

**Transitioning to**

# **Fire and Emergency New Zealand**

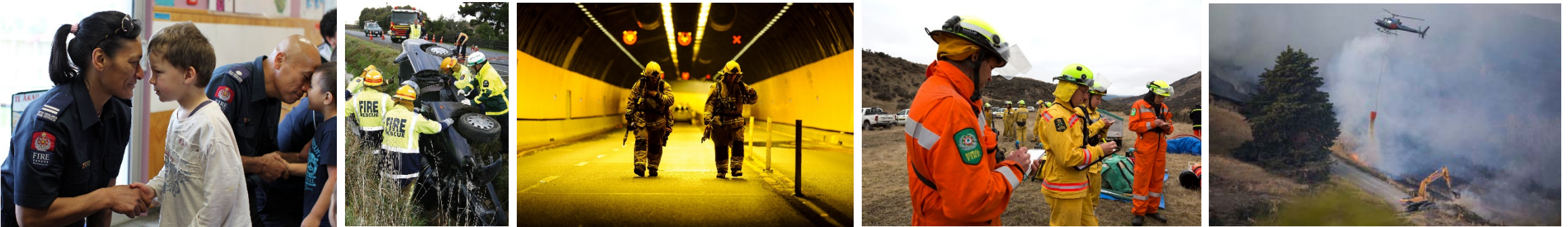


## **DAY ONE READINESS**

**27 April 2017**



# Day One – 1 July 2017



## Same trusted fire and emergency services delivered by:

- More than 14,000 people – career, volunteer and contractor
- In one amalgamated organisation
- With reliable systems, policies and processes
- And ongoing relationships with sector colleagues



# Transferring people by Day One

- Urban and rural volunteers
  - will become Fire and Emergency New Zealand personnel on 1 July.
- New Zealand Fire Service (NZFS) and National Rural Fire Authority (NRFA) employees
  - will become employees of Fire and Emergency New Zealand, and their existing employment terms and conditions will remain unchanged on 1 July.
- Rural Fire Authority (RFA) employees working solely on rural fire duties (whether full-time or part-time)
  - will be offered a transfer to Fire and Emergency New Zealand, with equivalent terms and conditions of employment.
- RFA employees who perform some rural fire duties, on top of other work for their TLA
  - will have the opportunity to apply for any vacancies in Fire and Emergency New Zealand in late April/early May.
- DOC and NZDF employees who do rural fire work
  - will remain with their respective organisations.



# New roles for Day One

## New national leaders

- **Chief Executive**
  - announcement expected in May
- **National Commander Urban**
  - fixed term, two-year appointment responsible for strategic and operational service delivery of urban fire and emergency services (appointment due in May).
- **National Manager Rural**
  - fixed term, two-year appointment including the current National Rural Fire Officer responsibilities, as well as having operational/management responsibilities for rural fire service delivery across the country. (appointment due in May).
- **Regional Manager Rural**
  - Five new, fixed term roles of Regional Manager Rural (RMR) will also be established. Roles advertised and interviews in May, for appointments by 1 July 2017.
- **Additional roles**
  - Rural business services coordinators
  - Regional business support
  - Volunteer support
  - Roles to support new powers and functions (eg Interim Dispute Resolution Process)
  - National Headquarters, reflecting size of new organisation

There will also be new rural and support roles.



