [redacted]

Stage 15: [redacted]

Stage 16: [redacted]

Stage 17: [redacted]

Stage 18: [redacted]

Stage 19: [redacted]

Stage 20: [redacted]

Stage 21: [redacted]

Stage 22: [redacted]

Stage 23: [redacted]

Stage 24: [redacted]

Stage 25: [redacted]

Stage 26: [redacted]

Stage 27: [redacted]

Stage 28: [redacted]

Stage 29: [redacted]

Stage 30: [redacted]

Stage 31: [redacted]

Stage 32: [redacted]

Stage 33: [redacted]

Stage 34: [redacted]

Stage 35: [redacted]

Stage 36: [redacted]

Stage 37: [redacted]

Stage 38: [redacted]

Stage 39: [redacted]

Stage 40: [redacted]

Stage 41: [redacted]

Stage 42: [redacted]

Stage 43: [redacted]

Stage 44: [redacted]

Stage 45: [redacted]

Stage 46: [redacted]

Stage 47: [redacted]

Stage 48: [redacted]

Stage 49: [redacted]

Stage 50: [redacted]

WUSA 1000 - ... - ...

trailer give call Sam...  
Both start hanging go out me - you guys hear on radio you just want to

19 field give in April 9 months of a U.S. Census office to after like money to ATD to  
get a pass or if you make can be repaired to police - (also said I do carry a tape with me)  
I responded I don't give a fuck you do what you want I will have you to check  
I cancelled you guys listen on radio too - from says I will have you to check  
I called out to Mr. Staff Monday to call Com say I have been approved money  
Mr. Names me ph 2 Apr. only to leave I let him go

to give a pass to someone  
with his his  
When I asked Mr. to help his someone call (I'd have the person if opening me money & instructions  
me - Apr. never denied anything - and ex told me requires & said I'd have seen your face, I know  
who you are, I will come & get you.

informed no while I was conducted & conducting  
Court's 2 asks of a Confidential Apron  
no opinion  
3/17  
OFFICIAL

Re incident Report I gave yesterday  
Additional information: Despite Applicant knowing I have asked  
for police to assist after getting licence on his hand  
he made a Threat "I have seen your face, I know who  
'F' you are, I will come & get you" & was full of  
'F' words

You would have noticed this on actual test paper  
& I had given you the copies yesterday



RELEASED UNDER  
OFFICIAL INFORMATION ACT

## Incident Report

GQM06

T/O Name: [REDACTED]	Test Site: KERI KERI	Applicants Name: [REDACTED]	Applicants Licence Number: [REDACTED]
Date: 14-03-2013		Time: 15:15	
Location of incident: AA KERI KERI 5 Fairway Drive KERIKERI			
Brief Description of incident: Applicant Reg: Other Vehicle's Reg: Details Exchanged (circle one): Yes / No / NA  Threatening Behaviour		Sketch  Letter attached.	
Police Informed: <input checked="" type="radio"/> Yes / <input type="radio"/> No Company Manager Informed: <input checked="" type="radio"/> Yes / <input type="radio"/> No Date: 14-03-2013      Time: 3:20		File Number: Name: [REDACTED]	
Fault of (circle one): <input checked="" type="radio"/> Applicant <input type="radio"/> Testing Officer <input type="radio"/> Other Person <input type="radio"/> None Further information (Contacts, address, vehicle details etc.):			
Injuries (circle one): <input checked="" type="radio"/> N/A <input type="radio"/> Applicant <input type="radio"/> Testing Officer <input type="radio"/> Other Person Description:  Medical Treatment Received:      Yes / No / NA Who from?			
Is there any way the incident / accident could have been avoided? <input checked="" type="radio"/> Yes / <input type="radio"/> No How? 1/2 applicant had arrived on time for test.			
T/O Signature: [REDACTED]      Date: 14-03-2013		Office use: Sent to H & S Committee: Yes / No  Signed: ..... Date: .....	
Manager's Signature: [REDACTED]      Date: 18/03/13			
Follow up required: <input checked="" type="radio"/> Yes / <input type="radio"/> No Report required: <input checked="" type="radio"/> Yes / <input type="radio"/> No Actions completed: <input checked="" type="radio"/> Yes / <input type="radio"/> No      Date: 18/03/13			

Incident Report

Kerikeri

Test Book for 15:00 Class 1F 14/03/2013

Mr [REDACTED] arrived just after I had clocked him out as a Non-appearance the time 15.10 I was just in the staff room and just filed the test sheet turned to walk out of the shop when [REDACTED] arrived we were face to face so I said Hello his reply was I'm here for my test. I replied not the 3pm test his reply was "yes". I replied sorry you're late and too late for me to take you out as we would not have time as it is a half hour test my next test is in fifteen minutes sorry [REDACTED] became aggressive and angry and started to yell that is not fair. It was YOUR fault you failed me last time you owe me \$30.00 I replied no I don't owe you anything his aggressive manner continued you owe me \$30.00 that's not fair. I'm a beneficiary and you owe me and I'm not moving until you pay me.

I repeated that I don't owe you anything and suggested he call the 0800 number and gave him the card with the number on it. I was stuck with nowhere to go so I retreated to the staff room in which he followed me I said I have no further comment you were late for your test today and I do not owe you any money He repeated I'm not moving until you pay. My thoughts how do I deal with this, so I said to [REDACTED] I'm going to call the Police I picked up the phone to make the call at this point he was standing 1 meter away from me I call the office for advice and so relieved to hear [REDACTED] voice at this stage I was shaking looked at the door way and [REDACTED] ran off.

Thanks [REDACTED] did prepare for my next test by walking for 5minuits to calm down to finish my days work.

