



DAY ONE PREPARATION SESSIONS

Resource Information

Version 0.2



Change Overview - Resource Information

Change overview slides

Resource – The Fire and Emergency New Zealand story

Factsheet – Phase 2

Resource – What's changing and what's not

Resource – What learning is available

Resource – What is the plan of delivery



Why we are creating Fire and Emergency NZ

Top issues identified by reviews of fire services

- **Our firefighters do a great job but demands on them are changing.** There is more non-fire response, changing weather patterns, changing population
- **Everyone will have equitable access to funding, equipment and support.** There has been inconsistent investment especially across rural areas
- **One organisation will be integrated and well-coordinated.** Across 40 organisations there's been a lack of coordination, unclear accountability and variable leadership
- **We'll make it easier for firefighters to do what they do best.** For urban and rural, and volunteer and career firefighters to continue to a great job for their communities, we have to overcome our differences and focus on what we have in common.

Fire and Emergency New Zealand

Phase 1:

Amalgamating 40 entities into one

By 1 July 2017



New Zealand Fire Service Commission (2)

1. National Rural Fire Authority
2. New Zealand Fire Service

Enlarged Rural Fire Districts (12)

1. Auckland Council
2. Marlborough/Kaikoura Rural Fire District
3. Northern Rural Fire District
4. Otago Rural Fire District
5. Puncelands Rural Fire District
6. Mid-South Canterbury Rural Fire District
7. Southern Rural Fire District
8. Taranaki Rural Fire District
9. Waimea Rural Fire District
10. Wairarapa Rural Fire District
11. West Coast Rural Fire District
12. Wellington Rural Fire District

Rural Fire Districts (4)

1. Ashley Rural Fire District
2. Bay Forests Rural Fire District
3. Eastland Rural Fire District
4. Thames Valley Rural Fire District



Territorial Authorities (22)

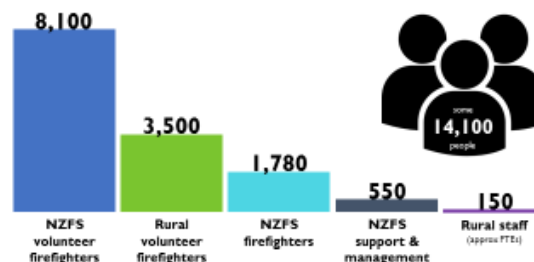
1. Central Hawkes Bay District Council
2. Chatham Islands Council
3. Christchurch City Council
4. Gisborne District Council
5. Hastings District Council
6. Horowhenua District Council
7. Hutt Valley District Council
8. Kaipara District Council
9. Manawatu District Council
10. Otorohanga District Council
11. Palmerston North City Council
12. Rangitikei District Council
13. Ruapehu District Council
14. Selwyn District Council
15. Taranaki District Council
16. Waikato District Council
17. Waimakariri District Council
18. Waipa District Council
19. Wairoa District Council
20. Waitomo District Council
21. Wanganui District Council
22. Whangarei District Council

Fire and Emergency New Zealand

Phase 1:

Transitioning some 14,100 people

By 1 July 2017



Fire and Emergency New Zealand

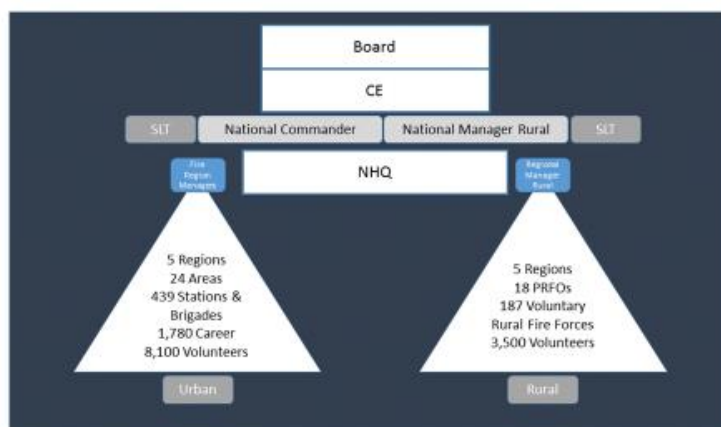


Phase 1: The big five

- Safety, health and wellbeing of our people
- Ability to respond on Day One
- People know who they report to
- Pay people
- Maintain the reputation of the fire services

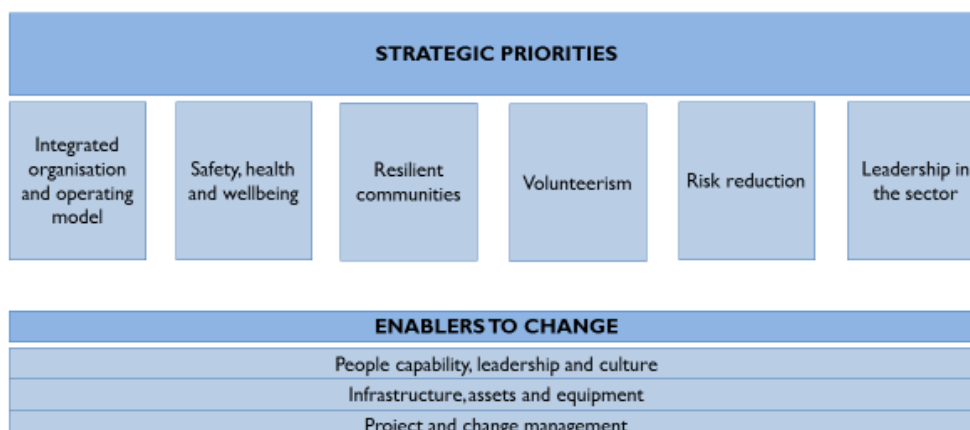
Fire and Emergency New Zealand

Phase 1: The structure on 1 July 2017 (interim)



Fire and Emergency New Zealand

Phase 2 - Integration: 1 July 2017 – 30 June 2020



Fire and Emergency New Zealand



WHAT'S CHANGING AND WHAT'S NOT

Fire and Emergency

New Zealand will amalgamate the fire functions of urban and rural fire services into a new single fire service for New Zealand from 1 July 2017.

On Day One of Fire and Emergency New Zealand, most things will stay the same, although there are likely to be some interim arrangements.

Establishing Fire and Emergency New Zealand is a large task and will take a number of years to fully achieve. For this reason we have divided the work into three key phases: **Amalgamation** of urban and rural fire (1 July); **Integration** into a single organisation (1 July 2017-1 July 2020); and **Unification** (from 2020 onwards)

This hand out is based on the Fire and Emergency New Zealand Act 2017.

If you have any questions not answered here, or in the Frequently Asked Questions on our website, you can talk to your leader or ask the Transition Project Team at myvoice@fenzproject.co.nz.

May 2017



PEOPLE

ON 1 JULY 2017 THIS WILL BE THE SAME

- Personnel will continue to be members of existing stations, volunteer fire brigades, or Volunteer Rural Fire Forces (VRFF)
- Local leadership roles will continue in brigades, VRFFs and stations
- Rank structures will continue
- Social clubs and honours systems will continue
- Current workforce (career or volunteer) retains existing entitlements including superannuation
- Gratuities will remain in place for anyone who is currently eligible to receive them
- Relationships with unions and associations will continue

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

All personnel (career, volunteer, urban and rural) become part of Fire and Emergency New Zealand

Personnel will receive clear guidance on the functions and powers they are authorised to perform or that have been delegated to them by Fire and Emergency New Zealand

Fire and Emergency New Zealand will appoint Fire Risk Management Officers and specialist fire investigators to use inspector powers



OPERATIONS

ON 1 JULY 2017 THIS WILL BE THE SAME

- First response and operational zones will remain the same on Day One, but over time may be reassessed
- Emergency call taking and resource dispatch through ComCen continues
- A clear command and control policy will be in place for Day One
- Brigades and VRFFs continue to respond to the same kinds of incidents they are equipped and trained for now
- Assistance from agencies, industry brigades, and contractors continues
- The issuing of fire permits continues

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

Fire and Emergency New Zealand will have a new mandate for some non-fire incidents, such as hazardous substances.