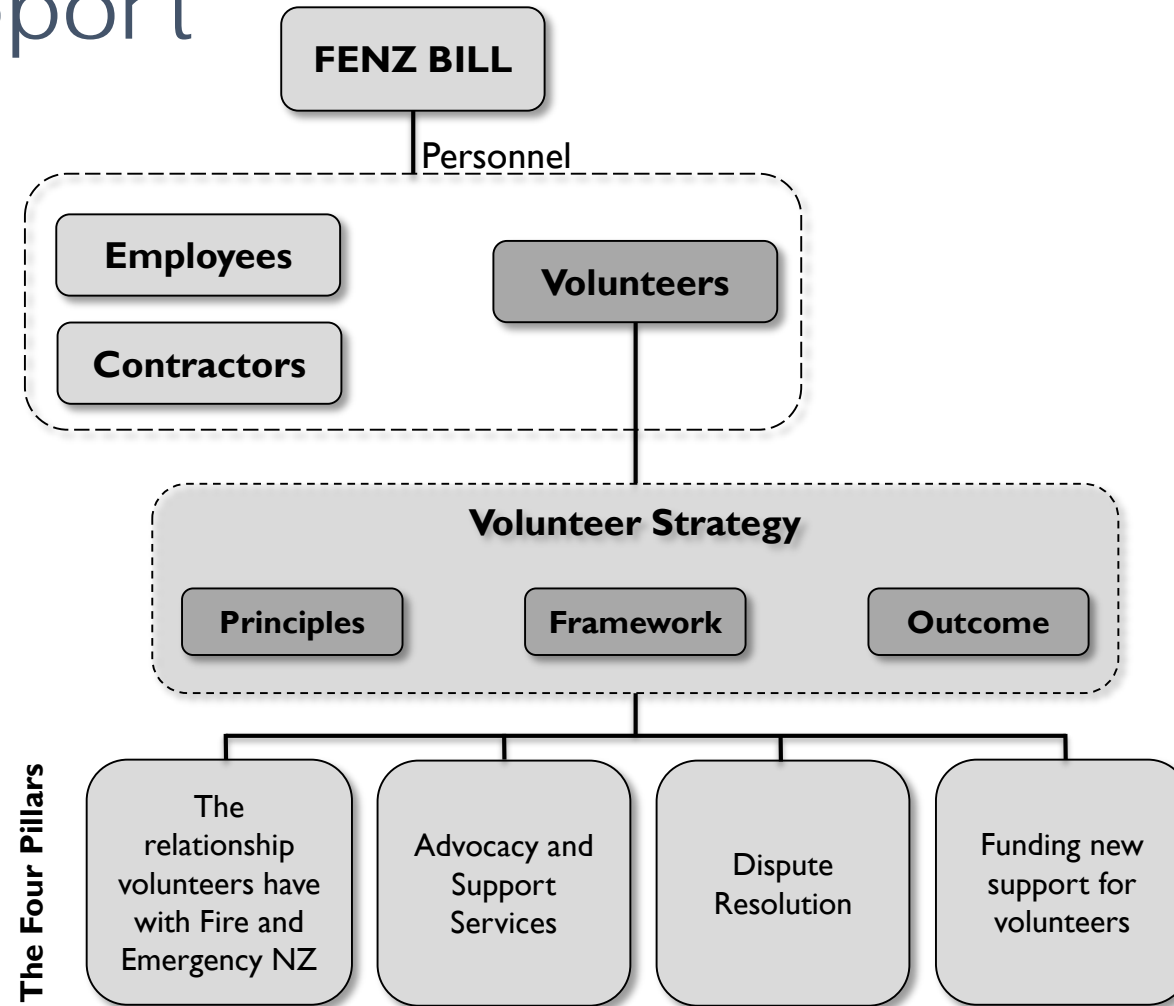
# Day One for Fire and Emergency personnel

## **Most things will stay the same**

- Emergency call taking and dispatch through ComCen continues and rural dispatch continues where appropriate ✓
- Remain members of existing stations, volunteer fire brigades or Voluntary Rural Fire Forces (VRFF) ✓
- Brigades and VRFFs respond to the same kinds of incidents they are equipped and trained for now ✓
- Career shifts and rosters continue ✓
- Local leadership roles continue ✓
- Current urban rank structures continue ✓
- Current terms and conditions continue ✓
- Existing entitlements retained ✓
- Relationships with unions and associations continue ✓



# Volunteer support





# Day One volunteer support

## Day One support

Details to be confirmed in May, expected to include:

- Flexible and local training
- In-field and administrative support
- Locally-based initiatives to identify new and innovative ways to meet the differing needs of individual brigades and voluntary rural fire forces.
- Plans for funding advocacy and support services

## New relationship

From Day One, volunteers are Fire and Emergency New Zealand personnel with access to:

- Independent advocacy and support services at no charge
- Volunteer Issue and Interim Dispute Resolution Process
- Wellness initiatives (such as EAP, a vaccination programme, health monitoring and an ACC 20% top up) extend to rural volunteers

## **Volunteer Support Strategy beyond Day One**

- Outlines the approach to providing future support and training for volunteers over the next three years, as part of the 'integration' phase of Fire and Emergency New Zealand.
- Whole of organisation
- Based on modern volunteer principles





# Draft volunteerism principles

**Developed with input from over 300 people, further discussion continuing**

*Fire and Emergency New Zealand is committed to:*

- Making it easier to be a volunteer
- Recognising volunteers and their contributions
- Appreciating that volunteering is always a matter of choice
- Identifying, sharing and growing what works for volunteers
- Being responsive to local needs
- Involving volunteer perspectives in decision making
- Demonstrating openness, transparency and fairness
- Operating with mutual trust and respect
- Being inclusive and accepting of difference
- Building an environment that enables volunteering to thrive







# Day One Safety, Health and Wellbeing framework

## **Focus**

- Building the foundation for a safe and healthy learning environment
- A relationship approach with easier access to information and tools
- An organisation that can meet its duty of care for all personnel