Thanks

From [REDACTED]

Test Officer Northland

MANUAL  
FAKED

VERSION

PAGE

SECTION

7

4 of 4

6.0

Incident Report

GQM06

T/O Name: [Redacted]		Test Site: <u>Y&amp;P</u>	
Applicants Name: [Redacted]		Applicants Licence Number: [Redacted]	
Date: <u>15/11/2012</u>		Time: <u>2:40 PM</u>	
Location of incident: <u>Papanui Carpark in car and out of car.</u>			
Brief Description of Incident: Applicant Reg: [Redacted] Other Vehicle's Reg: [Redacted] Details Exchanged (circle one): Yes / No <u>(NA)</u>		Sketch	
<p>Applicant came for test, only had paper license but his mother came in with person release sheet with photo on it. On getting into car told him he had to have <u>(L)</u> plates, so he was to Warehouse Stationery to make a couple left for test but he failed on points on car park and being told he told me it was con</p>		<p>Sketch</p>	
Police Informed: <u>(Yes/No)</u>		File Number: [Redacted]	
Company Manager Informed: <u>(Yes/No)</u>		Name: [Redacted]	
Date: <u>15/11/2012</u>		Time: <u>1:10 PM</u>	
Fault of (circle one): <u>Applicant</u> Testing Officer Other Person None			
Further information (Contacts address vehicle details etc): <u>"fucking scam" and I should fuck you if you exited car and he followed saying "I'm going to complain about you mate" what's your name</u>			
Injuries (circle one): <u>N/A</u> Applicant Testing Officer Other Person			
Description:			
Medical Treatment Received: Yes / No / <u>NA</u>			
Who from: <u>PLEASE NOTE WILL DECLINE TO TAKE HIM</u>			
Is there any way the incident / accident could have been avoided? <u>(Yes/No)</u>			
How? <u>Yes - I could have never taken him</u>			

T/O Signature: [Signature] Date: 15/11/2012

Managers Signature: [Signature] Date: 15/11/2012

Office use: Sent to H & S  
Committees: Yes / No  
Signed: [Signature] Date: [Signature]

Continued, I told him it was on his sheet he continued following me and I told him if he didn't stop following me and harassing me. Applicant then [Signature] 20/11/12

15-11-12;04:26PM; :64 3 3895674 # 11  
 GQM06  
 18/10/2013 10:36 098351087 NZDL-NORTH-ISLAND CHRISTCHURCH  
 18/10/2013 10:37 FAX 098351087  
 18/10/2013 10:37 FAX 098351087 NZDL-NORTH-ISLAND CHRISTCHURCH

He followed me out of his  
car to the library, hassling me.  
I advised him to desist or I  
would call  
Police

— JMC 15/10/13

+ CHRISTCHURCH

NZDL-NORTH-ISLAND

10:36

18/10/2013

RX Date/Time 18/10 2013 10:39 FAX 098351087

15-11-12:01:36PM;

:64 3 3895674

P.004  
004

# 34



AGENCY [redacted] Test route identification number [redacted]

Date of test [redacted]

Date of birth [redacted]

Expiry date [redacted]

License conditions checked and completed with: /

Transmitter  Automatic  Manual

Light time [redacted]

Fail  Incomplete Failure Error  Incomplete (43)

Fail  Incomplete Failure Error  Incomplete

Incomplete Failure Error  Incomplete

Incomplete Failure Error  Incomplete

[redacted]

driver no photo id on him his mo person please photo brought in with his picture on it, please I stated but made some using

Stage		1a		1b		2a		2b		2c		2d		2e	
Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
NO	NA	NO	NA	NA	NA	NO	NA	NO	NA	NO	NA	NO	NA	NO	NA

**LOW SPEED MAINTENANCE**

Reverse Park

3 Point Turn

**CRITICAL ERROR**

**ERROR**

ROW NUMBER

No Slow		
Too Fast		
No Look	2	77
No Signal		
Block Ped		
Verb		
Stall		
Incorrect Stop		
Other (Legal)		
Other (Illegal)		

**IMMEDIATE FAILURE ERROR**

**ERROR**

ROW NUMBER

Misdirection	
Obey	
Collision	
Exc Speed	
Give Way	
Dangerous Piv	
Failed Stop	
Other Danger	
IVE in stage	

**STAGE TOTALS**

	Y	N	NA	CE
Stage 1a	5	1	0	6
Stage 1b	5	5	0	6
Stage 1	10	6	0	1
Stage 2a				
Stage 2b				
Stage 2c				
Stage 2				
Stage 2e				

aggressive towards me and threatened to sack me up I than left car, as I was not very comfortable as he has been reacting slowly. I was not very comfortable as he has been reacting slowly. I was not very comfortable as he has been reacting slowly.

APPLICANT DETAILS

Surname/Family name: [Redacted]

Date of birth: [Redacted]

First name(s): [Redacted]

Driver licence no.: [Redacted]

APPLICANT STATEMENT

I state that to the best of my knowledge and belief, I am legally entitled to drive and that I am not disqualified from holding or obtaining a driver licence, and that my driver licence is not suspended, cancelled or revoked.

Signature of applicant: [Redacted]

Signature Officer name: [Redacted]

Signature Officer signature: [Redacted]

Transmission:  Automatic  Manual

VEHICLE DETAILS

Registration number: [Redacted]

Start time: [Redacted]

Finish time: [Redacted]

Other driver intervention (immediate failure error)

TEST DETAILS

TEST RESULT SUMMARY

Stage Overall result:  Pass  Fail  Immediate Failure Error

Overall result:  Pass  Fail  Immediate Failure Error

Vehicle  Licence/person  Non-appearance  Incomplete

NOYES

Other illegal (Critical Error?):  (P.2)

Applicant advised no photo id on him he had, a person please photo brought in by him and with his picture on it, applicant then had no plates but made some yellow paper and felt down when they went to collect with the lead failed.