Operational agreements with agencies (eg DOC, NZDF) and contractors will be in place

Firefighters will have immunity when carrying out (in good faith) the broader functions of Fire and Emergency New Zealand (i.e. including non-fire activities)



WHAT'S CHANGING AND WHAT'S NOT



VOLUNTEER SUPPORT

ON 1 JULY 2017 THIS WILL BE THE SAME

Volunteers will have access to free advocacy and support services

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

An interim dispute resolution process will be in place



SAFETY, HEALTH & WELLBEING

ON 1 JULY 2017 THIS WILL BE THE SAME

The existing Physical Competency Assessments will still apply for career NZFS firefighters with an operational role. Rural health and fitness guidelines will continue

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

A Fire and Emergency New Zealand health and safety plan, policies and systems will be in place



RESPONSE ASSETS

ON 1 JULY 2017 THIS WILL BE THE SAME

Firefighters will have the equipment and training needed to respond

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

Arrangements will be in place with territorial authorities and other agencies for use of response assets

Assets built up through fundraising and community donations will continue to be used in the community that bought or fundraised for them



OTHER PERSONNEL

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

Personnel working in Rural Fire Authorities (RFAs), other than DOC or Defence, who solely work on fire related activities will transfer to Fire and Emergency New Zealand

Arrangements will be in place with councils to continue performing fire-related work where necessary



IDENTITY

ON 1 JULY 2017 THIS WILL BE THE SAME

Identity is important to all of us. Uniforms, badges and vehicles etc. will change to the new Fire and Emergency NZ look in stages

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

There is a new Fire and Emergency New Zealand logo, and a new website and intranet will be available from Day One



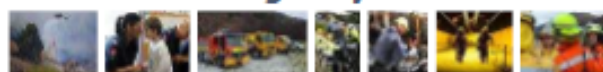
BIG PICTURE

AND THIS WILL BE DIFFERENT ON 1 JULY 2017

Fire and Emergency New Zealand is funded to carry out its broader functions and for the training and equipment required

Rural and urban fire functions will become Fire and Emergency New Zealand's responsibility

Local advisory committees will continue to be developed - and following public consultation on boundaries and new regulations, will be established after July 2018



The Fire and Emergency New Zealand Story

Key messages – May/June 2017

Firefighters do a great job already but their job is changing all the time. This new organisation – Fire and Emergency New Zealand – will give our firefighters the support they need to protect and help prepare their communities now and into the future.

Our firefighters do a great job but the demands on them are changing

- Our people are highly trusted and respected, and we have a proud tradition of service stretching back over 150 years.
- New Zealanders know help is close at hand because our unique mix of career and volunteer firefighters allows us to cover the whole country.
- Career firefighters are based in the larger population centres and our volunteers, who make up 85% of our force, cover the rest of the country. They are backed by capable support and administration nationally and regionally.
- Originally firefighters just focused on fire. Now they do a whole lot more, such as responding to motor vehicle crashes, medical emergencies, hazardous materials spillages, storms, floods, earthquakes and a wide range of rescue situations.
- In addition to the ongoing fire risk and these extra demands, there are more extreme weather events, and the population is ageing and changing. This is changing the work we do and how we approach it.
- The current law, the organisations and funding have not kept up with these changes. Currently, we have 40 organisations (NZFS + Rural), which are unevenly funded and equipped and can be difficult to coordinate.

So we are updating New Zealand's fire and emergency services, how they operate and are funded

- On 1 July, the law is changing to recognise the reality of the work our firefighters do in their communities.
- Firefighters will be funded for all this work, not just firefighting.
- We're bringing more than 14,000 people from 40 different organisations into one so everyone has equitable access to funding, equipment and the support they need to meet their community's needs.
- Everyone will transfer on their current employment terms and conditions.
- There will be no disruption to current services, and preventing and responding to emergencies will always be our number one priority.

To build a fire and emergency service that delivers for communities, and the firefighters who serve them, now and in the future

- On 1 July, we bring urban and rural firefighters together into Fire and Emergency New Zealand to make it easier for them to do what they do best.
- These are the biggest changes in a generation – so we're taking our time to do it right, and will work with our people, and our partners, to build the new organisation with their input over the next three years.
- From 2020, we will be a world-leading, integrated, well co-ordinated and resourced organisation delivering reliable service across the country that:
 - reduces unwanted fires
 - responds to fires and emergencies whenever and wherever they occur across the country
 - works with our communities so that they are ready and prepared for whatever comes their way
 - helps our communities recover quickly.



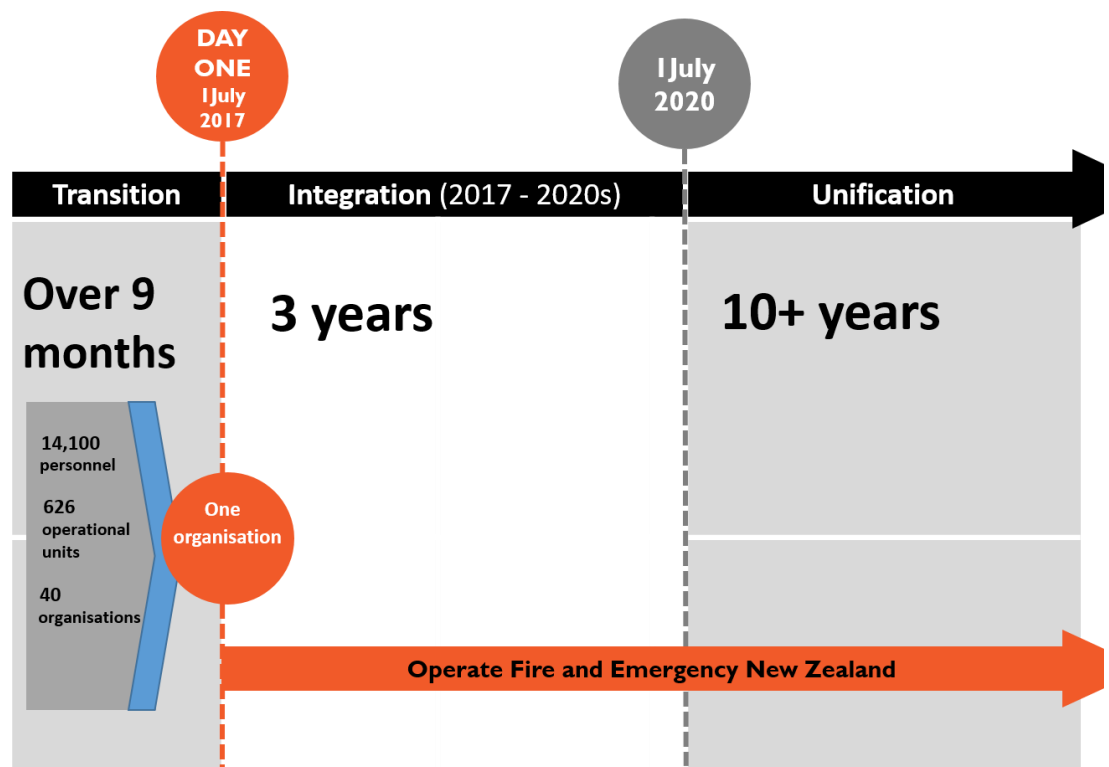
Factsheet – Integration and the Phase 2 Blueprint

From 1 July 2017, the rural fire functions of 38 separate organisations combine with the New Zealand Fire Service Commission to create Fire and Emergency New Zealand.

This amalgamation of 14,100 personnel – both career and volunteer – is the first step on the road to a single unified fire service. The amalgamation of urban and rural fire services is the result of phase 1, the transition phase.

Will the unified service be ready on 1 July 2017?

- This is the biggest change in fire services for over 70 years and the ultimate goal of creating a unified service will take time.
- The work has been broken into three phases, with the three years from 1 July 2017 to 2020 focused on integration.
- Integration is phase 2.



What happens in the integration phase?

- The integration phase is critical because this is when we integrate our rural and urban systems, processes and tools, to build a single organisation and lay the foundations for unification.
- A work plan for integration has been developed and is known as the Phase 2 Blueprint.

- It will be released in late May/early June 2017.

What's in the Phase 2 Blueprint?

- The Phase 2 Blueprint sets out six strategic priorities to be delivered over the next three years (by 30 June 2020).
- The strategic priorities are underpinned by three enabling themes: building capability in our leaders and personnel; improving our infrastructure including equipment and IT; and project and change management skills.



Why are there six strategic priorities and what do they mean?

The six strategic priorities are a convenient way of grouping the 70 projects needed to meet the requirements of the legislation and direction of Cabinet.

Below are some examples of the work under each strategic priority.

You can see the full list in the Phase 2 Blueprint once this is available.

1. An integrated organisation and way of operating

Design and build a new operating model for Fire and Emergency NZ; including a flexible brigade model.

2. Health, safety and wellbeing of our people and those we work with

We have a strategy; now we need to define our leadership model and standards, and implement the plan.

3. Resilient communities

Establish local advisory committees, implement local risk assessment processes, and implement a new code of practice for fire-fighting water supplies.

4. Volunteerism

Better supporting volunteers is one of the main planks of the legislation, and it's critical to communities around the country that we are able to make a difference in the recruitment and retention of volunteers. We will develop a strategy and implement it.