## **What will be in place by Day One?**

- 5 year strategy, new policy and commitment statements
- Plan to implement health and wellbeing support across all areas
- Accredited employer agreement for work injury management
- Top up for volunteer 'work-related' lost time injuries
- 0800 number for reporting and assistance
- Reporting to management on critical risks



# Safety, Health and Wellbeing framework cont.

## What will be done in Year One?

- Health standards design and development in consultation
- Access to health and wellbeing programmes and information support
- Contractor management system across organisation
- Direct in-field SHW support for all stations, brigades and voluntary rural fire forces

## SHW Technology Support in Year One

- User-friendly and accessible on mobile phone
- Seven modules covering - recording events, exposures and near misses, investigations and actions, risk assessment, contractor management, safety audits, participation and feedback, claims and rehabilitation



# Essential skills and knowledge for Day One

## Learning opportunities up to Day One

- Fire and Emergency New Zealand Inspector Powers in-depth learning for the personnel receiving the powers
- The Fire and Emergency New Zealand Act, and what it means for all personnel
- The approach to supporting volunteers, including the Volunteer Issue Process
- The important policies, such as Day One Command and Control, function power and delegations, and corporate policies
- The business systems and processes that will change on Day One, for the personnel who use them

## Day One preparation workshops and briefings

- Leaders briefing future Fire and Emergency New Zealand personnel
- Nationwide
- Regions, stations, brigades, voluntary rural fire forces, national office
- Through May and into June

# Day One Integration Structure



**BOARD**

## Chief Executive & Leadership Team

### National Commander Urban

**5 Regions**

**Areas**

**Stations & Brigades**



### National Manager Rural

**5 Regions**

**Principal Rural Fire  
Officers in areas**

**Voluntary Rural Fire Forces**





# Day One command and control

## Principles

- Safety first
- Clarity of who's in charge

## Process

- Developed in conjunction with Associations, Unions and senior urban and rural officers
- Collective work will continue to build a robust command and control approach in the integration years



# Day One command and control policy

- For most the new policy describes what happens now
- Greater emphasis on working together, and especially the “initial conversation” when an officer arrives at an incident
- **Consult** – Recognising that consultation is important when arriving at an incident. Arriving personnel will need to talk to the person in control so that they can understand where support is required
- **Collaborate** – We will work together as a team to successfully manage incidents safely
- **Coordinate** – We will work together to optimise the resources that can be deployed to manage an incident





# Day One agreements

- Fire and Emergency New Zealand formally takes on responsibilities for rural fire, from Rural Fire Authorities (RFAs) and Enlarged Rural Fire Districts (ERFDs)
- To maintain operational stability, current fire district boundaries remain the same ✓
- Asset access or transfers from ERFDs and RFAs on track ✓
- Assets built up through fundraising and community donations will continue to be used in the community that raised the funds ✓
- Work underway to confirm arrangements with Territorial Local Authorities by 1 July ✓
- Draft agreement with Forestry industry out for discussion and on track to be signed by 1 July ✓
- Agreements with DOC and NZDF about fire and emergency services that each organisation will provide are in train for 1 July ✓
- Industry brigade relationships continue ✓



# RURAL RESPONSE ASSETS

Information on rural response assets was gathered between October 2016 - February 2017 through PRFOs and their teams.

**100%  
response  
rate**

180 Tankers  
180 Appliances  
90 Utilities  
25 Cars & Vans  
55 Smokechasers

**38%  
Appliances  
and Tankers  
25+ years  
old**



**Median building size 110sqm  
Median building age 19 years**



Approx  
50% are  
steel sheds



10% no power

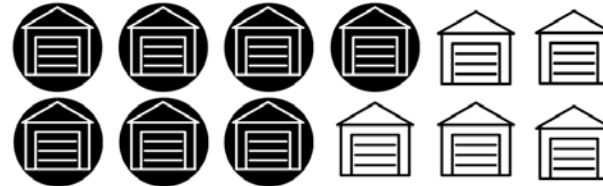


50% no phone



30% no water

**over 50% of stations are on council-owned land**



FENZ will use these assets from 1 July 2017 where agreed with asset owners.

