

# Business Support Services Questions & Answers

Late last year the FENZ Transition Project team received a well-considered and extensive list of questions from Katie Shaw, NZFS Business Services West Coast. Following are Katie's questions and our answers.

There are also more Q&As on our project website, [www.fenzproject.co.nz](http://www.fenzproject.co.nz) for further review. And please don't hesitate to use the Your Voice contact page, also on this website, if you have further inquiries.

<p><b>1. What is the budget/capex process for 2017/18? Does this include Rural?</b></p>	<p>The budget process NZFS use will remain the same for now, i.e. initially will not include Voluntary rural Fire Force (VRFF). Rural budgets will be worked through with the Principal Rural Fire Officers (PRFOs).</p>
<p><b>2. Will there be a business unit for rural in each area for 2017? Will each VRFF have its own business unit? What is the modelling that will be used to create these budgets?</b></p>	<p>The organisational design for 1 July 2017 that was published on 16 December sets out the interim organisational structure for FENZ.</p> <p>Each VRFF will have its own business unit. These business units are already set up in SMS and relate to the call sign of the station. At a minimum, the rural budget will match what the VRFF is currently being funded for. Work will then be undertaken to compare rural and urban funding models to see where changes may be needed for FENZ.</p>
<p><b>3. Where we have models in place for resourcing (both budgets and staffing), why are we using information such as callouts/establishment numbers/career stations to define resourcing, instead of looking at a resource need analysis model at which point we could be utilising performance measurement systems such as dashboard to set the model (a failing area on dashboard requires more resources to improve their status)?</b></p>	<p>Over time the intent is to move to a more risk-based process of determining resource allocation for FENZ. No significant change is expected for 1 July 2017 to current models.</p>
<p><b>4. How will the process work for rural costs in FENZ with the Blueprint clearly stating 1st July 2017 RFAs cease to exist?</b></p>	<p>The details for the process are still being determined, but will be available prior to 1 July 2017.</p>
<p><b>5. Will Approval Plus continue to be the invoice processing system? What is the process for rural suppliers? Where NZFS has national contracts (e.g. electricity), will these move over to FENZ and what is process to change over other contracts?</b></p>	<ul style="list-style-type: none"> <li>• At this stage Approval Plus will be the FENZ invoice processing system on 1 July 2017.</li> <li>• The FENZ Transition Infrastructure &amp; Technology Workstream is collecting supplier information. The accounts payable team for FENZ will be increased in order to follow up on confirming bank details with new suppliers.</li> <li>• Converting local arrangements to national contracts is not a priority for 1 July 2017. FENZ will use the bank accounts, GST and IRD</li> </ul>

	<p>numbers from NZFS and the Rural Fire Authorities (RFAs). Existing suppliers will be notified of the change prior to 1 July.</p>
<p><b>6. Will volunteers have access to purchase cards? Good support is required from areas/regions, with quick supply of equipment etc. which allows for monitoring spending and utilising national contracts/discounts.</b></p>	<p>There are no plans to remove purchase cards where they are needed. Purchase cards will be issued to FENZ personnel where required.</p>
<p><b>7. Will Rural VRFFs receive Brigade Grants? What model will be used? How will this be set up?</b></p>	<p>This is currently being worked through, but no decisions have been made. We will provide more information prior to 1 July 2017.</p>
<p><b>8. With NZFS requiring vetting and medicals for operational staff, what is the process to vet and have medicals for current rural volunteers/staff?</b></p>	<p>We recognise that NZFS and RFAs have different approaches and processes which have been designed to meet their specific needs. For Day One we will be bringing these side by side and only looking to change where there is a legal requirement or a safety, health and wellbeing issue. The details of if, where and how changes will be made will be worked up in early 2017 and then communicated.</p> <p>On 1 July 2017 members of VRFFs become FENZ volunteers.</p>
<p><b>9. Will the ongoing process for recruitment change?</b></p>	<p>There will need to be a FENZ recruitment policy, process and procedures for 1 July 2017. We will be working with key stakeholders in early 2017 to identify where changes may be required for either urban or rural and how they will be put in place for FENZ.</p>
<p><b>10. What is process to purchase and install IT equipment for VRFFs? How will they then be trained and given logon credentials and how will the system work with the increase in user numbers? How will they manage the changeover of email addresses to include the new organisation title?</b></p>	<p>The FENZ Transition Infrastructure &amp; Technology Workstream will be responsible for ensuring FENZ rural staff have the appropriate ICT equipment, access to the FENZ network, and ensure any capacity increases to support increased user numbers are implemented. All FENZ employees will get a new email address and have their email history migrated (where this is possible). Training will be completed in conjunction with the training lead in the FENZ Transition People &amp; Change Workstream.</p>
<p><b>11. Where manual systems work (Accident Reporting paper form) will these be utilised and how will we manage the administration for these tasks?</b></p>	<p>The FENZ Transition Project has reviewed a number of rural and urban current accident reporting systems and processes in consultation with those who use them and, as a result, a decision was made to source and implement a new accident reporting system for FENZ.</p> <p>It is important that whatever system is chosen is easy to use and has a range of ways to access the reporting and recording of events, for as many people as possible.</p> <p>In the event that the new FENZ system is not fully implemented by 1 July 2017, we will confirm with FENZ leaders how to report accidents and events in the interim.</p>

