



WHAKARATONGA IWI

**FIRE**  
**EMERGENCY**

NEW ZEALAND

# Monthly Update May 2018

**KEEPING YOU CONNECTED** with what's going on with communities and the change we are going through is crucial as we build the new Fire and Emergency New Zealand.

In this month's *FENZ Update* you will find insights into how we are working together on the front line and behind the scenes. There's a lot going on – some of it is obvious to everyone and some involves planning and thinking and changing that isn't quite so visible. *More on page 3*

### RECENT STORMS HIGHLIGHT HOW WORKING TOGETHER BUILDS

**RESILIENCE** During April, significant weather events in Auckland and Rotorua showed the importance of Fire and Emergency's role in assisting communities with response and recovery in a disaster. *More on page 2*

**beacon**  
*your voice. your fire and emergency.*  
*ko tōu reo te mauri.*

**BEACON** – a platform to capture the ideas from you, Fire and Emergency personnel, that could make a real difference to our people and our communities. *More on page 4*

**RURAL STATIONS TO GET NEW ICT BY SEPTEMBER** Volunteer Rural Fire Forces (VRFFs) will be online and connected with the rest of the organisation by September this year. From mid-June we will be delivering a Microsoft Windows tablet, a printer, and where suitable, a television or portable projector for training purposes, to each of the 209 VRFFs. *More on page 4*

### INTERNATIONAL DEPLOYMENTS

**UPDATE** In most years New Zealand sends fire fighters to support our partners in Australia, the US and Canada. A new International Wildfire Deployment working group has drafted a policy that will make the selection process, skills required, and what's expected on deployment available to all our personnel. *More on page 5*

### ACCESS UPDATE AND OTHER ICT

**PROGRESS** Most people should now be able to remotely access their emails. Find out the latest in the ICT update on the Portal and on *page 5*

### IS OUR ROLE TO SERVE OR STRENGTHEN COMMUNITIES?

Do we serve communities or strengthen them? This question has been posed by Aussie expert Peter Kenyon at workshops around the country to find better ways to engage with communities and keep them safe. *More on page 5*

## APRIL 2018 CALL NUMBERS

 **7,154 INCIDENTS ATTENDED**



**374**  
EXTREME WEATHER EVENTS



**424**  
STRUCTURE FIRES



**1,107**  
MEDICAL EMERGENCIES



**728**  
MOTOR VEHICLE CRASHES



**284**  
VEGETATION FIRES



**80**  
HAZARDOUS MATERIALS

**Keep up to date by checking the Portal or downloading the Fire and Emergency Portal App.**



# RECENT STORMS HIGHLIGHT HOW WORKING TOGETHER BUILDS RESILIENCE

## 9,500 welfare checks as emergency services working together to deal to Auckland power cuts

Autumn hit hard in Auckland last month - wind and rain took out trees, resulting in power outages affecting communities and many Fire Stations across urban and rural areas of the region.

Fire and Emergency region resources were deployed, including generators and lighting units to keep the stations working.

"It was a good test of our resilience that we could quickly supply stations with equipment," according to Assistant Area Manager, Vaughan Mackereth.

"Once the stations were operational, many were used to help look after people in the surrounding areas, becoming the welfare hubs for their communities."

"Stations in many of the affected areas became the go-to place for people to have showers, get water and information," says Deputy Principal Rural Fire Officer, Denis Cooper.

Volunteer and career firefighters also helped Police and Civil Defence volunteers by doing 9,500 welfare checks of people in their homes.

"We asked volunteers from our composite stations to do welfare checks in the early stages of the weather event so we could maintain our operational response capability."

Fire and Emergency personnel worked together, with Civil Defence, Police, LandSAR, Air Force, Red Cross and community groups to do door-to-door checks.

"We only did what is expected of us, but from a welfare point of view, the work we did was excellent," says Denis.

## Water safety kits used to rescue people in Rotorua flooding

Fire and Emergency attended calls for assistance across Rotorua late last month, as the city struggled to cope with severe flooding, slips and falling trees.

The Ngongotaha stream burst its banks, causing water to flood properties, stranding people in their homes.

Rotorua Station's Senior Firefighter, Tim Pickering explained this was an opportunity for Rotorua firefighters to use the Water Safety Kits for the first time.

*"Knowing we had the right equipment and training for the job provided reassurance that if we fell in, we would be safe."*

Career and volunteer firefighters were called to help, knocking on doors and helping rescue people who wanted to leave their homes, supporting Civil Defence and Police.

"It was a fantastic joint effort, with volunteer and career personnel working together to help people in the community," says Tim.

Keep up to date with the latest by checking The Portal regularly. You can also get the news straight to your smart phone by downloading the 'Portal News' application for free via Google Play Store or the itunes app store.  
[www.portal.fireandemergency.nz/](http://www.portal.fireandemergency.nz/)

# From the top

This week I'm in Tokyo presenting at an international emergency services conference about Fire and Emergency and the unique opportunity we have been given to look forward and to recreate our organisation to be more effective and better meet the changing demands of our local communities.