For full results of the assets audit see the FENZ website,  
[fenzproject.co.nz/events](http://fenzproject.co.nz/events)

[myvoice@fenzproject.co.nz](mailto:myvoice@fenzproject.co.nz)



# Day One ICT operational and infrastructure

## Operational systems

### **Principle: Minimal change Day One**

- Front line systems to support fire services in reduction, readiness, response, and recovery
- Operations systems will default to those in use today where possible, except when rural fire service systems cannot be re-hosted onto Fire and Emergency New Zealand infrastructure and/or continued access is not possible
- Training and information for personnel using systems that are new to them

## Infrastructure

### **Principle: Standardise for Day One**

- Infrastructure for new or transferred employees will be based on NZFS standards (eg new employees transferred from rural will be provided with new personnel computing equipment)
- Ensures connectivity and compatibility
- Technology for volunteer stations/brigades will be part of integration years



# Day One Station Management System enhancements

- Station Management System (SMS) will be used for all incident reporting
- Day one enhancements to improve usability
- User Interface enhancements to improve user experience and data quality
- SMS Vegetation Incidents reporting enhancements to make it fit for purpose for rural incident reporting
- Data collection improvements
  - Removal of obsolete incident types & questions
  - Rationalisation of incident types, reduced if from 99 to 27, but kept data integrity
  - Change data collated for medical incident type
- Training will be provided



# SMS enhancements – Incident Reporting Module

Accessibility to information / progress tracking & flexible navigation between sets of information

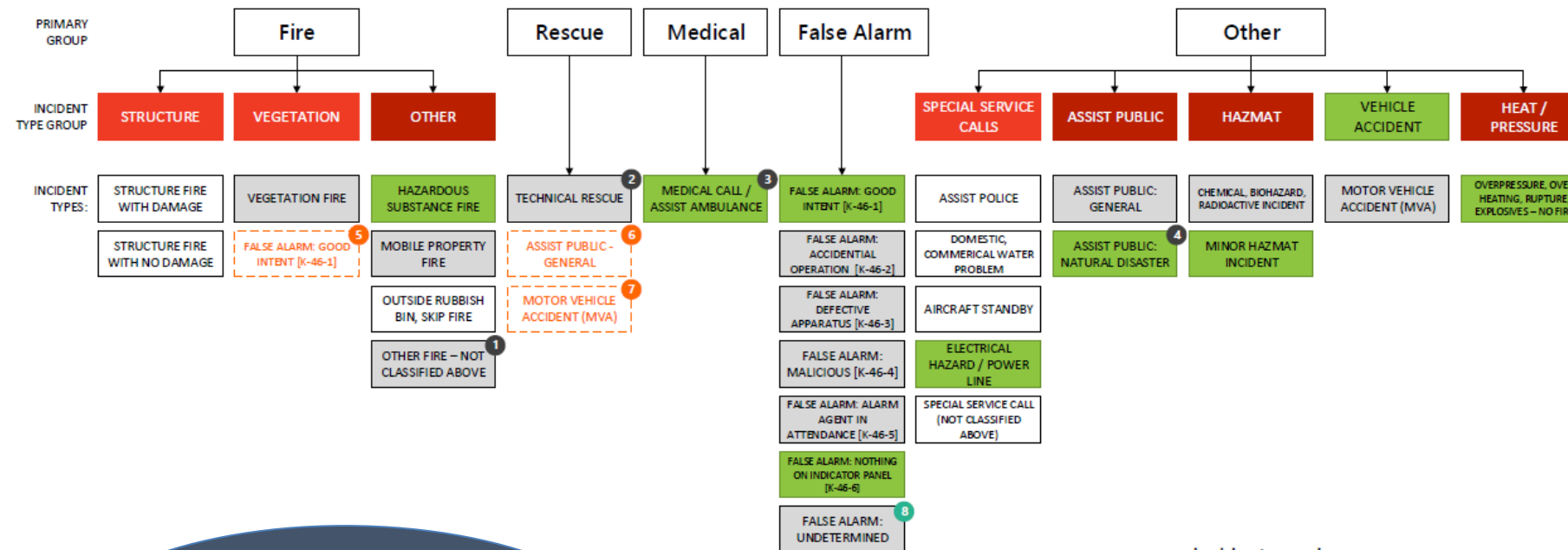
Diagram illustrating the SMS Incident Reporting Module interface with annotations:

- Easily view ICAD Report**: Points to the **ICAD Report** button.
- Access uploaded attachments**: Points to the **Attachments** button.
- View & add comments**: Points to the **Comments** button.
- View & access to tasks related to incident**: Points to the **Tasks** button.
- Navigate between sections of incident record, and see progress**: Points to the progress bar showing the sequence of steps: Incident type and Location, General, Origin, Fire, Mobile, Witnesses, Fire Related Injuries, Specialist Fire Investigator, and Complete Incident.

The interface includes a top navigation bar with **SMS**, **TASKS & INCIDENTS**, **ROSTERING**, **ALARMS**, and **REPORTS**. The main content area displays the **Incident Report** form, which includes a breadcrumb trail (All Tasks / Task Summary / Incident Report) and a progress bar indicating the status of the incident report.