5. Risk reduction

This includes designing how risk reduction should work in the future across Fire and Emergency NZ; and implementing new regulations on evacuation schemes

6. Leadership across the sector

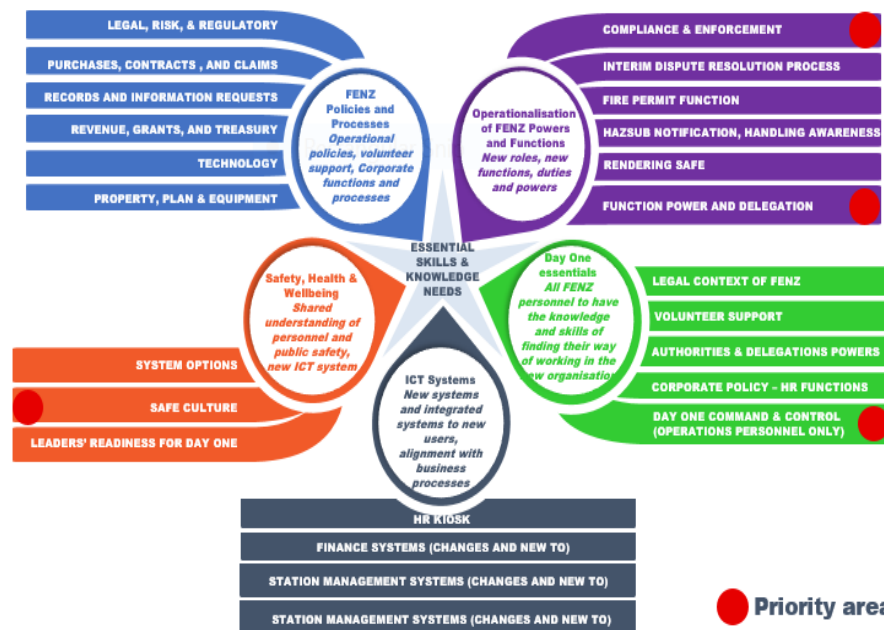
Fire and Emergency NZ has expanded responsibilities in its legislation. We need to understand what these mean from a leadership perspective, across the emergency sector.

How will the strategic work be managed?

Given the amount of work to be done in the next three years, an integration project team will be established by 30 September 2017. The project will continue working with fire services personnel, unions and associations to design Fire and Emergency New Zealand (i.e. co-design).

What learning is available?

Learning areas for the Essential Skills and Knowledge for Day One



Fire and Emergency New Zealand

The Transition Project training and capability team is focused on delivering new and essential training for 1 July 2017, Day One. The current training practices across urban and rural won't change on Day One, and all prior learning and qualifications will be recognised. During the three year integration phase (2017-2020) Fire and Emergency New Zealand will progress a long term capability development approach for operational personnel. This will include assessing the standards and quality of training.

Operational readiness is the focus for any skills and knowledge required for Day One. If there are any changes to functions and powers for operational personnel, then they can expect to receive information and/or training on these changes before 30 June 2017.

Learning opportunities up to Day One will include:

- Fire and Emergency New Zealand Inspector Powers for all operational personnel, and 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.
- The business systems and processes that will change on Day One, for the personnel who use them.

This is only a selection of what's coming and a more detailed calendar will be available by 30th May.

What is the plan* of delivery?

	All operations personnel	All managers	Targeted learner groups	All personnel
May	Hazardous substances handling awareness Meaning of rendering safe	Leader led sessions: • Day One Command and Control • Inspector Powers • Authorisations and Delegations	Fire and Emergency New Zealand Inspectors Training Pilot	
June	Day One Command and Control Knowing what Inspector Powers are Authorisations (Statutory) Interim Dispute Resolution Volunteer Issue Process Management Fire Fighting personnel	Corporate policy changes HR and financial delegations Inspector appointment (HR and specific manager group) Rural managers – Crown Entities Act, systems and processes Delegations (Statutory – for awareness)	Inspectors: powers, informed consent BSMs: targeted policies and processes Rural: systems, applications, policies COMCEN: SMS changes and HazSub notification Rural: Fire Permit Options, Code of Conduct Volunteers: being part of Fire and Emergency New Zealand	Legal context – what you need to know Day One Essentials Safety, Health and Wellbeing
July	SMS update (incident management) Hazardous substances notification	New Legal context Corporate policy changes Rural managers – Crown Entities Act, systems and processes Managers – Volunteer Issue Process Management, dispute resolution process Volunteer Support – what you should know	Business support rural – full week training HR consultants: Volunteer Issue Management process, Interim Dispute Resolution Process All volunteer touch points: Volunteer Support – what you should know Interim Dispute resolution – Case Management System and policy training	Legal context Day One Essentials - being part of Fire and Emergency New Zealand
Aug - Sept	SMS – updates New operational policies Health and Safety system	Operational policies HR Kiosk Health and Safety system	PRFOs 100 days Business Support training review Volunteer Support	HR Kiosk Safety, Health & Wellbeing
Learning delivery methods				
<div> <div>Leader led sessions – tools and resources, train the trainer Weekly Teleconferences</div> <div>Face to face workshops Learning Station – eLearning modules</div> <div>Intranet, Closed social media groups, Internet Video conferences (lunchtime and evening presentations)</div> </div>				

*** Tentative Plan, a full calendar will be available by end May**

Fire and Emergency New Zealand



Volunteer Support - Resource Information

Volunteer Support slides

Volunteer Support Factsheet

Year One Volunteer Support



Volunteer support

Fire and Emergency New Zealand Bill : To improve support for Fire and Emergency New Zealand volunteers

First organisation in New Zealand with volunteer provisions in legislation!

New 'duty' & other parts of the Act

- Must **recognise, respect and promote** contribution of volunteers
- Must **consult with volunteers and their support organisations** on matters that affect them
- Must develop policy and organisational arrangements that **encourage maintain and strengthen capability** of volunteers
- Fire and Emergency New Zealand to have **'good employer'** obligations in a volunteer context
- May ensure volunteers have access to independent **advocacy and support services**, at no charge
- Must develop a **modern dispute resolution scheme**
- Volunteers are **personnel**, alongside employees and contractors



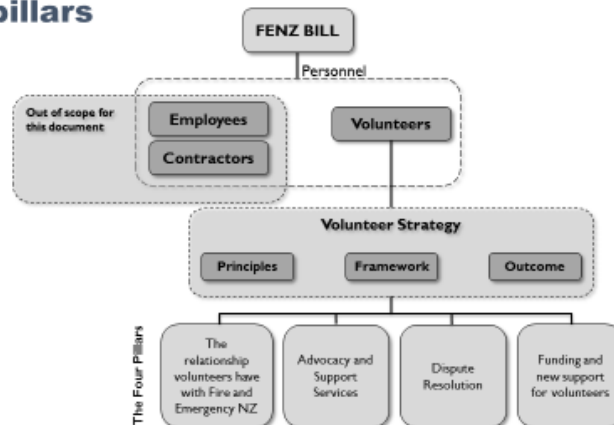
What's intended?

- Brigades and Voluntary Rural Fire Forces **retain local leaders and deputies**, and continue to be organised much like they are today
- The **relationship with volunteers** remains one of **engagement** (not employment)
- Volunteers will continue to be **engaged and led locally** – but now part of Fire and Emergency New Zealand **'personnel'**
- Framework based on **modern Volunteer Principles**
- Will have **new funding to provide better support** for volunteers

Fire and Emergency New Zealand



The four pillars



Fire and Emergency New Zealand



Volunteer Relationship Day One

From 1 July, volunteers are part of 'personnel' with statutory access to:

- Advocacy and Support services at no cost
- New Volunteer Issue Process and Interim Dispute Resolution Process

How will this happen?

- Local leaders engaging volunteers on behalf of Fire and Emergency New Zealand
- Also on behalf of the brigade or voluntary fire force – just like today – no change
- Volunteer documentation: An engagement letter with the terms of engagement attached
- Sets out the commitment Fire and Emergency New Zealand is making. New Duty, and
- The commitment the volunteer is making (following policies, training etc.). Same as now.