Class 1 Restricted licence test

Yes		No		N/A		Yes		No		N/A		Yes		No		N/A		

APPLICANT STATEMENT

Continued

appliance towards me and

I threatened to "fack me up"

I than "left ear" as I

was not very comfortable as he

was resting on it it was a

DIFFICULT and he was going to

GQM 3 4 of 4 6.0 GQM06



### Incident Report

T/O Name: [Redacted]		Test Site: KERIKERI	
Applicants Name: [Redacted]		Applicants Licence Number: [Redacted]	
Date: 25-01-2013		Time: 3. pm	
Location of Incident: AA Kerikeri			
Brief Description of incident: Applicant Reg: Other Vehicle's Reg: Details Exchanged (circle one): Yes / No / NA		Sketch face to face aggression - ugly with a shop full of people but facts lesson tailed by not applying rules and lack of searching the father said I was not let to Test. on ugly time I call Acc office for Support	
Police Informed: Yes/No		File Number: [Redacted]	
Company Manager Informed: Yes/No		Name: [Redacted]	
Date: 25-01-2013		Time: 14.45	
Fault of (circle one): Applicant Testing Officer Other Person None			
Further Information (Contacts, address, vehicle details etc.):			
Injuries (circle one): N/A		Applicant Testing Officer Other Person	
Description:			
Medical Treatment Received:		Yes / No / NA	
Who from?			
Is there any way the incident / accident could have been avoided? Yes / No			
How? Applicant father No and complained I should not Test as I was NOT Capable. he complained because his son failed Test			
T/O Signature: [Redacted]		Date: 25.1.13	
Managers Signature: [Redacted]		Date: 29.1.13	
		Office use: Sent to H & S Committee: Yes/No Signed: [Redacted] Date: 01/02/13	

The father said I should have endorsement and should not be Testing I said Sorry but my licence is in order with that I call office again then left as I felt I was not getting any where  
Report sent to NZTA [Redacted]

Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	

R-3 No my R-3 post observed  
R-10 NOT aware of obsvans

**WAKA NZTA**

Surname/family name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

First name(s): \_\_\_\_\_

Driver's licence number: \_\_\_\_\_

Vehicle class: \_\_\_\_\_

Signature of applicant: \_\_\_\_\_

Signature of testing officer: \_\_\_\_\_

Start time: 11:15

Finish time: 11:30

Transmission:  Automatic  Manual

Overall result:  Pass  Fail  Immediate failure error

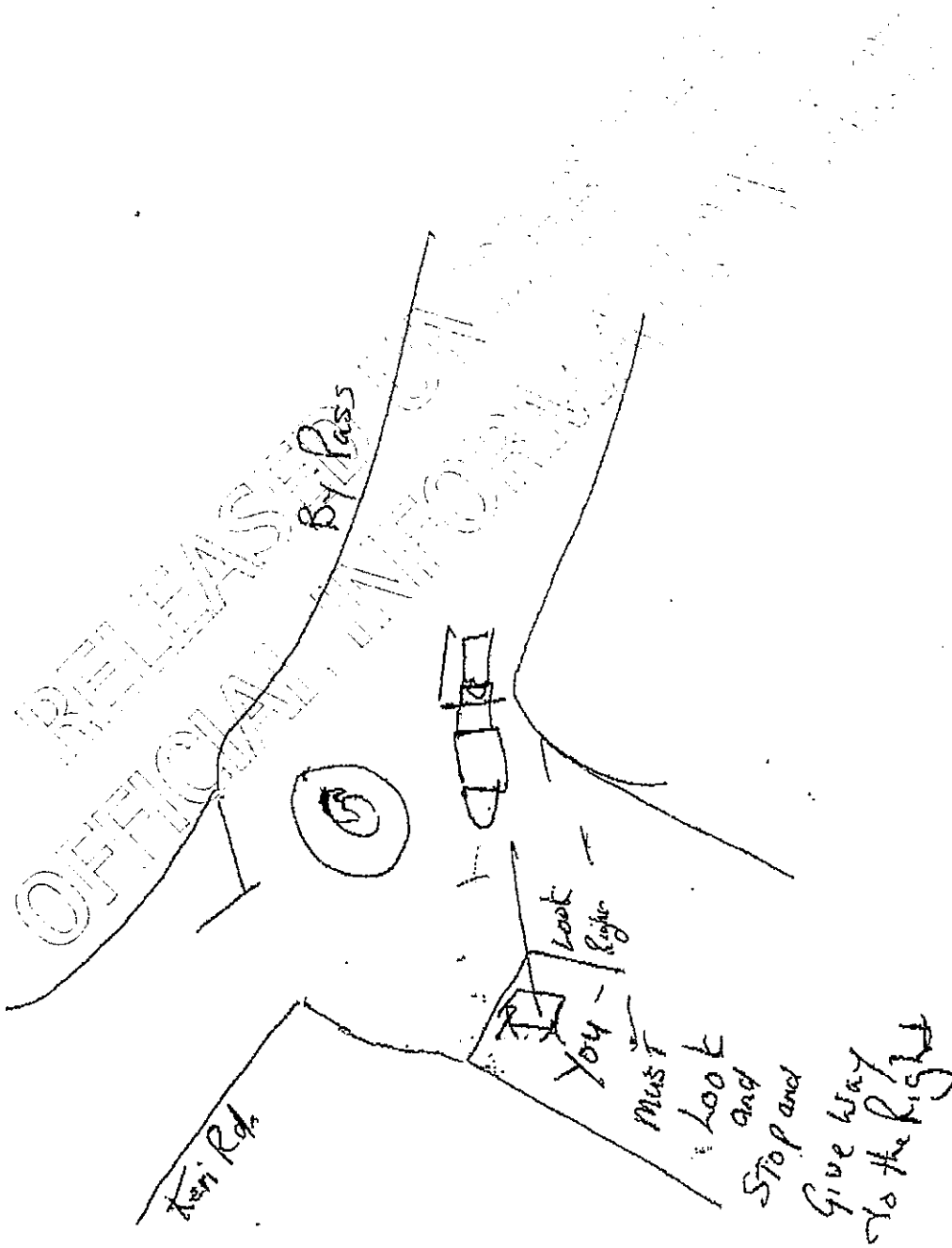
Reason for failure (if appropriate): *failed to look to left failed to give way to the right*