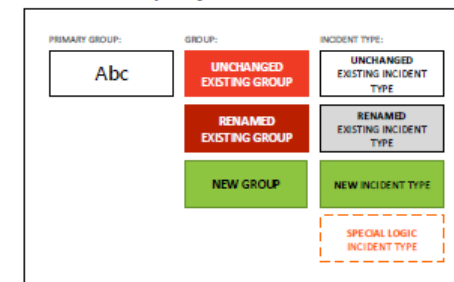


# Rationalised incident types



Reduction  
from 99 to 27  
types

Incident map key:







# Day One corporate ICT systems

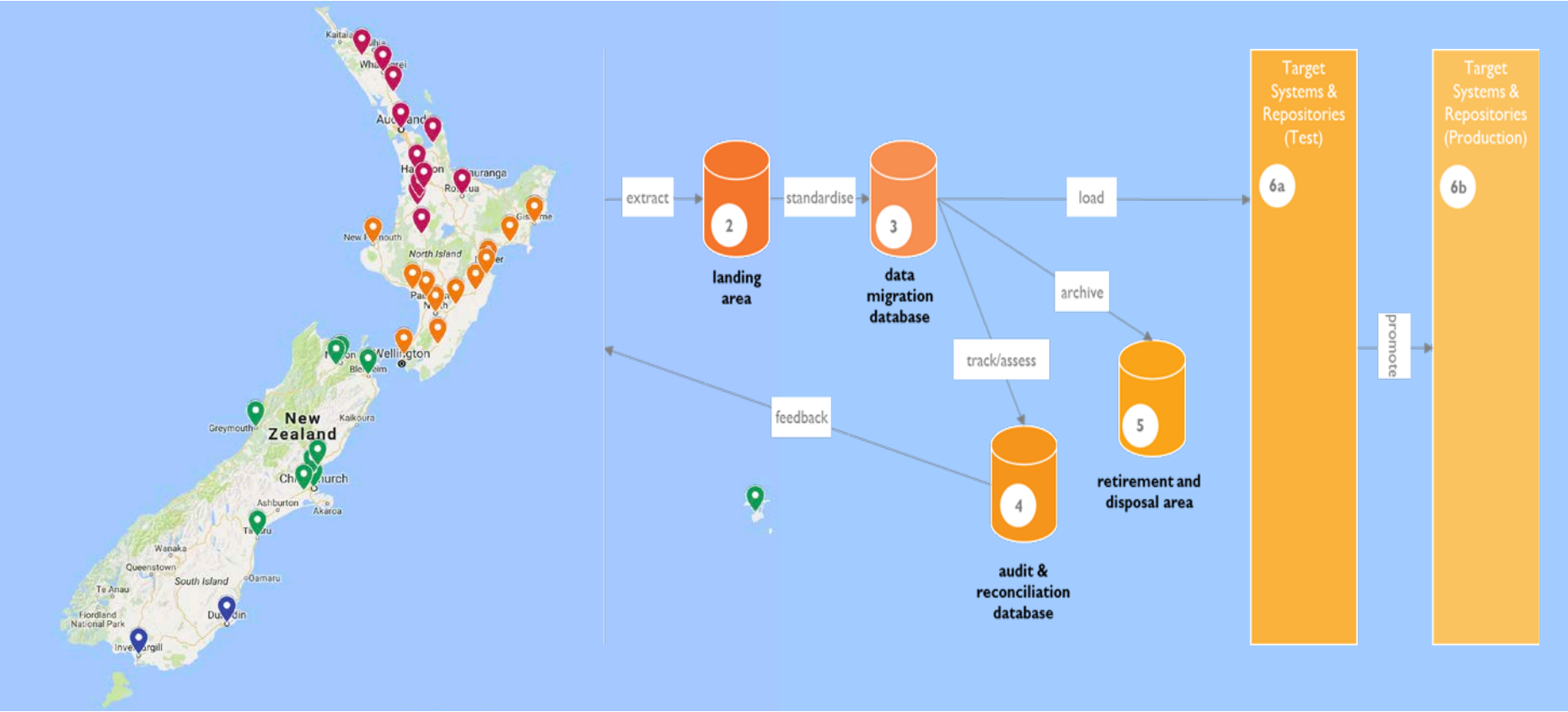
## **Principle: Centralise for Day One**

- Corporate Application Systems for Fire and Emergency New Zealand will be existing NZFS applications where they are fit for purpose, with the upgrades and data to support the new organisation
- Includes financial (FMIS), people (HRMIS/Payroll, Safety, Health & Wellbeing and training) budgeting/forecasting, and corporate reporting systems
- Ensures:
  - good governance and financial management
  - pay people, vendors, etc., consistently, accurately and on a timely basis
  - Monitoring of personnel safety, health and wellbeing



# Data Migration: The Big Picture

Extract Transform Load





# Day One information and communications

## **New intranet**

- Fit for purpose, up-to-date information for all personnel
- Easy to access from home or mobile devices