Fire and Emergency New Zealand



Volunteer Support: from Day One

We've heard volunteers asking for:

- ☐ Reduce administration
- ☐ Flexible local training
- ☐ More welfare and wellbeing support
- ☐ Recruitment support
- ☐ Easier reimbursements – so 'not out of pocket'

Improvements to volunteer support from 1 July:

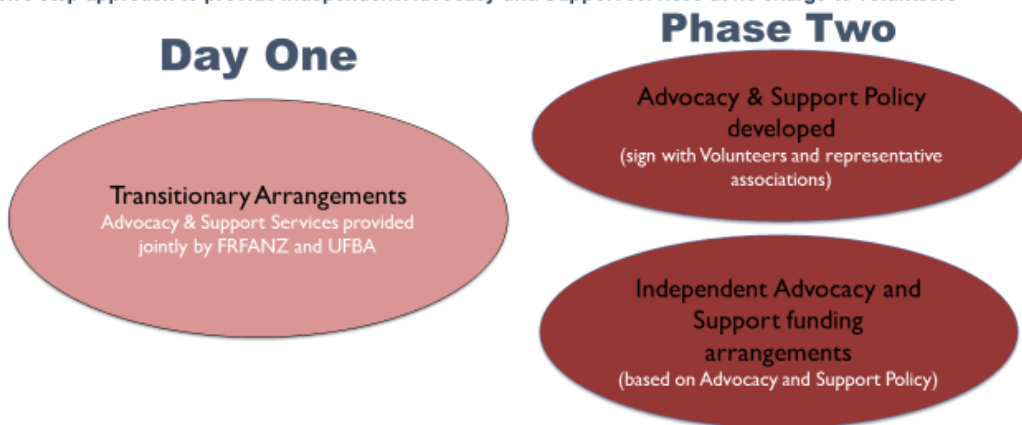
- ☐ New additional in-field roles to help with administration including recruitment
- ☐ Dedicated training support at regional/local levels – people and courses
- ☐ New funding to develop volunteer leaders
- ☐ In-field safety, health and wellbeing roles
- ☐ Welfare and wellbeing support improved to all volunteers and existing urban arrangements extended to rural volunteers
- ☐ Streamlining processes for reimbursements/payments

Fire and Emergency New Zealand



Advocacy & Support for Volunteers

Two step approach to provide independent Advocacy and Support services at no charge to volunteers

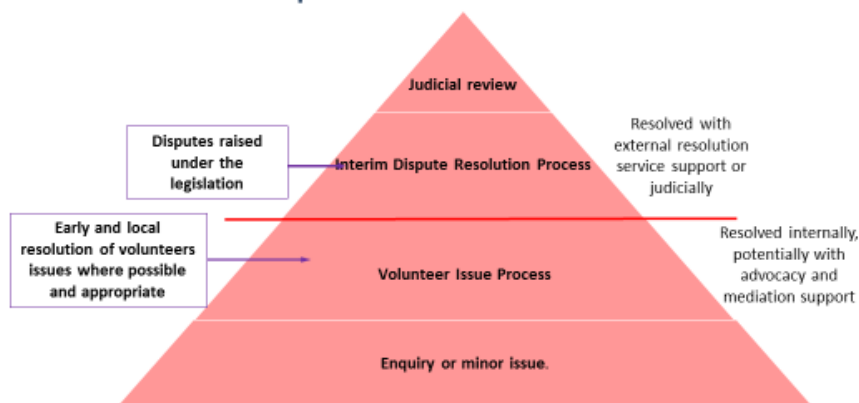


Fire and Emergency New Zealand



Dispute Resolution Framework

Access to the Interim Dispute Resolution Process & Volunteer Issue Process



Fire and Emergency New Zealand



After July 1: **Integration: Volunteer Strategy**

Volunteer 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

Fire and Emergency New Zealand

Factsheet – Volunteers and Fire and Emergency NZ

Volunteers will become Fire and Emergency New Zealand 'personnel' on 1 July 2017.

Fire and Emergency New Zealand Volunteers – the relationship

The relationship will be similar to that which the new organisation has with other personnel (employees and contractors), although crucially the relationship with volunteers will be one of 'engagement' rather than employment.

All volunteers will receive a 'Volunteer Engagement' document, which sets out volunteers' terms of engagement with Fire and Emergency New Zealand, and the organisation's commitments to volunteers.

Our legislative commitment to our volunteers

The Fire and Emergency New Zealand Act is unique in the way that it makes specific reference to recognising, supporting and developing its volunteers.

Volunteer firefighters have a significant role and constitute over 80 percent of the fire services' workforce, so it is essential that the Act contains appropriate support, and that there is clear accountability between Fire and Emergency New Zealand and volunteers. This includes:

- Fire and Emergency New Zealand's duty to volunteers and a requirement to consult with volunteers on matters that may affect them
- Section 118 of the Crown Entities Act where good employer principles apply to volunteers with necessary modifications
- The provision of advocacy services at no cost, and dispute resolution to all volunteers in the event that they need support for unusual circumstances.

Better support for volunteers

There is a suite of initiatives currently under development as part of the package of better supporting volunteers. Some will be ready for Day One and some will be developed over the next three years, in collaboration with volunteers. The support initiatives that will be in place from Day One will include:

- A Volunteer Issues Process
- An Interim Dispute Resolution process
- Advocacy and Support services
- Wellness initiatives
- Increased funding for training and development, as well as additional in-field support roles

- An improved intranet, free Wi-Fi to volunteer stations and better connectivity.

Over the next three years, Fire and Emergency New Zealand will continue making improvements, including developing policy and organisational arrangements that encourage, maintain and strengthen the capability of volunteers. The table on the following page describes the initial plan. Pending the outcome of the Phase Two Integration Plan, a full workplan for the next three years will be developed.

Operationally,
most things will
stay the same
for Day One

- Volunteers will 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
- Local leadership roles continue
- Current urban rank structures continue
- Current rural operational roles continue
- Current terms and conditions continue
- Existing entitlements retained
- Relationships with unions and associations continue
- Emergency call taking and dispatch through Comcen continues, and rural dispatch continues where appropriate

Shaping the future
of Fire and
Emergency
together

The Fire and Emergency New Zealand Transition Project has brought together a wide range of volunteer and career personnel from across urban and rural sectors to put their minds to how things can be better and different in the future.

A 'Volunteer Working Group' and 'Volunteer Support Management Working Group' have been established to represent the voice of volunteers and volunteer leaders. They've been providing input into the design and development of initiatives to better support volunteers, as well as the Volunteer Engagement document. These groups will continue to have input into the development of a long-term Volunteer Strategy for Fire and Emergency New Zealand, which will include other support initiatives, training and resourcing, and will be rolled out over the next three years

YEAR ONE VOLUNTEER SUPPORT

From 1 July 2017

Training and Development Funding

Design and delivery of:

- 1 additional Leadership and Governance course
- 4 new Emerging Leaders courses

A **coaching/mentoring programme** for volunteer leaders.

Additional Volunteer Support

Increased public recognition of our volunteers with a new nation-wide campaign

The equivalent of five **additional business support roles** for rural, to reduce administrative burden

A new **Recruitment Coordinator** to support rural volunteer recruitment

An **improved intranet**, making it easier to access key information

A **new dedicated helpdesk** will be available to assist volunteers transition to Fire and Emergency New Zealand

Free Wi-Fi for all volunteers in urban brigades and composite stations.

Reducing Administrative burden

SMS is being made easier to use

Funding three additional fixed term resources to continue simplifying administrative tasks

Further funding for administration resources in urban areas

Safety, Health and Wellbeing

Access to **psychological support** for all volunteers

Fire and Emergency New Zealand work-related lost time injuries first week reimbursement and 20% top up of more than one week (extended across all volunteers)

Reimbursement of co-payments (or surcharges) for Fire and Emergency New Zealand work-related injury GP and treatment visits (extended across all volunteers)

Reimbursement and Payment Policies

Streamlined reimbursement and payment processes

Social Grants

VRFF eligible for social grants

Dispute Resolution

Access to the **Interim Dispute Resolution Process** (external, formal and under the Act) and the **Volunteer Issues Process** (early and local resolution of issues) for issues, complaints or disputes

Please note that this plan is subject to refinement and some of these dates may change to meet planning and operational requirements.

From Sept 2017

Training and Development

Two new trainers to roll out ten additional brigade-style training courses, adapted to the rural environment.

Volunteer Support Pilots

- This initiative will deliver the first eight of up to fifteen additional **fixed term VSO roles** for urban volunteers.

- Implement a new '**crowd-sourcing**' technology to solicit ideas from across the organisation to better support volunteers and allocate additional funding to implement the best ideas.

Advocacy and Support Services

Develop advocacy and support policy with volunteers and other stakeholders.

Volunteer Support and Recognition

Surveying volunteers: your voice helping determine support and recognition priorities

From February 2018

Training and Development

12 additional **Capability Trainers** (urban) and five **Regional Training Coordinators** (rural)

Safety, Health and Wellbeing

Ten additional **Safety, Health and Wellbeing Coordinators** recruited across regions.

Extended health and wellbeing support to volunteers, including **health monitoring, vaccinations and training**.

Reducing Administration burden

Technology support for more accessible, easier reporting or injuries and near miss events.

Volunteer Support Pilots

Additional funding for 2 x **regional pilots** (determining local support needs for volunteers and providing freedom to **pilot new ways of working to better support volunteers**).

Trial a range of **financial management support and training** options to brigades/fire forces.

Two additional **Volunteer Development Managers** to work alongside leaders to build teams and work through volunteer issues.

Advocacy and Support Services

Funded arrangements agreed with independent organisations to provide Advocacy and Support services to volunteers, at no charge to volunteers.