Immediate Failure/ Critical Error Comment: *Must demonstrate good understanding of Rules and Apply*

Other (Illegal/ Critical Error):

Other danger/ intervention (immediate failure error): *Observation Poor, Tarmac Visit*

RECEIVED  
15 JAN 2013



# Test Bookings Report

DLPRO (DL Registrar) 1 40v06  
BTREF

## Test Booking Result - Practical

Date 25 JANUARY 2013  
Area Far North District  
Location Kerikeri  
Test Site AA KERIKERI -New  
Test Resource [REDACTED]

Time	Test Type	Applicant	Birth Date	Sex	Licence	Telephone No.	PreReq Compl.	Result
08:00	CLASS 1R	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	Terminated
09:00	CLASS 1F	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
09:30	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	Terminated
10:00		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
10:15	CLASS 1R	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	Terminated
11:15	CLASS 1R	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	Terminated
12:15		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
12:45	CLASS 1F	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
13:15	CL 1 ORS	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
13:45	CLASS 1R	[REDACTED]	[REDACTED]	K	[REDACTED]	[REDACTED]	Y	PASS
14:45		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
15:00	CLASS 1F	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
15:30	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	PASS
16:00	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	PASS

29/01/2013

DTEST

GAD000

Escape Now  [Go Back](#)

Navigation

1:36:50:07 INPUT REQUEST

RELEASED UNDER OFFICIAL INFORMATION ACT

## Fax Page 1 of 3

Attention [REDACTED]

I sent a hurried report on Friday and felt rushed with it, so in my time Friday night put this together for you to have on Tuesday 22<sup>nd</sup> and again thanks for your support.

I will also have the camera card in the post in the morning

I have discovered with the camera as it played up yesterday I do need to charge in my car on the way to and from work as the battery goes flat after a day or even just left for a few days when left, this information may help others.

When working I do miss not having my buddy (the camera) with me. I do hope your week is a good one, I did hope for a better start to the year, however again thanks to you and the team.

Regards [REDACTED]

Attention: [REDACTED] Region 1 Manager

Incident Report

Applicant Name [REDACTED]

Licence number [REDACTED]

Test 11:15 25/01/2013

As Friday seemed to turn on a greater challenge after my 11.15 test was unsuccessful and I felt when I left the applicants vehicle he understood the reason why he was failed, although [REDACTED] did say there was not a vehicle there but that was because, [REDACTED] did not look right on his approach or at the Intersection. However I also explained the importance of searching all around. At the end of the debrief, [REDACTED] I know he was not happy but he seemed to understand the reason, he also said where he lives there are no roundabouts to practice, he then asked if he could rebook a test and how much I said yes you can rebook but don't know the cost just make sure you practice and work on those things we have talked about, and thanked him for having the camera in the car. I returned to the AA Kerikeri never liking an unsuccessful test and thinking about the result as we do. Looked at the time stayed in the office for about 10 min. during that time [REDACTED] when resulting the test pasted comment oh no his father will be mad he is a bad tempered person. I said I only mark what I see, I went to lunch.

Later after my ORST 13.15 test I was walking back to the AA 13.45 and could see [REDACTED] standing with his Father and the father approached me I had no time to introduce myself and said quote " I am not happy with you falling my son" I said I am sorry but part of a test is applying the Give Way rule and searching which you must



demonstrate however I invited him come back to the shop and I will go through the test sheet with you, which I did, then [REDACTED] said the car was not there I said well I saw the car and you only looked when I said "whoops" I then showed the drawing and continued to say driving safe in looking ahead to the side and behind and planning ahead, approach intersections looking out for others that you may have to give way to, the road code says slow down and be ready to stop, give way to all vehicles that will cross your path from the right as you enter. At that point the father became aggressive and said I was not good at my job shouldn't be allowed to test, and I don't even think you're qualified to do it, the tone became louder show me your licence, as always it was around my neck with my testing officer name tag, and then as he almost grabbed it, which I put my hand up to stop and objected I held it to show him, he then said you don't even have an I endorsement (which it is there) so then, with that I walked away into the back room and called the Auckland office, at this point I was getting annoyed because my next applicant was waiting however honestly I think the son is also afraid of his father I know this is sad that this happens and with a shop full with AA customers as I put on the test sheet this lad showed poor observation and poor awareness.

Leaving with my next applicant I was followed down Fairway Drive with this man still shouting at me, honestly I had to work hard to carry on and pull the curtain down and focus on my next applicant in fairness which I did do.

Thanks for being there as time like that we do need support and back up.

Thanks

[REDACTED] T.O. Region1

[REDACTED] (NZDL)

From: [REDACTED] (NZDL) [REDACTED]@nzdl.net.nz

Sent: Tuesday, 29 January 2013 11:51 a.m.

To: [REDACTED]

Subject: [REDACTED]

Attachments: [REDACTED] 29.01.2013 P1.jpg; [REDACTED] incident 29.01.2013 P2.jpg; [REDACTED] incident 29.01.2013 P3.jpg; [REDACTED] incident 29.01.2013 P4.jpg; [REDACTED] incident 29.01.2013 P5.jpg

Good Morning [REDACTED]

On Friday 25.01.2013 at approx 3.00pm [REDACTED] was approached by an irate father. applicant [REDACTED] D/L [REDACTED] after which she was left shaken.

11.15am applicant failed to give way, the test was terminated. At approximately 13.45pm [REDACTED] was accosted by the applicant's father. A scene developed which left [REDACTED] shaken and upset. Please find relevant paper work attached.

I'm not sure what if anything, you can do about this but I wanted to inform you. The police were not called.