[Portal.fireandemergency.nz](http://Portal.fireandemergency.nz)

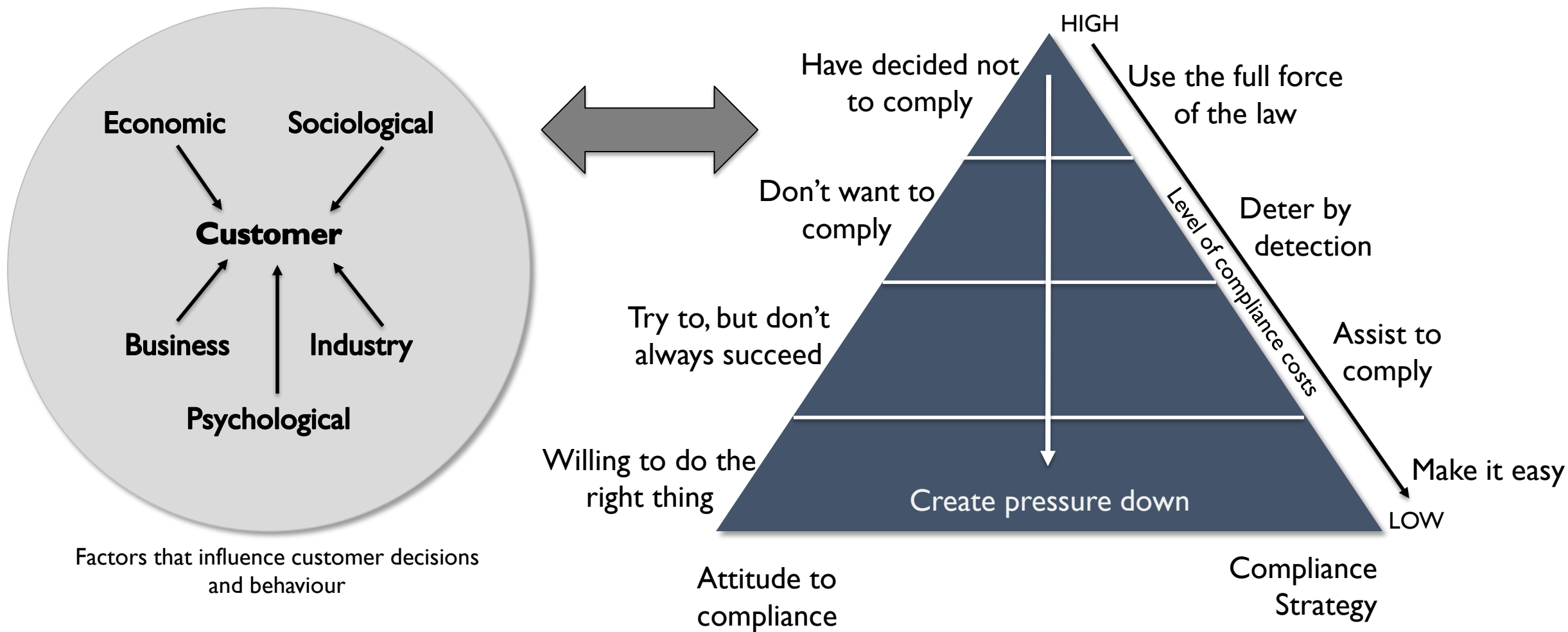
## **New website and social media presence**

- New audience-focused public website as entry point to Fire and Emergency New Zealand
- Fresh updated content across urban and rural activity to reflect new organisation

[www.fireandemergency.nz](http://www.fireandemergency.nz)



# Day One compliance approach



Source: *Achieving Compliance, A Guide for Compliance Agencies in New Zealand* (June 2011)



# Inspector powers

## The legislation

- New inspector powers allow Fire and Emergency New Zealand to:
  - conduct pre-incident planning
  - carry out post-incident analysis (cause and origin)
  - check compliance with relevant fire safety legislation

## Day One inspector powers

- Current Fire Risk Management Officers and rural fire investigators will be appointed as inspectors and will have training prior to Day One
- They will hold powers of:
  - Entry and inspection
  - Entering homes and marae
  - Restricting and prohibiting entry to sites
- As an interim measure a limited number of personnel will hold powers to:
  - Deal with cause of imminent danger
  - Take samples, objects and other things
- Operational personnel may request assistance from a person who holds inspector powers if consent to enter premises is not given



# Hazardous substances and other substances

## The legislation

- Empowers staff to act to render safe hazardous substances and other substances
- This may be by containing, stabilising, neutralising, absorbing or transferring the product to the owner, other agency or other qualified person
- A last option may be for Fire and Emergency New Zealand to dispose of the substance
- The definition of hazardous substances has not changed
- Other substances are included to cover spillages of things like foodstuffs, dry ice, etc.