Safety, Health and Wellbeing - Resource Information

Safety, Health and Wellbeing slides

Safety, Health and Wellbeing Factsheet



Safety, Health and Wellbeing – what is new?

- new strategy – direction for the next five years
- new policy and commitment statements
 - ***nothing is more important than our people***
- new approach
 - *learning from most of the time when we do our work really well*
 - *making it safe to speak out so we learn from errors too*
- 0800 number for direct SHW support from 1 July 2017
- in-house support for injured rural employees
- 'top-up' extended to injured rural volunteers unable to work

Fire and Emergency New Zealand



Year One – July 2017 to June 2018

- more health and wellbeing support – *psychological and physical*
- resourcing and leadership - *more SHW support in-field*
- contractor management – *clear information and tools*
- new technology support system *including reporting and risk*
- health standards – *process for development to be agreed in consultation with unions and associations*
- participation and engagement extended



Fire and Emergency New Zealand



Why safety, health and wellbeing?

Strategy identifies three main critical* areas of risk

1. immediate risk to physical safety
e.g. burns, fractures, loss of consciousness
 2. direct or long-term risk to work-related health
e.g. hepatitis B, asbestosis or related cancers, heart disease
 3. sudden or gradual risk to psychological wellbeing
e.g. stress disorders from exposure to sudden death, work overload, bullying
- important we control risks in all three areas



***definition = things that could result in serious injury, illness or death**

Fire and Emergency New Zealand



Fire and Emergency New Zealand

- everybody has the right to go home safe and well after working for the organisation – every time
- he waka eke noa - everybody in one canoe with no exception
 - *acknowledges the importance of everyone across the whole organisation*
 - *values different roles and skills needed in different parts of the waka working together*
 - *affirms every person belonging and being protected within a unified purpose*



Factsheet - Safety, Health and Wellbeing

Fire and Emergency New Zealand is committed to protecting its people from harm to their safety, health or wellbeing. We need to work together to build an environment where people are safe and well and where it is safe to talk about any concerns.

Why do we call it safety, health and wellbeing?

This is because:

- Physical **safety** comes first – because it is a more immediate risk in many cases
- Harm to **health** is equally important but often occurs more gradually
- We use **wellbeing** separately from health as part of supporting wellbeing – as psychological risks represent a large area of exposure for our people

It's important we all understand risks need to be managed across all these areas – not just physical safety.

What is new in Safety, Health and Wellbeing on July 1?

- We have a new strategy for Safety Health and Wellbeing that gives us direction for the next five years, 2017 – 2022.
- Our new policy and commitment statements make it clear:

Nothing is more important than our people

- As a new, more diverse organisation we need a different approach to safety, health and wellbeing if we are going to keep our people safe.
- We want to listen and learn more from the things we do well 98% of the time, and we want you to feel safe so we can learn from when things don't go so well too.
- Keep reporting things to your manager or officer in the usual way until the new system is available.
- There will be an 0800 number you can call for practical advice and support and to record an injury, or near miss.

What changes will we see in the first year: July 2017 – June 2018

- There will be more resources and support working with brigades, stations and fire forces on SHW issues.
- New tools will be developed to help you manage SHW more easily – including technology support.
- Health standards recommendations will be developed over time with a lot of careful thinking, planning and consultation from managers, unions and associations working together. The Board will review the recommendations in July 2018 and determine the next steps.

- We will be working to align good rural contractor management with good urban contractor management to manage this risk.
- New technology support solution is being developed for the new organisation with input and advice from representatives from the five unions and associations – NZPFU, FRCA, PSA, UFBA and FRFANZ.

What does this mean for us?

- Nothing is more important than the safety, health and wellbeing of our people
- Everybody has the right to go home safe and well after working for the organisation – every time



he waka eke noa

- This whakatauki or Maori proverb represents our commitment
- We are all in 'one canoe' – every person belongs, there are different but equally valuable parts of the same organisation, we need to work together to keep ourselves and others safe and well
- We are all working together in the same direction, protected and supported within a unified purpose of service to our communities
- We will be stronger, safer and healthier together
- This is our commitment to each other



Authorisations and Delegations - Resource Information

Authorisations and Delegations slide

Authorised Person - Frequently Asked Questions



Notices of authorisation

The Legislation

- Operational firefighting powers are given to personnel (employees, volunteers and contractors) and employees of other agencies, e.g. 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
 - Take action at hazardous substance emergencies
 - Take action at other substance emergencies
 - Control and direct personnel and others at an emergency
 - Exercise powers with respect to land and buildings
 - Exercise powers with respect to vegetation
 - Shut off water, close roads and railways etc.
 - Destroy or dispose any by-product.

Day One notices of authorisation

- Each station, brigade and VRFF will be issued with a notice of authorisation before 1 July 2017
- Notices of authorisation will list the people who have been authorised to use these powers:
 - 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 to exercise all powers:
 - Crews will get turned out to the same incident types
 - At all times authorised persons must only take actions that they have been trained to safely perform
 - Consistent with Fire and Emergency New Zealand policies, including the use of dynamic risk assessments and the safe person concept (or equivalent).

Fire and Emergency New Zealand

Authorised Person

Frequently Asked Questions

What is an authorised person?	<p>Authorised person is a term used in the new Fire and Emergency New Zealand legislation to assign functions, duties and powers to personnel.</p> <p>Officers and firefighters get their powers to fight fires and deal with other incident types by being authorised persons.</p>
What are duties, functions and powers?	<p>A duty or function is something that you are required to do under legislation (i.e. an obligation). The word “must” in the legislation usually means that there is a duty or function associated e.g. “an authorised person must...”.</p> <p>A power is something that you are enabled to do under legislation. The word “may” in the legislation usually means that there is a power associated e.g. “an authorised person may...”.</p>
Who will be authorised?	<p>For Day One all operational personnel (officers and qualified firefighters) will be authorised to exercise powers to respond to all emergency types.</p>
What are the key duties, functions and powers of an authorised person?	<p>The details are set out in the new legislation under “Functions, duties, and powers in emergencies”, but at a summary level they include:</p> <ul style="list-style-type: none">• Responding to alarm of fire or any fire reported• Responding to hazardous substance emergency• Responding to emergency that does not involve fire or hazardous substance• Control and direct other people• Powers in relation to land, building, or structure• Powers in relation to vegetation• Other powers (e.g. closing roads, moving people, disconnecting fuel supply)• Destroy or dispose of any by-product
Will people be authorised to respond to emergencies they haven’t received the training or equipment for?	<p>Personnel shouldn’t take any action that they haven’t been trained to do safely, or that they don’t have the right equipment for.</p> <p>All personnel must put safety, health and well-being first and use the tools at their disposal such as the Safe Person Concept, and regularly undertake the dynamic risk assessment process.</p>

How will people be authorised?	<p>Each station, brigade and fire force will receive a Notice of Authorisation before 1 July. The notice will set out all of the duties, functions and powers of an authorised person and list the names of all of the operational personnel in the station, brigade or fire force who are authorised persons.</p> <p>Officers within the station, brigade or fire force will ensure that all firefighters and officers:</p> <ul style="list-style-type: none"> • have the Notice of Authorisation explained to them • understand the duties, functions and powers • are clear on which powers they should and shouldn't exercise
What happens if someone's name is missed off the Notice of Authorisation?	<p>When the notices are distributed there will be instructions on how to make corrections and changes. In the meantime, a firefighter who hasn't been authorised can still ride on the truck and exercise the powers under the direction of an authorised person. So long as there is at least one person at an incident who is an authorised person they can use the power to "control and direct" other firefighters in attendance.</p>
Will the Notice of Authorisation need to be kept up to date?	<p>Yes. When the notices are distributed there will be instructions on how to make changes if someone leaves or joins.</p> <p>After 1 July this process will be streamlined to make things easier to keep up to date.</p>
Will people only be authorised to act within their district?	<p>No. The authorisation applies to any location except defence areas.</p>
Can authorised persons use these powers at any time?	<p>No. These powers can only be used while responding to an emergency.</p>
What is the difference between an authorised person and a Chief Fire Officer?	<p>Under the Fire Service Act the main fire and emergency response powers and duties were those of a Chief Fire Officer. This cascaded down through the rank structure to the Deputy Chief Fire Officer, and then to the person "for the time being in charge" of the brigade.</p> <p>The Fire and Emergency New Zealand legislation doesn't work like that. Individual people need to be authorised in writing, and this authority can't be delegated.</p>
What is the difference between an authorised person and a Rural Fire Officer?	<p>Under the Forest and Rural Fires Act the main fire response powers and duties were those of a Principal Rural Fire Officer (PRFO) and Rural Fire Officers (RFOs). They could also arrange for a deputy to exercise the response powers. RFOs were also warranted to exercise a range of powers that could be beyond responding to emergencies e.g. issuing fire permits.</p>

The Fire and Emergency New Zealand legislation doesn't work like that. Authorised person powers are for exercising powers at emergencies, and this authority can't be delegated. Other powers such as issuing fire permits will be through statutory delegations.



