

03

REFERENCE CARD

FOR EMPLOYEES

Find out, at a glance, where you can get more information about being a Fire and Emergency New Zealand employee from Day One.

DAY ONE READINESS

Where do I find policies and procedures that apply to me from 1 July?

Operational policies and procedures for urban personnel can be searched for under 'Find a document' on the intranet.

Operational information for rural personnel is in your district's interim fire plan. Talk to your PRFO or DPRFO in the first instance.

Non-operational policies and procedures are located in the 'How do I ...?' section of the intranet, accessible from the home page.

For 1 July, Fire and Emergency New Zealand non-operational policies are based on updates of the relevant New Zealand Fire Service policies.

What, if any, training do I need on policies and procedures?

People will be contacted directly or through their manager if they need to receive any face-to-face training before 1 July.

More information, and a calendar, is available on fenzproject.co.nz (go to Day One tab then Training & Capability). From 1 July, use the 'Quick Link' on the home page of the new intranet.

Where do I find e-learning modules and training records?

Learning Station is the online learning website, supporting the delivery, management and recording of training.

It is available on the new intranet under 'Tools and Applications'.

Note that not all rural training records may have been migrated by 1 July, but they will be. Talk to your manager if you can't find your records.

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

What is my login name and password?

From 1 July, all Fire and Emergency New Zealand personnel will have a new user name in the IT system. The format will be `firstname.lastname@fireandemergency.nz`

If you have previously been using the system, for example as an NZFS employee, you will need to enter your new user name and then use your existing password.

If you are new to the system, you will get a password provided to you before 1 July. You will be able to change this password after you have logged in for the first time.

What is my email address from 1 July?

`firstname.lastname@fireandemergency.nz`

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

Contact the ICT Helpdesk on 0800 374 843.

- 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

The logo consists of the characters '3a' in a bold, white, sans-serif font, centered on a red rectangular background. To the left of this red rectangle is a dark blue rectangle, and below it is a yellow rectangle. The entire graphic is set against a white background.

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ADMINISTRATIVE

Where can I see my payslips and leave balances?

Check your pay and leave details online, by going to 'Quick Links' on the intranet home page. Or contact your business services people for assistance.

How do I claim an expense?

This will be managed through the Finance team at NHQ but you can submit claims through your business services people.

More information will be included in the 'How do I ...?' section of the new intranet, including how to apply for leave, or claim for expenses, overtime, or allowances, and a timesheet for casual workers. Contact your business services people for assistance.

What do I say when I answer the phone on Day One?

You can choose to either say "Fire and Emergency New Zealand" or "Fire and Emergency".

SAFETY, HEALTH & WELLBEING

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

In the same way you do now.

See the 'SHW' card in this pack for more detail.

How do I get help and advice on safety, health or wellbeing questions or concerns?

In the same way you do now.

See the 'SHW' card in this pack for more detail.

Check out the Day One section of fenzproject.co.nz, or talk to your leaders or business services people, for more information. From 1 July, you can also contact the Transition Helpdesk Team on 0800 232 015 or support@fireandemergency.nz with questions about HR, pay, fleet management, property, safety, health & wellbeing, etc.