	<p>The interim options will include collating information from the current technology systems where they are still relevant, and will also include manual paper-based reporting and a phone call reporting option.</p> <p>We will confirm what the system and processes will be prior to the end of June 2017.</p>
<b>12. Where there are apps available that could be used on tablets, how will we look to implement these, and how will we manage the training?</b>	<p>The FENZ Transition Infrastructure and Technology work-stream will manage any implementation of apps on tablets and/or laptops for FENZ staff. Training on technology required for 1 July 2017 will be completed in conjunction with the training lead in the FENZ Transition People &amp; Change Workstream.</p>
<b>13. Online Learning, will we see Operational Instructions managed through this in future?</b>	<p>Operational Instructions are unlikely to change for 1 July 2017. We are aware that Operational Instructions need to be made available to personnel in a format that works for them (i.e. it may be a hard copy manual, on a mobile tablet or via the intranet). We know there is an important link between Online Learning and Operational Instructions, but they are likely to remain separate on 1 July 2017.</p>
<b>14. Will Rural VRFFs use SMS?</b>	<p>It is likely that some VRFFs will need to use SMS for incident reporting. We are currently analysing the business requirements for any changes that may need to be made to SMS to make it suitable for VRFFs and will communicate progress in this area.</p>
<b>15. Will rural have an OSM (Operational Skills Management) system? What skills will need to be maintained?</b>	<p>Rural may not necessarily have an OSM system for 1 July 2017. The skill requirements for FENZ roles, and how these are maintained, will be determined in the coming months.</p>
<b>16. Will NZFS continue to use the dashboard system? Are these still seen as valid competencies to be monitored?</b>	<p>The OSM system will continue to be used by the urban staff in FENZ on 1 July 2017 but when, or if, the system is to be used by rural on 1 July 2017 is still under review.</p> <p>There is a workshop regarding training systems for rural staff planned for January 2017.</p>
<b>17. What is process for setting establishment numbers for VRFFs?</b>	<p>Unless there is a need for these to change, it is likely that current processes will continue through 1 July 2017.</p>
<b>18. How will the rank system work?</b>	<p>It is not expected that the rank system for urban personnel will change for 1 July 2017.</p>
<b>19. Will rural volunteers now have to attend recruit firefighter courses? Will First Aid also be considered a basic skill required by all operational staff?</b>	<p>Please refer to answer for Question 8 and also below.</p>
<b>20. What is process to upskill Rural volunteers (where deemed necessary for FENZ)? Who will complete a training needs analysis and will this be done before or after 1st July?</b>	<p>There is a workshop regarding rural training systems in January 2017. We expect that training needs analysis work for rural volunteers as at 1 July 2017 will begin post 1 July 2017.</p>