Command and Control - Resource Information

[Command and Control slides](#)

[Command and Control - Frequently Asked Questions](#)

[Command and Control Interim Policy](#)



Key Messages

- We have to be functional and able to respond to emergencies on the 1st July 2017
- Fire Service Act and Forest & Rural Fires Act are repealed as of the 1st July 2017
- Fire and Emergency New Zealand Bill is **enabling** legislation rather than **prescriptive**
- Operational boundaries and the responsibilities of individuals are set down by the Fire and Emergency New Zealand Board as policy and not in law
- What you know as **URBAN** and **RURAL** district boundaries remain the same
- It is a duty of all FENZ personnel to recognise, respect and promote the contribution of Fire and Emergency New Zealand volunteers
- Leadership of urban and rural districts remains the same.
- The policy refers to control vs command in the CIMS context

Fire and Emergency New Zealand



Key personnel

- **Senior Officers** are officers who respond to incidents in a support or control capacity
- **Officers** are officers who are typically responding to incidents in an operational capacity
- A Senior Firefighter who is **officer qualified** and a Crew Leader who is **trained as a Rural Fire Officer** is considered to be a officer when riding in charge of an appliance
- **Non-Officers** are fire fighters
- When a non-officer is in control of a incident, the first arriving officer **must** take control of the incident

Fire and Emergency New Zealand



Working together

Consult, co-operate & coordinate

- This is about having a conversation about the risks, and the best way to manage those risks
- Fire and Emergency New Zealand has a **duty** to recognise, respect and promote the contribution of volunteers
- Everyone **must work together** to ensure incidents are managed safely, effectively and efficiently
- All officers **must respect** the qualifications, skills and experience of each other
- It is a responsibility of more senior officers to mentor and support other officers where ever possible
- A more senior officer for the purpose of this policy is a officer who is more qualified, skilled and experienced

Fire and Emergency New Zealand



Handing over control

- The policy provides guidance to when an officer must hand over control of an incident
- The key focus is that it is okay to hand over control to an out-of-district officer if that is the best way to manage risk
- The officer who takes over has to have more appropriate qualifications, skills and experience for that incident
- Justification for remaining in control of an incident should not be based on district status or whether the officer arrived first.

Fire and Emergency New Zealand



The Initial Conversation

- When a **more** senior officer arrives at the incident they **must** have a **conversation** with the officer who is in control of the incident
- They must get full situational awareness and a briefing from the officer in control of the incident before making the decision to whether they take control of the incident
- If the incident is being managed effectively and efficiently the more senior officer should support the officer in control in a **mentoring and monitoring** capacity. They remain **accountable** whilst at the incident
- If incident is escalating and risks are not being managed the **most** senior officer **must** take control.

Fire and Emergency New Zealand



Decision to take control

- The policy outlines the situations where a **more** senior officer **may** or **must** take control of a incident
- The **more** senior officer has some discretion to leave the officer in control of a incident and to support their management of the incident
- There are times when it is appropriate when a **more** senior officer must take control and the policy provides guidance to when this should occur
- When a dispute occurs to who should be in control the on-call urban or rural **Senior** Officer must be contacted/responded.

Fire and Emergency New Zealand



Scenario questions

Who is in control?

1. Vegetation fire in a rural district, the fire has spread to a house. An urban officer arrives and takes control. A rural officer arrives a short time later
2. Motor vehicle accident in a rural district. A rural officer arrives first and takes control. An urban officer arrives shortly after
3. Large vegetation fire in an urban area. An urban volunteer officer is in control. A senior station officer (out of district) arrives and takes control as the incident is escalating. An in district Chief Fire Officer arrives at the same time as the PRFO
4. House fire in a urban area. A senior station officer is in control and transmits a 2nd Alarm. A Chief Fire Officer (out of district) arrives.

Fire and Emergency New Zealand



What is next

- A online training package is being developed
- A quick reference guide is being developed for all officers and included in officer field guides (red/green)
- A factsheet is being developed for July 1
- Future permanent Command and Control policy will be developed post 1 July.

Command and Control – Interim Guide
Consult, collaborate and coordinate to ensure incident ground safety.
Respect qualification, skills and experience of others.
When an incident is progressing safely and satisfactorily, the **more senior officer (2000)** allow the officer to remain in control when:

- The incident is being managed in a safe and effective manner, and
- The strategy and tactics deployed are adequate and appropriate, and
- There's the required level of resourcing on the incident ground for the complexity and expected duration of the incident, and
- There is an appropriate incident ground structure in place.

The **more senior officer (2000)** take control if:

- The incident is escalating, or
- There are gaps in control issues, and they can provide more structure to manage the incident.

The **more senior officer (2000)** take control if:

- Time critical decisions need to be made, or
- There is a significant safety risk they consider unacceptable, and the danger is so serious that failure to act immediately is likely to cause injury or death, or
- They are requested to by the person currently in control of the incident, or
- The incident conditions are deteriorating to a level where an escalation in the management structure if the incident is required.

If a joint decision cannot be reached, the first arriving officer remains in control of the incident, and the on call duty Senior Officer (urban/urban) will be contacted if required.

Fire and Emergency New Zealand

Command and Control – Frequently Asked Questions

Why did a new policy have to be created? Clarity of who from Fire and Emergency New Zealand is in control of an incident is important to keep our people, people from other agencies and the public safe.

Who is in control of an incident is currently defined by roles, boundaries and rules set out in the Fire Service Act and the Forest and Rural Fires Act. Both of these will be repealed on 1 July 2017, and replaced by the new Fire and Emergency New Zealand legislation.

The new legislation doesn't have as much detail about roles, boundaries and rules and so this detail needs to be set out in operational policy.

What is the difference between "control" and "command"? Under the Coordinated Incident Management System (CIMS):

- "control" operates horizontally across an incident
- "command" operates vertically within an incident, and describes the internal ownership, administrative responsibility, and detailed direction of personnel and resources

For example, an urban officer may be in control of an incident, but a rural officer would command the rural resources, and vice versa.

Why is it only interim? The Board has decided to keep separate urban and rural structures, and keep existing boundaries and roles for Day One. The interim policy reflects this decision.

The Board has also made it clear that it wants to move to a more unified structure in the future, and so the policy will need to be rewritten when that happens.

Why have personnel been listed in only three bands? i.e. senior officer, officer, and non-officer. It needs to be clear that if a firefighter (non-officer) is in control of an incident then an arriving officer must take control, regardless of which district they are from. Senior officers make the final call if there is any uncertainty about who should be in control.

Does this mean a Station Officer has the same rank as a Chief Fire Officer? No, the policy doesn't make any changes to rank structures.

Why is a Senior Firefighter and Crew Leader considered an Officer under this policy?	Both Senior Firefighters who are Station Officer qualified, and Crew Leaders who are appointed as Rural Fire Officers are recognised as an officer within the policy. This enables them to take control of an incident if required.
What do the new helmet markings look like?	The exact mechanism of identification is yet to be confirmed. A range of options are being considered.
Why are we still using the old 'districts' for response?	<p>The Board has decided to keep existing boundaries for Day One.</p> <p>The Board has also made it clear that it wants to move to a more unified structure in the future, and so boundaries and districts will need to be reconsidered when that happens.</p>
Have district boundaries changed?	No, not for Day One. What you knew as your district or area boundaries for both urban and rural response remain as they are.
Why is there such a focus on working together?	<p>There are two key reasons:</p> <ol style="list-style-type: none"> 1. Safety, health and wellbeing – WorkSafe's guidance on the Health and Safety at Work Act requires people to "consult, cooperate, and co-ordinate" and the policy reflects this. 2. Duty to volunteers – the new Fire and Emergency New Zealand legislation places a duty on the organisation to "recognise, respect, and promote the contribution of FENZ volunteers" and "develop policy and organisational arrangements that encourage, maintain, and strengthen the capability of FENZ volunteers".
What is a more senior officer?	<p>There are times when the officer in control of an escalating incident may have concerns about their ability to control that incident. At those times a more senior officer can take control.</p> <p>For this policy it is defined as "The officer who is more qualified, skilled and experienced".</p>
What is meant by more qualified, skilled, and experienced?	<p>People are coming together from different organisations and with different backgrounds. On Day One there won't be a single, unified qualifications or rank structure.</p> <p>The policy recognises that the officer with the most qualifications may not have the most experience, and vice versa. It also allows for considering specialist technical skills or local knowledge.</p>

Officers are expected to have a conversation about the risks that are present and to consider qualifications, skills and experience when deciding who is the right person to be in control to manage those risks.

Why should an in-district officer hand over to an out-of-district officer?

