

Anti-social behaviour – retailer consultation

Ministerial Advisory Group for Victims of Retail Crime, June 2025

We want your views on how the Government can better protect retailers, staff and customers from anti-social behaviour in retail settings.

‘Anti-social behaviour’ is socially unacceptable behaviour that is not always illegal:

➔ *It includes yelling, racial abuse, intimidating customers, aggressive begging, disorder in the streets, and threatening and bad behaviour.*

Anti-social behaviour harms business, retail workers, and undermines customer’s shopping experience. The true size of the problem is hard to measure, but it seems that the is increasing in retail settings.

We understand that many people who engage in anti-social behaviour think there are no consequences for their actions, so continue or increase their harmful behaviour.

We are interested in your views and any evidence you have on this, and what could be done in response. We would like your opinions on the following proposals to deal with the problem of anti-social behaviour in retail:

1. **Police-issued move on orders** – commonly used in Australia – Police can move people (or groups) on who are exhibiting anti-social behaviour, immediately stopping the conduct;
2. **Court-issued civil orders** – for example Respect Orders in the United Kingdom – Police can give an order to a person to stay away from a particular area, which can also include obligations to undertake positive rehabilitation like addiction treatment or anger management courses;
3. **New criminal offences** that apply where retail workers are offended against;
4. **Additional powers for councils** to issue infringement notices;
5. **Outright geographic bans** on certain behaviour such as begging in certain areas – this is the law in Winnipeg, Canada; and
6. A **government action plan or policy statement** addressing anti-social behaviour in retail, which sets out the government’s plan to deal with it.

We would appreciate hearing your views on this, as well as answers to the questions.

Consolidated list of questions

Question 1

Have you or your staff encountered anti-social behaviour in or around your retail premises? If so, what was its nature?

Question 2

Do you think there is an increase in anti-social behaviour in and around retail settings in New Zealand? If so, what effect is this having on your business, staff and customers?

Question 3

Would you agree that there is a growing sense of impunity amongst people displaying anti-social behaviour in and around retail settings in New Zealand? How can we address this?

Question 4

Do you think there is uncertainty about how the existing law applies to types of anti-social behaviour in and around retail settings?

Question 5

Do you think more immediate and concrete consequences for certain anti-social behaviours would have a greater deterrent effect than the status quo?

Question 6

Do you think that local councils should have greater powers to enforce by-laws, including the ability to issue on-the-spot infringement notices? If so, would these have a deterrent effect?

Question 7

Do you think that 'move-on' orders, or something similar, would be a useful tool for addressing anti-social behaviour in and around retail settings?

Question 8

Would 'move-on' orders help resolve the current uncertainty and hesitance to issue trespass notices to people exhibiting anti-social behaviour in or around retail premises?

Question 9

Do you think that Respect Orders, peace bonds or something similar, would be a useful tool for addressing anti-social behaviour in and around retail settings?

Question 10

Do you think that a new, specific offence should be created for certain types of anti-social behaviour which applies where the victim is a retail worker?

Question 11

Do you think implementing a regime enabling councils or Police to impose a complete ban on all forms of anti-social behaviour in and around retail settings would assist with the problems of anti-social behaviour? Would this be workable?

Question 12

Would it be helpful to clarify societal expectations by the government issuing a statement, policy or plan to address anti-social behaviour in and around retail settings? If so, should there be any monitoring and enforcement of this, and should it be part of a broader package of reform?

Question 13

Do you have any other comments?