Regards

[REDACTED]

[REDACTED]

NZ Driver Licensing 1998 Ltd

P O Box 84197

Auckland 0614

Phone [REDACTED]

Fax [REDACTED]

Email: [REDACTED]

RELEASED UNDER OFFICIAL INFORMATION ACT

# Incident Report

GQM06

T/O Name: [REDACTED]		Test Site: manukau ([REDACTED])	
Applicants Name: [REDACTED]		Applicants Licence Number: [REDACTED]	
Date: 28.2.13		Time: 8.30	
Location of incident: manukau.			
<b>Brief Description of Incident:</b> Applicant Reg: [REDACTED] Other Vehicle's Reg: [REDACTED] Details Exchanged (circle one): Yes / No / NA After rear camera is off he starts swearing fuck you get out of my car. He comes in and says fuck you to my staff. He is talking to [REDACTED] manager. Note he was driving on 60 (50) Benwood Ave.		<b>Sketch</b> Applicant is talking about T.O. [REDACTED] he says he will complain.	
Police Informed: Yes / <input checked="" type="radio"/> No	File Number:	Company Manager Informed: Yes / <input checked="" type="radio"/> No	Name:
Date: [REDACTED]	Time: [REDACTED]		
Fault of (circle one): <input checked="" type="radio"/> Applicant <input type="radio"/> Testing Officer <input type="radio"/> Other Person <input type="radio"/> None			
Further information (Contacts, address, vehicle details etc.):			
Injuries (circle one): <input checked="" type="radio"/> N/A <input type="radio"/> Applicant <input type="radio"/> Testing Officer <input type="radio"/> Other Person			
Description:			
Medical Treatment Received: Yes / <input checked="" type="radio"/> No		Who from? [REDACTED]	
Is there any way the incident / accident could have been avoided? How?			Yes / <input checked="" type="radio"/> No
T/O Signature: [REDACTED]		Date: 28.2.13	
Manager's Signature: [REDACTED]		Date: 1/3/13	
Follow up required: Yes / <input checked="" type="radio"/> No		Office use: Sent to H & S Committee: Yes / No	
Report required: Yes / <input checked="" type="radio"/> No		Signed: [REDACTED]	
Actions completed: Yes / <input checked="" type="radio"/> No		Date: 1/3/13	

28 Feb. 2013 9:34

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

THE NEWZEALAND AUTOMOBILE

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

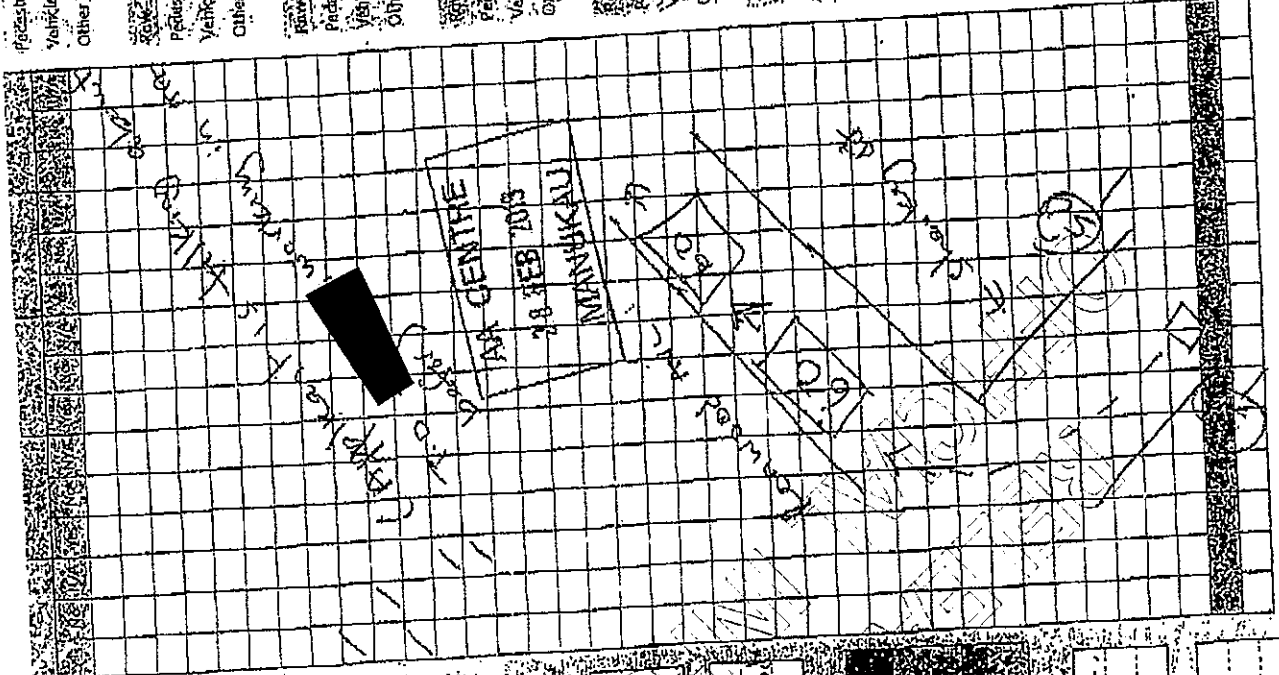
Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.

Pedestrian L.R.A.B.  
 Vehicles L.R.A.B.  
 Other L.R.A.B.



APPLICANT DETAILS

Summary/family name: [Redacted]

Date of birth: [Redacted]

First name: [Redacted]

Expiry date: [Redacted]

Expiry date: [Redacted]

License conditions checked and compiled with:

I state that to the best of my knowledge and belief, I am legally entitled to drive and that I am not disqualified from holding or obtaining a driver licence, and that my driver licence is not suspended, cancelled or revoked.