The officer may recognise that the incident's complexity is exceeding their level of skill and experience. In these instances, a handover to a more senior out-of-district officer is appropriate.

Why should an officer hand over to a person of the same rank?

An officer may recognise that the other officer has more specialist skills and experience e.g. in hazardous substances, or wildfire behaviour.

What if I arrive as a more senior officer and I need to take over straight away?

The policy allows for urgent and time critical hand over of control where failure to do so will result in a significant risk to safety of those present. However, efficient and effective communications between officers is critical during the transfer process.

If I mentor and monitor an officer and don't take over, why am I still accountable for the incident?

This is to make it clear that mentoring and monitoring is an active, not a passive role. If the incident is deteriorating, you are expected to take control if required.

Why has 'vegetation fires' and 'other incidents' been used to determine who will control an incident?

Vegetation fires are the core business of our rural personnel and the policy gives them control of these incidents within rural boundaries. Many voluntary rural fire forces respond to other incident types as well. Generally urban personnel are in a better position to take control of "other incidents".

Command and control

M1 POP

Note

This Day One policy was reviewed and approved as part of the implementation of the Fire and Emergency New Zealand Act 2017. The policy will be further reviewed and updated by 1 July 2020.

Introduction

When to use

All operational personnel must follow this policy when responding to fires and designated emergencies across boundaries.

Key personnel and roles

This document uses generic roles, which map to the following ranks or titles. There's no implied hierarchy within the rows of this table.

Generic role	Urban rank	Rural title
Senior Officer	<ul style="list-style-type: none"> National Commander Urban Assistant National Commander Area Commander Assistant Area Commander 	<ul style="list-style-type: none"> National Manager Rural Regional Manager Rural Principal Rural Fire Officer Deputy Principal Rural Fire Officer
Officer	<ul style="list-style-type: none"> Chief Fire Officer Deputy Chief Fire Officer Senior Station Officer Station Officer 	<ul style="list-style-type: none"> Voluntary Rural Fire Force Controller Rural Fire Officer
Non-Officer	<ul style="list-style-type: none"> Senior Firefighter Qualified Firefighter Firefighter 	<ul style="list-style-type: none"> Crew Leader Rural Firefighter

Officer-qualified

A Senior Firefighter who is Officer-qualified is considered to have the equivalent rank of a Station Officer when riding in charge of an appliance.

A Crew Leader who is trained as a Rural Fire Officer and riding in charge of an appliance is considered to be a Rural Fire Officer.

They will be clearly identified by helmet markings.

Boundaries

Urban boundaries	<p>Urban boundaries are the same as defined under the repealed Fire Service Act 1975:</p> <ul style="list-style-type: none">• gazetted Fire Districts• Section 38 agreements. <p>But excluding Defence Areas as defined under section 2 of the Defence Act 1990.</p>
Rural boundaries	<p>These are the:</p> <ul style="list-style-type: none">• Enlarged Rural Fire Districts gazetted under the repealed Forest and Rural Fires Act 1977• boundaries of territorial authorities that were Rural Fire Authorities under the repealed Forest and Rural Fires Act 1977. <p>But excluding Defence Areas as defined under section 2 of the Defence Act 1990, and certain areas of Maori land under DOC agreements.</p>
Boundary maps	<p>Urban and rural boundaries are defined by the maps that can be found in SMART Maps or the list of Urban and Rural Boundaries.</p> <p>Boundaries can also be clarified by contacting Firecom.</p>

Working together

Consult, collaborate, coordinate	<p>At all times personnel responding at incidents must:</p> <ul style="list-style-type: none">• consult, collaborate and coordinate to ensure incidents are managed safely, effectively and efficiently• respect the qualifications, skills and experience of others.
Disagreements	<p>Should a disagreement arise over incident control, the on-call duty Senior Officer (rural or urban) may be contacted.</p>

Considerations when handing over control

Decision to hand over control	<p>The person in control of the incident must hand over control to an arriving officer if the person in control:</p> <ul style="list-style-type: none">• has any concerns about the safety of personnel or the public, or• has any concerns that the size and complexity of the incident may be beyond their qualifications, skills and experience, and• the arriving officer has more appropriate qualifications, skills and experience.
--------------------------------------	---

Considerations before taking control

Initial conversation	<p>A more senior arriving officer must have an initial conversation with the person in control about the incident to get full situational awareness, including a SHURTS or SMEACC briefing.</p> <p>A thorough size-up and dynamic risk assessment of the incident should be conducted.</p> <p>If the arriving officer considers the risks are not being managed in the most effective way, the arriving officer must take control.</p>
-----------------------------	--

Monitor and mentor

When an incident is progressing safely and satisfactorily, the more senior officer may allow the officer to remain in control when:

- the incident is being managed in a safe and effective manner, and
- the strategy and tactics deployed are adequate and appropriate, and
- there's the required level of resourcing on the incident ground for the complexity and expected duration of the incident, and
- there's an appropriate incident ground structure in place.

If the more senior officer remains at the incident, they should monitor, support and assist the officer who is in control.

The more senior officer is still accountable when they remain on the incident ground. They have a responsibility to work with the officer in control to eliminate or minimise any safety concerns and operational issues they identify.

Decision to take control

The more senior officer may take control if:

- the incident is escalating, or
- there are span of control issues, and
- they can provide more structure to manage the incident.

The more senior officer must take control if:

- time critical decisions need to be made, or
 - there's a significant safety risk that they consider unacceptable (and imminent), and the danger is so serious that failure to act immediately is likely to cause serious injury or death, or
 - requested by the person in control of the incident, or
 - incident conditions are deteriorating and there is an increased risk where there's a need to escalate the management of the incident.
-

Actions to take control

Steps

The more senior officer must complete the following steps when taking control of an incident:

1. Advise the person in control that they are taking control.
 2. Transmit an incident ground SitRep to advise the change in control.
 3. Get a thorough handover from the person in control.
 4. Transmit a K45 message to Firecom.
-

Incidents inside rural boundaries

When an incident is within a rural boundary, the following operational personnel can take control of the incident:

Type of incident	Who takes initial control?	Who takes control once officer(s) arrive?		
Vegetation fire	The most senior person on the first arriving fire appliance.	If the person in control is a...	and an...	then the arriving officer...
		Non-Officer	Officer arrives	must take control. (Regardless of risk-status, or in or out-of-district status.)
		Urban Officer	Rural Officer arrives	may take control or direct another person to take control.
		Rural Officer	Urban Senior Officer arrives	may take control or direct another person to take control. Note: The Principal Rural Fire Officer should be consulted.
		Urban Senior Officer	Rural Senior Officer arrives	may take control or direct another person to take control, or may choose to leave the Urban Senior Officer in control while they command rural resources.
Any other incident type	The most senior person on the first arriving fire appliance.	If the person in control is a...	and an...	then the arriving officer...
		Non-Officer	Officer arrives	must take control. (Regardless of risk-status, or in or out-of-district status.)
		Rural Officer	Urban Officer arrives	may take control, or may choose to leave the Rural Officer in control while they command urban resources.
		Urban Officer	Urban Officer from the same fire district arrives	may take control if they are of higher rank.
			Urban Officer from a different fire district arrives	should have the 'initial conversation' with the officer in control and make a joint decision about who should take control. If a joint decision cannot be reached, the first arriving officer remains in control and the on-call duty Urban Senior Officer may be contacted if required.
		Rural Senior Officer	Urban Senior Officer arrives	may take control, or may choose to leave the Rural Senior Officer in control while they command urban resources.

Incidents within urban boundaries

When an incident is within an urban boundary, the following operational personnel can take control of the incident:

Type of incident	Who takes initial control?	Who takes control once officer(s) arrive?		
		If the person in control is a...	and an...	then the arriving officer...
Vegetation fire	The most senior person on the first arriving fire appliance.	Non-Officer	Officer arrives	must take control. (Regardless of risk-status, or in or out-of-district status.)
		Rural Officer	Urban Officer arrives	should have the 'initial conversation' with the officer in control and may take control. The Rural Officer has command of rural resources.
		Urban Officer	Rural Officer arrives	should have the 'initial conversation' with the officer in control, but may only take control if the in-district officer asks them to.
		Urban Officer	Rural Senior Officer arrives	may take control of a vegetation fire that requires specialist rural resources and tactics. Note: The Urban Senior Officer should be consulted.
		Rural Senior Officer	Urban Senior Officer arrives	may take control or direct another person to take control. The Rural Senior Officer has command of rural resources.
Any other incident type	The most senior person on the first arriving fire appliance.	Non-Officer	Officer arrives	must take control. (Regardless of risk-status, or in or out-of-district status.)
		in-district Officer	out-of-district Officer arrives	should have the 'initial conversation' with the officer in control, but may only take control after following the steps in the 'Decision to take control' section.
		out-of-district Officer	in-district Officer arrives	should have the 'initial conversation' with the officer in control, and may take control if required.
		Urban Officer	Urban Senior Officer arrives	may take control or direct another person to take control.

