



REFERENCE GUIDE

CONTACT INFORMATION

June 2017

Where can I get more information, support, or advice about Fire and Emergency New Zealand ...

ICT, ASSETS & PROPERTY

Who can help with ICT or property related issues experienced by Fire and Emergency New Zealand personnel working at our premises?

For ICT issues, contact Fire and Emergency New Zealand's ICT Helpdesk on 0800 374 843 or ictsupport@fireandemergency.nz

For assets and property related issues, contact Fire and Emergency New Zealand's Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz

FINANCE

Who can help with fire related accounts payable and P cards?

Accounts Payable Team Leader, Joanne Devereux, on 04 496 3666 or accounts.payable@fireandemergency.nz

Who do I contact about any other fire related finance questions?

Financial Controller, Neil Singh, on 04 462 4961 or neil.singh@fireandemergency.nz

See the 'Finance cut-over processes' reference guide for more detail.

RURAL FIRE PERMITS

Where can the public apply for fire permits?

Talk to your nominated 'point of contact' person to find out what your Council's arrangements are with Fire and Emergency New Zealand.

To check the season status in an area, please visit www.checkitsalright.nz or call 0800 658 628.

Further information about fire seasons and prohibitions and restrictions is available on www.fireandemergency.nz

Will the community be informed through public notices about rural fire permits?

Public notices about rural fire seasons will be issued by Fire and Emergency New Zealand.

PUBLIC OR MEDIA ENQUIRIES

What can I tell my community about Fire and Emergency New Zealand?

A new organisation – Fire and Emergency New Zealand – starts on 1 July 2017.

It brings together more than 14,000 people from 40 different organisations into one unified entity.

It's a new name, but the same services.

The response you get from your local fire crew will not change. They will still respond to the same emergencies they do today.

Please continue to call 111 in an emergency and your fire crew will be there to help protect you, your property, and your community.

Where can people in my community find more information about the new organisation?

The Fire and Emergency New Zealand website (www.fireandemergency.nz) and its Facebook page (FireAndEmergencyNZ).

What do I do if the media contacts me with fire and emergency questions?

If you need any help answering media questions about a fire or other emergency, please contact Fire and Emergency New Zealand's Communications Team on 027 591 8837.

You can also direct the media to www.fireandemergency.nz or fenzproject.co.nz (Day One>Big Picture) for background information about the reforms and the transition.

COMMUNICATIONS

Who is my local Fire and Emergency New Zealand contact?

In most cases, it will be the same person.

Fire and Emergency New Zealand is a national organisation, comprising five regions. Each region has two managers – urban and rural – who are part of Fire and Emergency New Zealand's Operational Leadership Team, reporting to the Chief Executive.

More information about Fire and Emergency New Zealand's national, regional, and local leaders, and their contact details, are on the website (www.fireandemergency.nz).

How do I contact Fire and Emergency New Zealand?

Contact details for key Fire and Emergency New Zealand people are on the website (www.fireandemergency.nz)

Please continue to call 111 in an emergency.

Phone numbers remain the same but email addresses have changed. They are now: firstname.lastname@fireandemergency.nz

Note there is no '.org' or '.co' in the email address.

How do I keep up to date with any changes?

The Project will keep in contact with your nominated 'point of contact' person about anything that relates directly to your organisation.

You can also find out more about Fire and Emergency New Zealand by:

- Following us on Facebook (FireAndEmergencyNZ)
- Going to our new website (www.fireandemergency.nz)
- Going to the 'For local government' page in the Tool Kit on the Project website (fenzproject.co.nz)

Who is my contact in the Project for anything else?

Senior Business Analyst, Alice Makwana, is coordinating the Project's work with territorial authorities. She can be contacted on 04 498 5626, or alice.makwana@fenzproject.co.nz

Note that the Project team's phone numbers and emails remain the same.

You can also contact Fire and Emergency New Zealand's Transition Helpdesk on 0800 232 015 or support@fireandemergency.nz with any questions. They will put you in touch with the right person