Signature of applicant: [Redacted]

Start time: 8:28

Finish time: 8:39

Testing Officer: [Redacted]

Signature: [Redacted]

Test result:  Pass  Fail

Reason for failure (if appropriate):

Speeding

Comments: [Redacted]

Examiner's signature: [Redacted]

Examiner's name: [Redacted]

Examiner's address: [Redacted]

Examiner's phone: [Redacted]

Examiner's email: [Redacted]

Examiner's signature: [Redacted]

Examiner's name: [Redacted]

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# Incident Report

GQM06

T/O Name: [REDACTED]		Test Site: Orewa	
Applicants Name: [REDACTED]		Applicant's Licence Number: [REDACTED]	
Date: 29.05.2013		Time: 11.47.	
Location of incident: Orewa Carpark & AA Office.			
Brief Description of incident: Request: No supervisor		Sketch	
Applicant Reg:			
Other Vehicle's Reg:			
Details Exchanged (circle one): Yes / No / <u>N/A</u>			
Verbal abuse from applicant when he learnt he had failed the test - failed to signal exit at roundabouts x 2. Applicant came into AA office to rebook & swore at staff whilst still abusing me verbally. Applicant rebooked for here in Orewa and he is on my book ten. I am filing this report because I refuse to get into a car with this applicant again as he was very intimidating. [REDACTED]			
Police informed: Yes / <u>No</u>		File Number: agreed to swap tests.	
Company Manager informed: Yes / <u>No</u>		Name: _____ Date: _____	
Time: _____			
Fault of (circle one): Applicant		Testing Officer / Other Person / None	
Further information (Contacts, address, vehicle details etc.):			
Injuries (circle one): <u>N/A</u>		Applicant / Testing Officer / Other Person	
Description:			
Medical Treatment Received: Yes / No / <u>N/A</u>			
Who from?			
Is there any way the incident / accident could have been avoided? How?		Yes / No	

T/O Signature: [REDACTED]	Date: 30.05.2013	Office use: Sent to H & S Committee: Yes / No
Manager's Signature: [REDACTED]	Date: 30/5/2013	Signed: [REDACTED] 31/05/13
Follow up required: Yes / <u>No</u>		Date: _____
Report required: Yes / <u>No</u>		
Actions completed: Yes / <u>No</u>	Date: 30/5/2013	

6499680327



Row	ERROR	ROW NUMBER
7	Too Slow	
	Too fast	
	No Look	
	No Signal	3.8
	Block Ped	
	Xerb	
	Stall	
	Other illegal	

Row	ERROR	ROW NUMBER
11	Intervention	
	Obey	
	Collision	
	Exc Speed	
	Give Way	
	Dangerous Pos	
	Fail to Stop	
	Other Danger	

Y	N	NA	CE

Row	ERROR	ROW NUMBER
12	Intervention	
	Obey	
	Collision	
	Exc Speed	
	Give Way	
	Dangerous Pos	
	Fail to Stop	
	Other Danger	

Date of test: 29/05/2013  
 Test route identification number: OREWFIELD  
 Date of birth: [redacted]  
 Expiry date: [redacted]  
 License conditions checked and complied with: [redacted]  
 Start time: 11:47:07  
 Finish time: 12:07  
 Testing Officer Signature: [redacted]

school 2500  
 not use existing road about  
 road entering or exiting roundabout  
 30 May 2013 10:29  
 Immediate Failure Error: [redacted]

Row	ERROR	ROW NUMBER
13	Intervention	
	Obey	
	Collision	
	Exc Speed	
	Give Way	
	Dangerous Pos	
	Fail to Stop	
	Other Danger	

# Test Bookings Report

## Test Booking Result - Practical

Date 29 MAY 2013  
 Area Rodney District  
 Location Orewa  
 Test Site AA OREWA  
 Test Resource [REDACTED]

Time	Test Type	Applicant	Birth Date	Sex	Licence	Telephone No.	PreReq Compl.	Result
08:00	CLASS 1R	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
09:00	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	Terminated
09:30	CLASS 1F	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	PASS
10:00		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
10:15	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	PASS
10:45	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	Vehicle fas
11:15	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	PASS
11:45	CLASS 1F	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	Terminated
12:15		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
12:45	CLASS 6R	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	PASS
13:45	CLASS 1R	[REDACTED]	[REDACTED]	M	[REDACTED]	[REDACTED]	Y	Non Appeara
14:45		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		
15:00	CLASS 1R	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	Terminated
16:00	CLASS 1F	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	Y	Terminated

30/05/2013

1SRCH

GAD002

Escape Now

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10:26:12:44 INPUT REQUEST

RELEASED  
 OFFICIAL INFORMATION

22. Apr. 2013

9-47

THE NEWZEALAND AUTOMOB

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### Incident Report

GQM06

T/O Name: [REDACTED]		Test Site: MANUKAU	
Applicants Name:		Applicants Licence Number: [REDACTED]	
Date: 22.04.2013	Time: 0725 +		
Location of Incident: Freemanway, outside of AA Carpark.			
Brief Description of Incident:		Sketch	
Applicant Reg: [REDACTED]		Applicant arrives @ 105	
Other Vehicle's Reg:		Go 4 test.	
Details Exchanged (circle one): Yes / No <input checked="" type="radio"/> NA			
Stage One - 2 CE's back to AA.			
During Debrief - He gets aggressive & get out of the car. He starts to swear - "Fuck you - Get out of my car"			
cont'd - pp 2.			
Police Informed:	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No	File Number:	Date:
Company Manager Informed:	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No	Name:	
Time:			
Fault of (circle one): Applicant Testing Officer Other Person None			
Further Information (Contacts, address, vehicle details etc.):			
injuries (circle one): N/A Applicant Testing Officer Other Person			
Description:			
Medical Treatment Received:		Yes <input checked="" type="radio"/> No <input type="radio"/> NA	
Who from?			
Is there any way the incident / accident could have been avoided?			Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No
How? Applicant take his mistake / go learn.			
T/O Signature: [REDACTED]	Date: 22/04/13	Office use: Sent to H & S Committee: Yes/No	
Manager's Signature: [REDACTED]	Date: 23/04/13	Signed:.....	
Follow up required:	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No	Date:.....	
Report required:	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No		
Actions completed:	Date: 28/04/13		