Over the last month, as I prepared for my talk, I have been continuing my visits to our stations and headquarters. I've seen some great examples of Fire and Emergency at its best and the real potential and benefits a fully unified organisation can bring. This is all against the backdrop of recognising the special role we have in communities and thinking about how we use that presence to make more of a difference in the future.

When I was at the National Training Centre attending the recent Recruits Graduation ceremony, I saw the enthusiasm of our new firefighters and the great skills they developed over their three months of training. Fire and Emergency has a broad range of responsibilities and being one organisation allows us to work towards identifying the gaps in skills and training and begin making more targeted investments to address these. We want to ensure that all our people get high-quality training, and knowledge and skills to tackle the wide range of emergencies we respond to. This is crucial to keeping our people and our communities safe.

For International Firefighters' Day I enjoyed spending time with a Wellington crew to celebrate their hard work and it was great to get the opportunity to connect and share my thanks to our firefighters for their dedication. We had over 50 Members of Parliament on stations across the country seeing and hearing first-hand about the work we do. This exposure and the warmth of coverage in media and social media was a good reminder of how integral we are to the fabric of communities. We need to keep thinking about how we use this as we work with communities to keep themselves safe.

Earlier this month, I also attended the graduation ceremony for those who have taken part in our Officer Career Board professional development programme. Ensuring that we are investing in our people and providing training and the right opportunities is crucial to having the right people to be our next generation of



**Rhys presenting QFF Peter Bruere with a Long Service and Good Conduct Medal on International Firefighters' Day. Peter started his career as a volunteer firefighter in 1988 before becoming a career firefighter in 1996. Peter has worked in a number of different stations throughout his career and is currently at the Karori Fire Station.**

inspiring leaders and help drive our organisation forward. Leaders and leadership are always at the heart of successful change in organisations and building our leadership capability remains a focus for us.

We are creating an organisation that is built for the future.

It's a big change and it's about being future-focused, recognising long-term trends and shaping our organisation to meet changing demands of our environment and our communities over the coming decades.

It's an ambitious plan and there are no doubt challenges ahead but the examples I've seen this past month show that we are making positive progress towards creating an organisation that is fit for purpose and sustainable.

## Medal, Jubilees and Awards

Kori Howse	Woodend	25 Year Gold Star
Ian White	Lincoln	25 Year Gold Star
Lyndon Johns	Matamata	25 Year Gold Star
Martin Prescott	Matamata	25 Year Gold Star
Richard Penney	Kaikohe	25 Year Gold Star
Luers Crump	Kaikohe	50 Year Medal
Brian Davey	Dunroon	50 Year Medal
Allan Dudfield	Orepuki	50 Year Medal
Otaki Volunteer Fire Brigade		100th Jubilee

Well done and thank you for your commitment and service to your local communities.

At a 2017 Volunteer Workshop, attending volunteers highlighted the need to have a place to submit ideas online to support our 14,000+ strong personnel.

Well, you voiced it, you got it!

Welcome to Beacon, your go-to platform to gather and discuss your ideas to help shape the future for Fire and Emergency NZ.

Designed as a 'Crowdsourcing' tool, Beacon is a place that directly hits up a 'crowd' to provide input, knowledge and expertise. In this case, that crowd is you. As Fire and Emergency progresses through some big changes over the next few years, having a place (or platform) where useful and instructive information can be captured will be an inventive way to take those ideas and turn them into something positive for you and the organisation.

Beacon will include a number of initial 'challenges' for you to respond to with your ideas. You can also submit topics which may become the focus of future challenges. A challenge is a question looking for an answer; it can either highlight a problem or an opportunity that guides the ideas.

Once an Idea is posted, it becomes open for people to vote and comment on. This allows our people from across the country to have an input into what is directly affecting them. If the Idea gathers a lot of attention, the Innovation Management Team will pick it up and assess it for possible implementation. Don't worry though, all ideas will be looked at.

Take part, support and collaborate to make your future heard.

**So, where do you go to get started? Beacon will go live from 6 June and you can access it at <https://fenz.crowdicity.com>.**

**FAQs and what you can do to get stuck in will be available on the page.**

**For more information, please email Caitlin MacKay at [beacon@fireandemergency.nz](mailto:beacon@fireandemergency.nz).**



## Rural stations to get new ICT by September

Volunteer Rural Fire Forces (VRFFs) will be online and connected with the rest of the organisation by September this year. This will ensure all our volunteer rural fire forces have the ICT equipment they need to operate as part of a national fire force in their community.

From mid-June we are delivering to each VRFF a Microsoft Windows tablet, a printer, and where suitable, a television or portable projector for training purposes.