Definitions

Definitions

The following terms are used in this policy:

Term	Definition
Dynamic Risk Assessment	A process used by operational personnel to manage risk on the incident ground in rapidly changing situations.
Firecom	The radio call sign for the Fire Communications centre.
K codes	How operational personnel transmit messages to ensure radio congestion is kept to a minimum. K45 stands for command responsibility change (state name).
More senior officer	The officer who is more qualified, skilled and experienced.
Person in control	The Incident Controller (IC) under the New Zealand Coordinated Incident Management System (CIMS).
Rural Fire Officer	An appointed rural incident controller. They may be a volunteer, a contractor or an employee of another agency e.g. DOC.
SHURTS	Stands for S ize up H azards U sing R equirements T actics S tructure.
SitRep	Stands for Situation Report. A report that may be transmitted on incident ground radios or to Communications Centres.
SMART Maps	A suite of dynamic and interactive maps designed to help users quickly access spatial (location-based) data. It is integrated with the Station Management System (SMS).
SMEACC	Stands for S ituation M ission E xecution A dministration C ommand C ommunications. It's an acronym for a standard sequence when directing actions.

Document information

Owner	Chief Executive
Last reviewed	1 July 2017
Review period	Every second year

Record of amendments

Date	Brief description of amendment
1 July 2017	This interim policy has been reviewed and approved to provide clarity as to who has command and control of an incident from Day One of Fire and Emergency New Zealand. The policy will be further reviewed and updated by 1 July 2020.



Inspector Powers - Resource Information

Inspector Powers slide

Inspector Powers - Frequently Asked Questions



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/specialist fire investigators and rural level 2 fire investigators will have training prior to Day One and then will be appointed to have inspector powers.
- 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 causes 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.

Fire and Emergency New Zealand

Inspector Powers – Frequently asked questions

What are the inspector powers?

They are:

- Powers of entry and inspection
- Power to enter homes and marae
- Power to deal with cause of imminent danger
- Power to take samples and other objects and things
- Power to restrict or prohibit entry to sites

Who can use the inspector powers?

To use the inspector powers, you need to be trained and appointed in writing, and Fire and Emergency New Zealand is required to issue an identity card. If you haven't received a notice of appointment you can't use the powers.

Who will be appointed to use the inspector powers?

From Day One it will generally be Fire Risk Management Officers and Level 2 rural fire investigators who are appointed to use the:

- Powers of entry and inspection
- Power to enter homes and marae
- Power to restrict or prohibit entry to sites

From Day One a smaller group of people (several in each region) will be appointed to use:

- Power to deal with cause of imminent danger
- Power to take samples and other objects and things

Once further training is developed it is likely that more people will be trained and appointed to use more of the inspector's powers.

When can the inspector powers be used?

The entry and inspection powers are for:

- pre-incident planning
- assessing compliance with relevant fire safety legislation
- conducting post-incident analysis

What "relevant fire safety legislation" are inspectors assessing compliance against?

Relevant fire safety legislation includes the following Acts and associated regulations:

- Fire and Emergency New Zealand Act 2017
- Building Act 2004
- Local Government Act 2002
- Local Government Act 1974
- Hazardous Substances and New Organisms Act 1996
- Radiation Safety Act 2016
- Sale and Supply of Alcohol Act 2012
- any former enactments replaced by any of the Acts referred above

Does an officer need the inspector powers to do pre-incident planning and post-incident reporting?	<p>No. Operational officers must ask for consent from the occupier to enter to do pre-incident planning. They must get help from someone with inspection powers if entry is refused or because there is no one on-site to give consent.</p> <p>Operational officers don't need to use inspector powers to determine likely origin and cause for Station Management System (SMS) reporting at the end of an emergency.</p>
What should we do if we need to do an investigation and we can't get consent and an inspector isn't around?	If an investigation is needed, an authorised person can temporarily restrict or prohibit access to the site of an emergency (for example to preserve evidence) until an inspector arrives. The authorised person needs to talk to an inspector before they do this.
What is special about the inspector powers?	Entering and inspecting private property without consent is a serious matter. This is even more so for people's homes and marae. People's rights are protected under modern legislation including the Search and Surveillance Act and the Bill of Rights Act. To ensure that those rights are protected the inspector powers are subject to certain provisions of the Search and Surveillance Act.
Can inspectors just go into homes?	No. They must either get the consent of an occupier or apply to an issuing officer of the court to get an "entry warrant". Please note this is different to a "search warrant".
Can inspectors just go onto marae?	<p>No, not without consent of an occupier or under an entry warrant from an issuing officer. Entry onto a marae and associated buildings must take into account the kawa (protocol) of the marae so far as practicable.</p> <p>In addition, an inspector must ask Comcen to page the Pou Herenga Māori / National Advisor Māori who will arrange support from a Maori Liaison Officer to help them understand these requirements.</p>
Can an inspector apply for a search warrant?	Not immediately. Obtaining a search warrant is a very specific process and will need to be authorised by senior management. Although the new legislation provides the ability to apply for a search warrant under the Search and Surveillance Act, this is unlikely to happen very often.
Will inspectors be writing "tickets"?	Not from Day One. Fire and Emergency New Zealand won't be issuing "tickets" (infringement notices) until infringement regulations are in place, which is expected to be from 1 July 2018.

It has not yet been decided who will issue infringement notices, but it is likely to be a relatively small group of people

What is imminent danger?

Guidance is being developed to explain when it would be appropriate to use this power. However, generally "imminent" means that something is likely to happen, and it is likely to happen soon. It doesn't cover situations where something might happen, or might happen sometime in the future.



Identity - Resource Information

Identity slides

Developing our identity



"I was a bit unsure about being on the Identity Panel, but all views were well debated, well thought out and understood and tested. We came up with an identity I think all fire fighters would be proud to wear."

Craig Gold, NZFS SSO Thorndon

"The Identity Panel was united in its decision. What the new identity represents is a fresh start."

Mike Grant, PRFO, Southland



- 39 meetings over four months
- 260 questionnaires with fire services personnel
- 2 rounds of public research
- 12 person identity panel from across the services, including union reps, responsible for guiding the design and making a final recommendation to the Board

Fire and Emergency New Zealand

Insights



Battenberg markings are a pattern of high-visibility used primarily on the sides of emergency service vehicles in several European countries, Australia, Hong Kong, and New Zealand. The name comes from the similarity in appearance to the cross-section of a Battenberg cake.



Public insights – the new identity

- Not after radical change – just simplify / more dynamic
- Crown not important, but silver fern is – protect New Zealand
- Understood helmet and axes
- Liked idea of consistent strip on vehicles
- Red and yellow Battenberg means international fire services

"The new logo should be an evolution - a tweak rather than a radical change"

Fire and Emergency New Zealand

Our new logo explained



The gold SERVIMUS star is retained as reassurance for the public and a symbol of pride for personnel. Three-quarters of personnel wanted to keep it.

The SERVIMUS values are: Service, Efficiency, Resourcefulness, Valour, Integrity, Mobility, Unity, and Strength

The silver fern symbolises New Zealand

Unique fire symbols of a traditional helmet and the crossed axes – one urban, one rural



Whakarātonga Iwi translates as 'serving our people'. This is core to the spirit of our service to New Zealand

The logo uses the internationally recognised Battenberg chequered pattern – shorthand for emergency services

The colours of the new logo bring together the red and yellow from urban and rural fire appliances. The blue provides authority and calm.

The logo begins with the word 'FIRE' for quick reference in an emergency

Personnel and the public said it made sense to lose the 'and' in Fire and Emergency NZ to keep the logo simple

2:1 personnel and public interviewed said the new logo was more relevant without the crown

Logo concept only, may change slightly in final design

Fire and Emergency New Zealand



Arm Badge



Fire and Emergency New Zealand



Arm Badge



45

Fire and Emergency New Zealand



Urban Appliance



Fire and Emergency New Zealand



Rural Appliance



Fire and Emergency New Zealand



White fleet



48

Fire and Emergency New Zealand



Identity Rollout - Next steps

Before Day One:

- Business cards ready for Online Ordering and stationery starter packs for regional offices
- Digital branding – Email signature, PowerPoint templates, Letterhead, Screensaver
- Key collateral: P Card, Identity Cards, other collateral to be confirmed.
- Mid June: Version One of the Fire and Emergency New Zealand Brand guidelines available

Planning under way:

- For staged rollout across fleet and uniforms

49

Fire and Emergency New Zealand



Let's keep the conversation going



Email
myvoice@fenzproject.co.nz



Find out more
www.fenzproject.co.nz



Follow
[@fenztransition](https://www.facebook.com/fenztransition) on Facebook



Visit
88 The Terrace, Wellington