## Day One hazardous substances

- All existing policies remain in place
- No one will be asked to do anything they have not been trained and equipped to do
- The existing turnout data will continue to be in use from 1 July
- Fire and Emergency New Zealand is required to notify relevant hazardous substances agencies, which will be done via ComCen
- Information on attendance at hazardous substance emergencies will be collected to enable annual reporting





# Notices of Authorisation

## The legislation

- Operational firefighting powers are given to personnel (employees, volunteers and contractors) and employees of other agencies eg DOC, by authorising them to use the powers of an Authorised Person.
- The Fire and Emergency New Zealand Bill allows the board or its delegate to authorise people to exercise powers to:
  - Take action at fires (clause 35)
  - Take action at hazardous substance emergencies (clause 36)
  - Take action at other substance emergencies (clause 37)
  - Control and direct personnel and others at an emergency (clause 38)
  - Exercise powers with respect to land and buildings (clause 39)
  - Exercise powers with respect to vegetation (clause 40)
  - Shut off water, close roads and railway etc (clause 41)
  - Destroy or dispose any by-product (clause 42)

## Day One Notices of Authorisation

- Each brigade and VRFF will be issued with a notice of authorisation before 1 July
- Notices of authorisation will list the people who have been authorised to use these powers
  - Notices may not be fully accurate because some of the data available to us is incomplete. A process will be in place to authorise anyone who is not covered by the original notice
- We intend authorising all personnel down to a firefighter level
  - At all times authorised persons must make decisions and take actions consistent with Fire and Emergency New Zealand policies, including the use of dynamic risk assessments and the safe person concept (or equivalent)



# Fire control

## Fire permit system – interim

- Pragmatic short term solution
- Two options will both be in use on Day One:
  - Option 1: Continue to use existing solution, with changes to reflect new regulation changes
  - Option 2: Interim solution that will consist of public website, online application form and a back office administrative tool
  - 0800 line for advice and support

## Building a national fire permit system

- Business case for new national system in development
- Expected to be ready for phased rollout from December 2017

## Day One Fire Plans

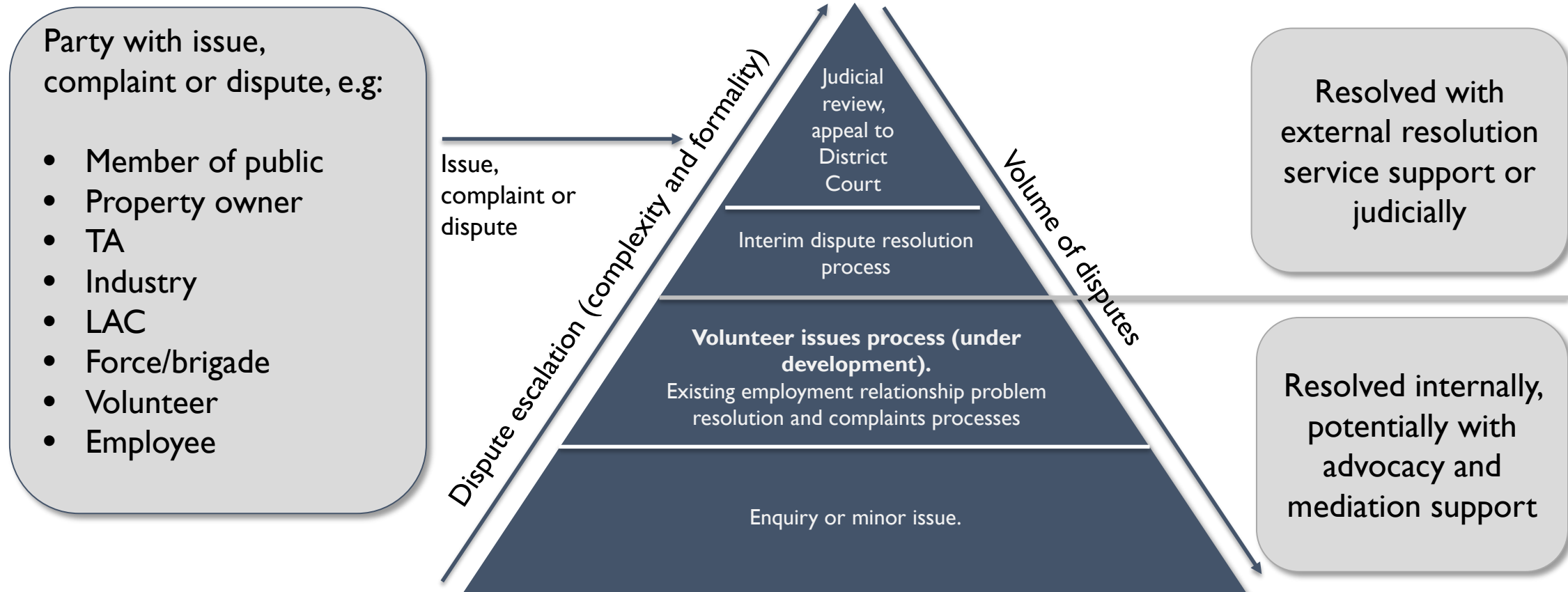
- Existing fire plans roll over ✓
- Fire seasons continue ✓





