

04

REFERENCE CARD

FOR VOLUNTEERS

Find out, at a glance, where you can get more information about Day One for volunteers in Fire and Emergency New Zealand.

WHAT'S NEW

How does the new legislation apply to me?

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

Volunteers will become Fire and Emergency New Zealand personnel. Your main relationship will continue to be with your stations, volunteer fire brigades, or Voluntary Rural Fire Forces (VRFF).

The *Volunteer Engagement* document sets out the terms of engagement with the new organisation, and can be found under the Day One tab on fenzproject.co.nz

What, if any, policies and procedures are changing on 1 July 2017 that I need to know about?

You will be contacted if you need to receive any face-to-face training before 1 July on any policies or procedures that have changed.

For more information, see the 'On the ground' card in this pack.

IMPROVED VOLUNTEER SUPPORT

Where can I find out more about the extra support available to me?

A range of initiatives are 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
- Wellbeing 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.

For more information on these initiatives, visit the Day One page on fenzproject.co.nz or the dedicated online resource for volunteers, available from the homepage of the new intranet.

How do I access the Volunteer Issues Process? And the Interim Dispute Resolution Process?

Check out the Day One tab on fenzproject.co.nz or the dedicated online resource for volunteers, available from the home page of the intranet.

SAFETY, HEALTH & WELLBEING

How do I report an injury, near miss or new hazard?

In the same way you do now. For more detail, see the 'SHW' card in this pack.

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

In the same way you do now. For more detail, see the 'SHW' card in this pack.

4a

REFERENCE CARD

What support do I get if I injure myself?

If your injuries are related to Fire and Emergency New Zealand work activities, ACC will support your injury and recovery.

If you have lost time from your usual employment, you can apply for reimbursement of the first week of lost time and a 20% top up payment for further time lost, from Fire and Emergency New Zealand. This is available to rural and urban volunteers.

The process is administered through the United Fire Brigades' Association. Find out more on ufba.org.nz or call 04 237 0265.

TRAINING

What training do I need for Day One?

You will be contacted if you need to receive any face-to-face training before 1 July.

See the 'On the ground' card in this pack or go to fenzproject.co.nz (Day One tab then Training & Capability) for more information, including a calendar.

From 1 July, you can use the 'Quick Link' on the home page of the new intranet.

EXPENSES AND REIMBURSEMENT CLAIMS

How do I claim mileage or reimbursement for loss of income?

All current reimbursement and payment arrangements for urban and rural volunteers will remain in place after 1 July.

However, there will be some changes to how these are processed by business services people, and people managers. Those involved in processing time sheets have been informed of the changes.

Current reimbursement guidelines for urban volunteers are in the Volunteer Hub, available from the home page of the intranet. Guidelines for rural volunteers are in development. We'll let you know when these are available.

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 volunteer, 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?

`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 IGC Radio queries - press 1
- For SMS, SMART and MPAD queries - press 2
- For operational comms questions, including HAZMAT commands - press 3

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.