<p><b>21. How will identification of different skills work for on the incident ground (currently ranks shown through colour helmet and different overalls/PPE rural and urban)?</b></p>	<p>There are not expected to be any changes to helmets / overalls / PPE for 1 July 2017.</p>
<p><b>22. What is process for staff to be transferred to FENZ?</b></p>	<p>On 1 July 2017:</p> <p>New Zealand Fire Service/National Rural Fire Authority employees will automatically become employees of FENZ and will retain their existing entitlements under their employment agreements.</p> <p>Members of volunteer fire brigades, and VRFFs will become FENZ personnel (employees, volunteers, and contractors), so the new organisation can be better informed on, and better able to support volunteers. This will not detract from the relationships that volunteers have with their local leaders, their brigade or VRFF, or their community.</p> <p>Employees working for affected Rural Fire Authorities employed solely (whether part or full time) on fire and emergency work will transfer to FENZ, with their FENZ employment agreement reflecting their current entitlements. (DOC and NZDF employees will remain with their respective organisations)</p> <p>For employees working for affected Rural Fire Authorities who perform some fire work, along with other work specific to the local authority, there will be discussions with them and their current employer to work through future arrangements.</p>
<p><b>23. If new jobs are available, will current staff be able to apply?</b></p>	<p>Yes</p>
<p><b>24. Is there a review being done of job positions? Are we moving towards PA roles for BS?</b></p>	<p>No, however in early 2017 we will be working with functions that will be required to provide services across FENZ to identify what, if any, additional resources are required for 1 July 2017.</p>
<p><b>25. With some of the processes to be reviewed, is there opportunity for us to give feedback?</b></p>	<p>There will be opportunities to give feedback and we will provide more information on this over the next couple of months. But the focus for 1 July 2017 will be on implementing new processes that are required to give effect to the FENZ bill, rather than reviewing existing processes, which will come later.</p>
<p><b>26. Is there training or experience we should be doing to prepare for FENZ?</b></p>	<p>We encourage people to take up every opportunity to engage with the FENZ Transition Project. This includes keeping up with what is posted on the FENZ website and Facebook page, and where possible attending events and briefings about what is going on and planned.</p>
<p><b>27. Administration for brigades/VRFFs, is this likely to sit with Business Services, or are they considering a new administration role?</b></p>	<p>This has not yet been determined but are looking into this in early 2017.</p>

<p><b>28. Will VSOs (Volunteer Support Officers) be operational? With looking at on station assessment, may the role of VSO also include training? Will training be administered at an area level?</b></p>	<p>Current NZFS VSO roles are not envisaged to change. However, we are looking at ways for providing improved support to FENZ volunteers and further details on this will be released before 1 of July 2017.</p>
<p><b>29. How will we manage the changeover of the logo/brand – stationery, uniform, signs? Will this be done at an area role or will there be transition people in charge of this?</b></p>	<p>Fire and Emergency New Zealand (FENZ) is a new organisation, and will need its own logo and colours. Although we are aiming to have a new logo ready for 1 July 2017, it's unlikely uniforms or livery will change from Day One. The question of uniforms is one that will require extensive discussion and consultation.</p> <p>To assist with the development of the new logo, the FENZ Transition Project want to hear what personnel need, want and most of all, value about their current organisation. Planning for how and when these conversations will take place is currently underway.</p> <p>Once the new logo is decided by the Board the FENZ Transition team will provide templates for stationery, email signatures, forms etc. Templates for other items such as signs will come after the 1 of July.</p> <p>There will be a gradual transition to the new look from 1 July 2017 onwards, including replacing old uniforms and livery with new ones as needed; in parallel with the normal operational review of uniform components.</p> <p>It's too early to say what colour the trucks and uniforms will be, but we will be keeping people informed.</p>
<p><b>30. How can we improve H&amp;S and use this transition as a way to fully implement and embed systems?</b></p>	<p>The FENZ Transition Project will be leading the delivery of an action plan to ensure that FENZ effectively manages the safety, health and wellbeing of its personnel on 1 July 2017. This work will be ongoing beyond 1 July and FENZ will then look to make continuous improvements to safety, health and wellbeing across FENZ.</p> <p>As part of the FENZ Transition Project work, H&amp;S processes are being reviewed and a procurement process is underway to select an H&amp;S application to support improved H&amp;S processes.</p>
<p><b>31. How will we look to review current turnout zones/PDAs, without affecting response on 1st July but look to finally make sure there is consistency where needed (minimal turnout?) and specialised response where also required?</b></p>	<p>There won't be any changes to turnout zones for 1 July 2017. There may be changes to beat lists/PDAs as a result of pre-implementation analysis and feedback, but we don't anticipate any significant changes.</p>
<p><b>32. How can we incorporate the way Rural manages long duration events to better manage all future incidents?</b></p>	<p>There will be opportunities to learn lessons from rural over time.</p>

<b>33. How can we manage both long duration events, RCCs, NCCs and still manage BAU within current staffing?</b>	There won't be any changes to how long duration events, RCCs and NCCs operate on 1 July 2017.
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