# Dispute Resolution Framework

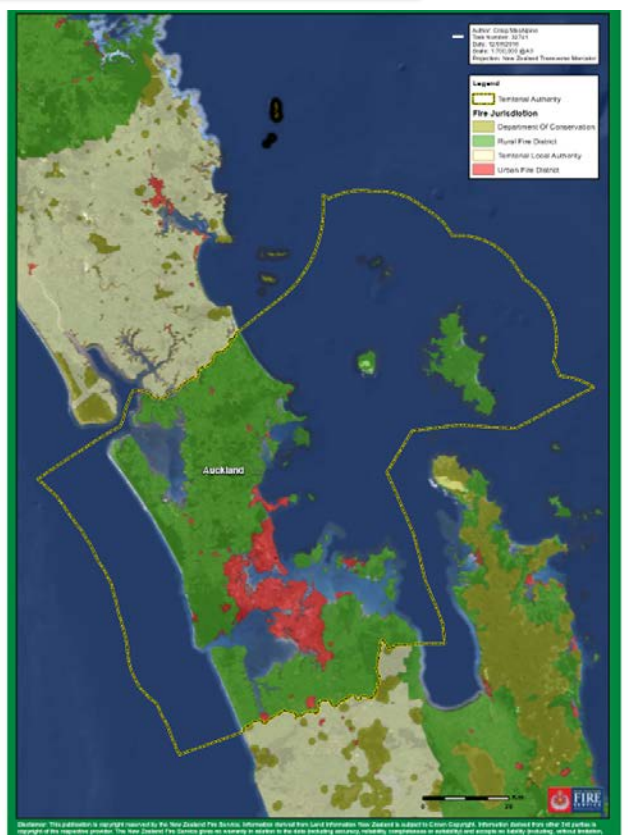
## Interim Dispute Resolution Process & Volunteer Issue Process



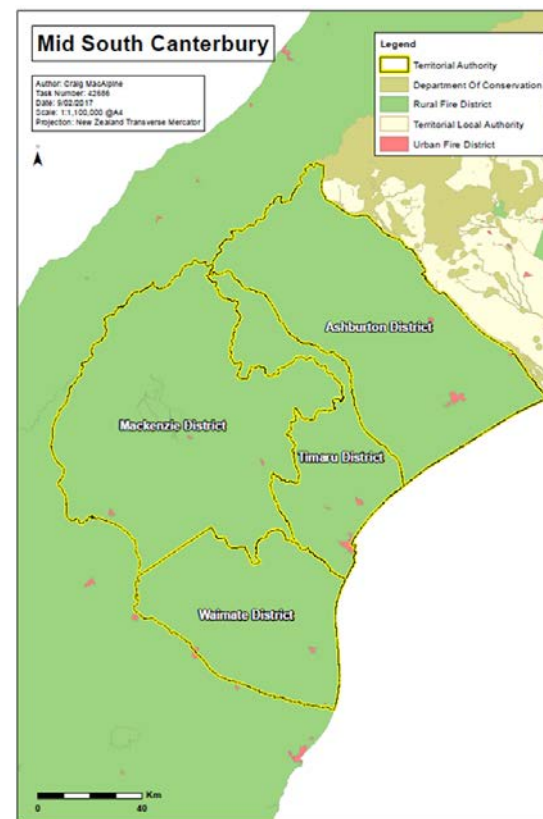


# Local Advisory Committee pilots

## Greater Auckland Region



## Mid-South Canterbury





# Strategic platform for Day One and beyond

## **Statement of Intent**

- Sets high-level direction and priorities for the next four years
- Due to be published on 1 July 2017

## **Statement of Performance Expectations**

- Sets out how Fire and Emergency New Zealand will measure performance
- Due to be published on 1 July 2017

## **Budget 2017-18**

- 2017-18 levy agreed and funding confirmed

## **Integration (Phase Two) Blueprint**

- Sets out the work programme for Fire and Emergency New Zealand over the next three years
- More detail this afternoon





# Working together with the sector







# Let's keep the conversation going



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