CONTACT INFORMATION

Find out, at a glance, where you can get more support or help from Day One.

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

Who do I call if my phone, pager, computer, radio, or printer is not working?

Contact the ICT Helpdesk on 0800 374 843, from now onwards.

- For all computer, password, or Motorola ICG Radio queries - press 1
- For SMS, SMART and MPAD queries - press 2
- For operational comms questions, including HAZMAT commands - press 3.

After 1 July, you can also email ictsupport@fireandemergency.nz

TRANSITION SUPPORT

Who do I contact if I have any questions about the transition?

The Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz

HR SUPPORT

Who do I contact if I have questions about my pay? Or my leave?

Your leader, your business services people, or the Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz

SAFETY, HEALTH & WELLBEING

How do I report a workplace injury, near miss, new hazard, or psychological concern?

In the same way you do now. For example, through your officer, manager, PRFO, CFO, or fire controller – whichever is applicable.

You can also:

- Report the event directly in the Accident & Event Reporting & Investigation Kiosk (AERIK), or
- Contact the Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz

Where can I get practical advice and guidance?

In the same way you do now. Or by contacting Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz

PUBLIC OR MEDIA ENQUIRIES

Where can the public find information about our new organisation?

The new Fire and Emergency New Zealand website (fireandemergency.nz) and our Facebook pages.

What do I do if the media contacts me about Day One?

If you need any help answering a media enquiry, please contact the Communications Team in NHQ on 027 591 8837.

More information, including a Day One media 'backgrounder' and the media policy are on fenzproject.co.nz (go to Day One tab) and in the 'How to I …?" section of the intranet.

COMMUNICATIONS

How do I keep up to date?

An outline of the apps, publications, and social media we use to communicate with our people and communities is in the 'How to I …?" section of the intranet.