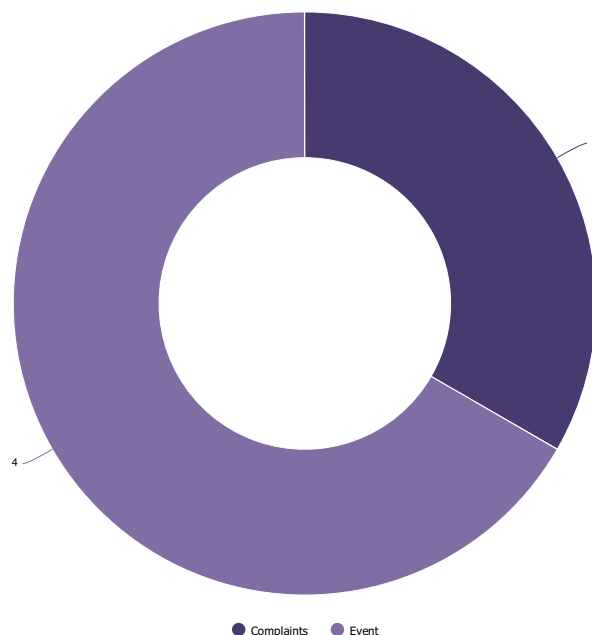
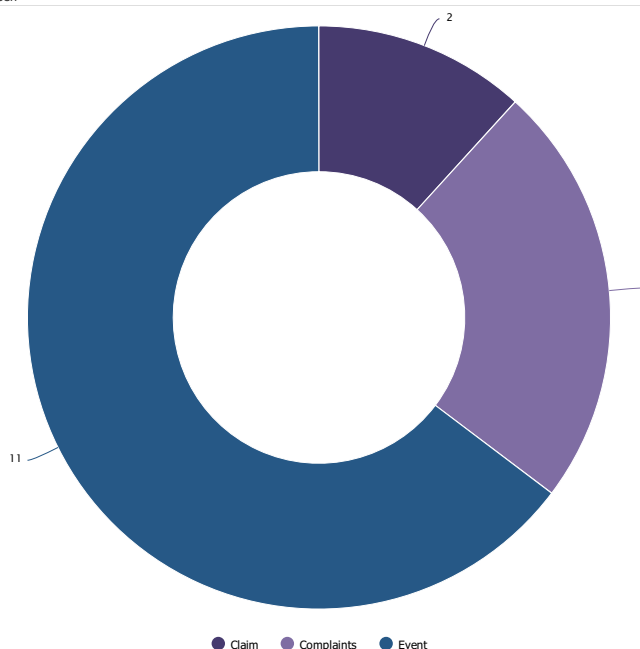


## Incident Investigations by Status and Type

Open

Closed



Incident Title	Primary Complaint Advisor	Secondary Complaint Advisors	Progress Summary	Classification	Rating	Target Resolution Date	Status
Breach of Compliance Standards as required under the Financial Stability Standards				Environmental	Moderate	10/07/2018	
Collision involving Council vehicle	Catherine Allan - Director	Jack Watts - Officer; Allison Davies - Officer	<p>Council only had his name, phone, address at this stage. No insurance data</p> <p>Councils driver took photos of the damage to the council vehicle only. No photos of the damage to the third party vehicle</p> <p>Council vehicle had to be taken to the repairers for quotation</p> <p>Quote was \$5000 which requires an independent audit of the damage and to enable Council to proceed with the repairs and make a demand on the third party.</p> <p>Council send the quotes to the third party demanding payment</p> <p>No acknowledgement was received from the third party.</p> <p>2nd demand sent to third party by registered mail and again no response</p> <p>Claim handed over to CIE legal for followup</p> <p>Council vehicle repaired as it cannot be off the road for extended periods</p> <p>Purchase order raised for the repairs</p> <p>Repairs completed</p> <p>Vehicle inspected by fleet and deemed acceptable to Council</p> <p>Invoice received from repairer and paid by Council</p> <p>All information forwarded to councils lawyers including independent report, invoice, photos and PO quote.</p> <p>Lawyer successful in contacting claimant</p> <p>Correspondence received from lawyer indicating that the third party provided insurance information</p> <p>Council now commences communication with the third parties insurer</p> <p>Costs from Lawyer need to be recorded</p> <p>Full costs of claim need to be recorded such as costs of repair to the Council vehicle, Independent report, costs and legal fees.</p> <p>Listed claim under motor vehicle, the sub headings such as multi vehicle, single vehicle, Council driver at fault, third party at fault etc.</p>	Financial	Minor	09/12/2018	
Data Loss arising from IT System Malfunction				Legal/Compliance	Catastrophic	07/07/2018	

Incident Title	Primary Complaint Advisor	Secondary Complaint Advisors	Progress Summary	Classification	Rating	Target Resolution Date	Status
Door to Server Room left Unlocked overnight				Business Strategies and Policies	Moderate	11/07/2018	
Emailing of inappropriate information to staff without sufficient security privileges			On the 21st of August 2017, an email was sent from Jean Arbor's account, which contained, within a large document, the pay grades of all executive level employees, and discussions around their proposed salary increases for the new Financial Year. On top of this, it detailed plans to reshape the roles of many business units. Once the mistake was known, the email was retracted by Ms Arbor, however considerable time had passed, to the amount of approximately 2.5 hours, before the email was brought to her attention.	Legal/Compliance	Catastrophic	27/10/2017	In progress
Fire inflicts damage in breaker room.				Environmental	Catastrophic	21/07/2020	
HR Officer Verbal Abuse						24/03/2020	
IT System Malfunction	Catherine Allan - Director	David Murray - Manager	On the 22nd of August 2018, the server which manages user access, emails, and document management, severely malfunctioned and was inoperable for 4 hours.	Legal/Compliance	Moderate	21/07/2018	In progress
Lucy Simpson - Tripped in Staff Break room	Amy Stevens - Manager	Jack Watts - Officer; Catherine Allan - Director; Jason Gardner - Officer	A member of staff was injured when they tripped on raised pavers in the breakroom.	Occupational Health and Safety	Minor	11/11/2018	In progress
Misappropriate behavior towards a female						24/11/2019	
Misrepresentation of PSC Press Release by Chanel 15 News Report				Environmental	Major	25/11/2018	
Noted failure to report a fraudulent transaction				Financial	Catastrophic	14/04/2017	
Office prank, left an employee injured						14/12/2019	
Sexual Harassment Compliant						15/12/2019	
Staff fell from height at warehouse				Legal/Compliance	Catastrophic	01/01/1900	
Test						12/06/2021	
test						19/06/2021	
Test						25/06/2021	
Test Incident				Business Strategies and Policies	Major	25/06/2021	
Tree root claim	Amy Stevens - Manager	Carlene James - Officer; David Murray - Manager	Mr Jones has written to Council complaining that his fence has been damaged by tree roots from nature strip tree. (London Plain). He wants Council to repair damage to his property as soon as possible. As far as he is concerned it is a Council matter and nothing to do with his vegetation growing in his garden. He is writing on behalf of his parents who do not speak English very well and a bit hard of hearing.	Financial	Minor	12/12/2018	In progress
Unprofessional conduct compliant received from customer				Legal/Compliance	Catastrophic	17/12/2019	
Water leakage from major pipeline				Occupational Health and Safety	Moderate	21/07/2020	
Workplace sexual harassment						24/02/2020	