NETRANSPORT AGENCY 22/04/13 WIKALAKILLU

Surname/family name: [Redacted] Days of birth: [Redacted]

First name(s): [Redacted]

DOB: [Redacted] Licences conditions:  A and  B

Expiry date: [Redacted] Licence conditions:  A and  B

Signature of applicant: [Redacted] Administrative:  None  Multiple

Start time: 07:05 Finish time: 07:25

Test by Official signature: [Redacted]

Reason for failure (if appropriate):

1. MOUNT KERB - Reverse Parallel Park.

2. Lateral Position - driving in Reserved Lane - Biscuit Lane - Per more than 50 meters.

Class:  Pass  Fail  Immediate failure Error

Overall result:  Pass  Fail  Immediate Failure Error

Vehicle  Licences/Person  Non-apprentice  Incomplete

IMPROVEMENTS NEEDED:

Grouped advice subject to license improvement:

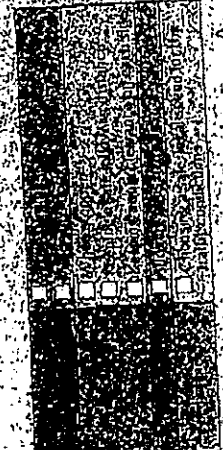
Use of parallel parking

Vehicle positioning/steering

Vehicle positioning/steering

Vehicle positioning/steering

Vehicle positioning/steering



if you raise me for a mistake of driving caused by causing error

Other driver's intervention (if applicable):

he was superior to me

Handwritten notes on a grid background:

CAN'T VEE - I GOT...  
 1. MOUNT KERB - Reverse Parallel Park.  
 2. Lateral Position - driving in Reserved Lane - Biscuit Lane - Per more than 50 meters.

Other notes include: "1. MOUNT KERB - Reverse Parallel Park.", "2. Lateral Position - driving in Reserved Lane - Biscuit Lane - Per more than 50 meters.", "if you raise me for a mistake of driving caused by causing error", and "he was superior to me".

you are in my Country, I will  
come back for you, see you  
you mother fucker".

He calls out loudly to his  
Supervisor.

To [REDACTED] present during  
this yelling.

Applicant gets out of his car, "watch  
your face" "you think money grows  
on trees" "you fuck me for two  
mistakes".

As he drives past, yelling  
out "I will come back for  
watch your face".

Supervisor drives car, he leans  
over pressing Horn long.

This is going to stay in my body  
whole day - He needs to be visited  
by Police or as you think  
appropriate Thanks [REDACTED]

[REDACTED]  
From: [REDACTED]  
Sent: Monday, 22 April 2013 9:58 p.m.  
To: [REDACTED]  
Subject: FW: INCIDENT RPT 22/04/2013

From: [REDACTED]  
To: [REDACTED]  
Subject: INCIDENT RPT 22/04/2013  
Date: Mon, 22 Apr 2013 21:49:26 +1200

I went to Manukau Police Station to write n sign a detailed complaint as per the verbal threat I was given this morning at 0700 Restricted Test during debrief, by the Unsuccessful Applicant.

I was surprised by the Lady P/Officer attitude at the counter. I said to her that I had come to give my statement in regards to a complaint I had made in the morning, giving her the ref number. She fires back at me.....are you willing to go to court to give evidence.....you will be asked questions from all sides and repeated questions.....were you assaulted.....how and any injuries. I interrupted her and said to her ...Plz read the morning report and all the main facts are noted there.

She goes... no you tell me...I then narrated the whole swears and F words looking straight at her and without loosing my cool, she was bewildered as when she realised that I am meaning it to her, she calls up to another Officer to look in the matter. I could not see her name as ID card was hidden by the counter.

The other Officer [REDACTED] took me to another room and we completed the statement. He was asking for copy of test sheet but I informed him that I cannot give it to him. However, I asked him to contact you in case the IO needs the result sheet. I gave him your contact details, [REDACTED] and in due course he may contact you.

I have showed great concern of my Safety during the test as it is highly likely that this applicant can confront me anywhere on the route, or in AA yard and in case a situation does occur, and in self defence, if the applicant is injured or is seriously injured or kicks the bucket, Police is no doubt gonna lay charges on ME for murder/ manslaughter.

I requested [REDACTED] to take appropriate action in this case as this kind of threats are getting very common. I also informed of [REDACTED] case when similar assault case was reported but a wrong charge was laid to which the Magistrate raised concern.

Regards  
[REDACTED]

Police reference

# [REDACTED]

RECEIVED  
OFFICIAL

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MANUAL VERSTON PAGE SECTION  
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### Incident Report

GQM06

T/O Name: [Redacted]		Test Site: Northcross	
Applicants Name: [Redacted]		Applicants Licence Number: [Redacted]	
Date: 17-05-2013		Time: 4:06 pm	
Location of incident: Northcross.			
Brief Description of incident: Applicant Reg: [Redacted] Other Vehicle's Reg: [Redacted] Details Exchanged (circle one): Yes / No / NA MS [Redacted]		Sketch would hurt my children. So asked her to leave and get out of my face. This woman then said that I had a sign. Then the young man started talking again and said that we were just money grabbers.	
Police Informed: Yes/No Company Manager Informed: Yes/No Time:		File Number: [Redacted] Name: [Redacted] Date: 17/05/2013	
Fault of (circle one): Applicant Testing Officer Other Person None Further information (Contacts, address, vehicle details etc.):			
Injuries (circle one): N/A Applicant Testing Officer Other Person Description:			
Medical Treatment Received: Yes/No/NA Who from?			
Is there any way the incident / accident could have been avoided? Yes/No How?			
T/O Signature: [Redacted]		Date: 17/05/2013	
Manager's Signature: [Redacted]		Date: 20/05/2013	
Follow up required: Yes/No Report required: Yes/No Actions completed: Yes/No		Office use: Sent to H&S Committee: Yes/No Signed: [Redacted] 23/05/13 Date:	

Does [Redacted] need to report incident to police? h.