Our first step was to conduct an audit of what infrastructure and technology the VRFFs currently use and what they require to do their job. Between December 2017 and March 2018, we visited each VRFF region to identify what computer hardware and software, printer capability, computer training equipment, network connectivity (VPN, Wi-F), telephony, radios and turnout systems, paging, and security access were already in place. This was not done before as, prior to 1 July 2017, VRFF infrastructure and technology was funded and supported by different organisations.

The survey of 209 VRFFs revealed:

- 90% have power
- 28% have computer equipment, of which 12% is loaned
- 27% have internet connectivity
- 25% have a printer
- 43% have a landline phone
- 21% have a TV for training purposes
- 42% have indicated they would benefit from video calling (SFB).

The results enabled the Regions to determine what fit-for-purpose infrastructure would be allocated. The much needed infrastructure allows the VRFFs to:

- connect to Fire and Emergency New Zealand systems
- access training materials and information
- access electronic versions of policies, forms, and guidelines to support the operation of the fire force
- provide information electronically for national reporting by the fire force
- replace paper based recording of incidents
- perform checks and balances electronically, such as recording attendance and reporting activities
- be informed about what is happening in Fire and Emergency New Zealand.

The rollout and installation is planned to start in Region 5 from 11 June. The rollout in Regions 1 and 2 will start from 25 June, and Regions 3 and 4 will start from the 9th of July.

A face-to-face training package will be delivered to each of the VRFFs.

For more details, [go to the integration pages on the portal.](#)

# International Deployments Update

In most years New Zealand sends fire fighters to support our partners in Australia, the US and Canada. These deployments usually take place when those countries are in the height of their fire seasons, and they are stretched for resources. Their request for assistance usually requires front line fire fighters along with Incident management and overhead firefighters.

The deployments – the most recent being to [Canada](#) – are an opportunity for our people to not only make a huge contribution, but also to experience fires that we generally don't have in New Zealand, and to gain new experience.

International wildfire deployments are hard work – but also an amazing opportunity. As Phil McDonald, Incident Controller for our 2017 Canadian deployment said, “... being sent on an international deployment is the apex of my fire career...”

We are developing a new International Wildfire Deployment policy so the selection process, skills required, and what's expected on deployment are available to all our personnel, and our partner agencies.

The policy will ensure:

- the safety, health and wellbeing of all personnel
- clear, consistent and transparent procedures are in place
- that Fire and Emergency provides the host country with an effective firefighting resource

More information about the policy will be available soon.

## Delivering integrated ICT solutions

Our focus in this first year of Integration (Phase 2) is on delivering our 'must haves' - the ICT to support systems or processes we are legislatively required to have in place by 1 July 2018; ensuring national consistency in our ICT and infrastructure (particularly for our rural people), and ensuring our networks are accessible but secure.

ICT deliverables coming up soon include:

- All IGC radios to be delivered by December
- Rural stations to get new ICT from June
- Mobility v1.0 to be piloted from August
- Availability and Messaging System (AMS) for VACS users by end of the year
- A new ideas management tool (Beacon) will become available nationally on 6 June
- An interim system for managing Fire Hazard Control from 1 July
- Portal search function to be improved from July
- A mobile version of Home Base coming soon

Already completed or well underway are:

- A pilot for the new SHW reporting tool (Safe@Work) started in Region 4 on 21 May
- The national roll out of our integrated online self-service human resources kiosk, called Home Base, was completed in 2 May
- Microsoft Office 365 rolling out
- Incident Reporting and Training Registration now on SMS

“This work contributes towards our goal of becoming an intelligence-led, technology-enabled organisation,” says Murray Mitchell, Director Information and Communications Technology.

For more details, [check out the ICT Update on The Portal.](#)

## Is our role to serve or strengthen communities?

Thirty-five percent of people trust their neighbours. One in three people know their neighbours. If you know your neighbour, you're more likely to trust them - that's one of the lessons that came out of workshops in Tauranga, Palmerston North and Dunedin this month on how we connect and engage with our communities.

The spotlight is firmly on better engagement and understanding of communities under our new mandate. Peter Kenyon – an Australian – with extensive experience and history of engaging with New Zealand communities led around 130 of our people to think differently about communities at these workshops.

“Communities today are different. They're not just geographic, but can be sports, faith, interest, based. We need to tap into them in different ways to strengthen them and build their resilience,” says Peter.

“Stop thinking what we will do to or for communities to serve them, and start thinking and acting in ways where we work with communities and by communities to make them stronger.

A big thank you to Mike Grant for securing Peter's attendance here through the Len Dougherty Foundation.

Here are four engagement tips from the workshops”

1. What does a resilient community look and act like? What are the behaviours and attitudes we see?
2. What's our role in empowering, supporting and partnering with communities to build their resilience.
3. Believe in the power of community
4. Begin by connecting the community socially