SI	SR	SR	SR	SR	SR	SR	SI	SR	SR	SR	SR	
SI	SR	SR	SR	SR	SR	SR	SI	SR	SR	SR	SR	
Pedestrian	L R A	Vehicles	L R A B O	Other	L R A B		Pedestrian	L R A	Vehicles	L R A B O	Other	L R A B

*(Note: Handwritten text is mirrored/bleed-through from the reverse side of the page)*

**APPLICANT DETAILS**  
 Name of applicant: [Redacted]  
 Date of test: 17/05/2013  
 Test route identification number: NC205 F110  
 Surrender family name: [Redacted]  
 Date of birth: [Redacted]

**DRIVER LICENCE NUMBER**  
 Driver licence number: [Redacted]  
 Expiry date: 1 / 1  
 Licence conditions checked and completed with

**STATEMENT**  
 I state that, to the best of my knowledge and belief, I am legally entitled to drive and that I am not disqualified from holding or obtaining a driver licence, and that my driver licence is not suspended, cancelled or revoked.

**SIGNATURE AND TIME**  
 Signature of applicant: [Redacted]  
 Registration number: [Redacted]  
 Start time: 4:00  
 Finish time: 4:05  
 Testing Officer signature: [Redacted]

2013 MAY 17 PM. 4:00

*(Note: This area contains a large, dense, illegible pattern, possibly a barcode or a scan artifact.)*

Attention [REDACTED]

I advised [REDACTED] to report this to the police. She wasn't intimidated as much as frustrated and overawed by the verbal attack and the filming of her reactions with a mobile camera.

Regards [REDACTED]

OFFICIAL RECORD

1/11

# Test Bookings Report

## Test Booking Result - Practical

**Date**            17 MAY 2013  
**Area**            North Shore City  
**Location**        Albany .  
**Test Site**        Northcross - Driver Testing Ce  
**Test Resource**    ██████████

Time	Test Type	Applicant	Birth Date	Sex	Licenca	Telephona No.	PreReq Compl.	Result
07:00	CLASS 1R	██████████	██████████	M	██████████	██████████	Y	Terminated
08:00	CLASS 1R	██████████	██████████	F	██████████	██████████	Y	Terminated
09:00	CLASS 1F	██████████	██████████	F	██████████	██████████	Y	Terminated
09:30	CLASS 1F	██████████	██████████	M	██████████	██████████	Y	Terminated
10:00		██████████	██████████	F	██████████	██████████	Y	
10:15	CLASS 1R	██████████	██████████	M	██████████	██████████	Y	Terminated
11:15	CLASS 1R	██████████	██████████	M	██████████	██████████	Y	Non Appeara
12:15		██████████	██████████	F	██████████	██████████	Y	
12:45	CLASS 1F	██████████	██████████	M	██████████	██████████	Y	
13:15	CLASS 1F	██████████	██████████	F	██████████	██████████	Y	
13:45	CLASS 1F	██████████	██████████	M	██████████	██████████	Y	
14:15	CLASS 1F	██████████	██████████	M	██████████	██████████	Y	
14:45		██████████	██████████	F	██████████	██████████	Y	
15:00	CLASS 1R	██████████	██████████	F	██████████	██████████	Y	
16:00	CLASS 1F	██████████	██████████	F	██████████	██████████	Y	

GAD000

17/05/2013

ISRCH

scape Now

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6:20:19:10 INPUT REQUEST

BELIEVED TO BE  
 OFFICIAL INFORMATION



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# Incident Report

GQM06

T/O Name: [Redacted]		Test Site: <u>Sockburn</u>	
Applicants Name: [Redacted]		Applicants Licence Number: [Redacted]	
Date: <u>4/4/13</u>		Time: <u>10:45</u>	
Location of incident: <u>Sockburn UTMZ</u>			
Brief Description of incident: Applicant Reg. Other Vehicle's Reg: Details Exchanged (circle one): Yes/No/NA applicants vehicle failed pre test check as rear high U/S light was not working. I couldn't see the rear spoiler brake lights & was unaware that the spoiler had lights. The applicant stood behind the car while I put my foot on the brake, so she could see for herself that the high U/S light wasn't working. The applicant agreed it was out & made no mention about rear lights on the spoiler. when I told the applicant the test couldn't be		Sketch	
Police Informed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		File Number: <u>taken there was</u>	
Company Manager Informed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Name: <u>no argument or</u>	
Date: <u>T</u> Time: <u></u>		mention of rear spoiler	
Applicants notified <u>to</u>		brake lights.	
Complain:			
Fault of (circle one): Applicant <input type="checkbox"/> Testing Officer <input type="checkbox"/> Other Person <input checked="" type="checkbox"/> <u>None</u>			
Further information (Contacts, address, vehicle details etc):			
Injuries (circle one): <u>N/A</u> Applicant <input type="checkbox"/> Testing Officer <input type="checkbox"/> Other Person <input type="checkbox"/>			
Description:			
Medical Treatment Received: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> N/A		Who from?	
Is there any way the incident / accident could have been avoided? <input type="checkbox"/> Yes <input type="checkbox"/> No			
How?			

T/O Signature: [Redacted] Date: 5/4/13  
 Managers Signature: [Redacted] Date: 5/4/13

Office use: Sent to H & S  
 Committee:  Yes  No  
 Signed: [Redacted] Date: 5/4/13

