

01

REFERENCE CARD

Find out, at a glance, information to help you mark Day One of Fire and Emergency New Zealand.

DAY ONE EVENTS

How is the start of the new organisation being publicly recognised?

The establishment of Fire and Emergency New Zealand will be formally marked by the Minister of Internal Affairs Peter Dunne at an event in Ashburton on 1 July.

All stations, brigades and Voluntary Rural Fire Forces are also encouraged to hold events with their communities.

What support will there be for events?

We are supporting events to honour our proud history, thank our people for the great work they do, and look forward to a bright future.

We will be providing funding to contribute to the cost of events our stations, brigades and VRFFs hold with the communities they serve.

Funding will be allocated according to a formula based on the number of firefighters per station, brigade or VRFF, at \$15 per head.

For other locations such as National and Regional Headquarters, there will also be an event, such as a morning tea, to acknowledge and thank our people.

How will the funding for events be distributed?

Urban: Funding will be deposited in existing brigade social club/grant bank accounts.

Rural: Efforts are being made to set up VRFF grant bank accounts to distribute funding - if these are not available in time the PRFO will be authorised to purchase on their behalf (within agreed funding limits).

What can we use the Day One events grant for?

Stations, brigades and VRFFs are being encouraged to use the grant for a morning tea, BBQ or some other community event to mark the start of Fire and Emergency New Zealand.

Please note, the funding provided for celebrations is not to be used to purchase alcohol.

Can we unveil our plaque on Day One?

If you want to. Plaques are a traditional form of recognising a special event.

The Fire and Emergency New Zealand plaque signifies the coming together of urban and rural fire services into a new organisation. The plaque showcases our new visual identity, and will stand the test of time.

It is made of a combination of rimu timber (symbolising rural) and stainless steel (symbolising urban), which come together in the battenburg strip which is part of our visual identity.

Do we have to hold an event on 1 July?

What you decide to do is completely up to you and your colleagues. You may choose to mark the establishment of Fire and Emergency New Zealand at a regional or local level, bringing together rural and urban, career and volunteer personnel, or in your own team. You can do something before or after 1 July.



REFERENCE CARD

What Fire and Emergency New Zealand branded materials can we use for an event?

You can use the posters showcasing the new identity and logo that are included in your Day One Tool Kit.

In your Tool Kit you will also find some postcards that you can hand out to your community.

In addition, you can order current promotional resources through the OLO system.

If you are wanting resources to hand out to children at any events, there are some fire safety stickers and temporary tattoos available, that don't have either the current or the new branding on them. These can be found using order codes FS1726 and FS1713.

If you don't already have access to OLO or want to enquire about promotional resources, please contact: Online.Ordering@fire.org.nz

You can also use Fire and Emergency New Zealand letterhead for invitations. Email myvoice@fenzproject.co.nz if you haven't got the electronic letterhead template.

Can I invite the media to attend our event?

Yes, if you think it's appropriate. A media 'backgrounder' will be available on the project website fenzproject.co.nz under the Day One tab.

We're happy to help where we can.

Feel free to email us with details of your event at myvoice@fenz.co.nz

Do you want photos of our events?

Yes please! Please include the names of who is in the photos, and where and when the picture was taken.

You could email them to us via myvoice@fenzproject.co.nz or post them on Facebook with #FireAndEmergencyNZ

Will there be new uniforms for Day One?

We do want to make sure the identity is highly visible at the Day One national Ministerial event in Ashburton, and on the shoulder of senior leadership uniforms across the country. So you will see our hosts in Ashburton – the urban and rural volunteers – and senior leaders in shirts featuring the new logo.

We won't be able to roll out the new identity everywhere by Day One. Planning is getting underway for the medium-term rollout across new vehicles, uniform and premises, with detailed schedules and budgets to be finalised.

The new logo will appear on current uniforms over time, but keep in mind that there will be a full review of current uniforms during the integration phase (the next three years).

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.

02

REFERENCE CARD

Find out, at a glance, where you can get more information to help you on Day One.

FOR PEOPLE MANAGERS

DELEGATIONS

What HR and financial delegations do I have?

For many people managers, this will remain the same. You can check out your delegations and spending level on the new intranet (search by 'Delegation') after 1 July.

FINANCE

How do I pay bills and invoices?

Approving invoices and managing reimbursement of expense claims will be done using the Approval Plus online system. It is available on the intranet under 'Tools and Applications'. Check out the 'How do I ...?' section of the intranet.

How do I do financial reports?

Financial reporting will be done through the JDE online system. It is available on the intranet under 'Tools and Applications'. Check out the 'How do I ...?' section of the intranet.

TRAVEL AND ACCOMMODATION

How do I book travel or accommodation?

Through Orbit travel, an online system for booking flights, hire cars, and accommodation. It is available on the intranet under 'Tools and Applications'. Check out the 'How do I ...?' section of the intranet.

HUMAN RESOURCES (HR)

How do employees check their pay, or apply for leave?

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

Pay cycles following 1 July will be fortnightly on a Wednesday. The first pay day will be 5 July for all employees (this will be a part pay for rural employees as they are changing over from a different pay cycle).

More information is available on the intranet under 'How do I ...?'.

What is the reimbursement and payments process for rural volunteers?

There will be some changes for processing reimbursements and expense payments for rural volunteers.

Those involved in processing time sheets and claims will be informed of the changes, with supporting material available on the new intranet.

How do I recruit new people to my team?

Check with your regional HR Business Partner.

The recruitment policy, HR Business Partner contact details, and more information, is on the intranet under 'How do I ...?'.

If you are in the middle of a recruitment process at 1 July, you should continue this process as planned.

FLEET

How do I manage fuel cards, road user charges, vehicle repairs, regular fitness checks? Who do I contact about fleet related questions?

Current arrangements will continue wherever possible. Contact your business services people in the first instance or the Fleet Management team at NHQ. Also check out the 'How do I ...?' section of the intranet.

2a

REFERENCE CARD

PROPERTY

Who do I contact with any questions I have about property management or maintenance?

Current arrangements will continue wherever possible. Contact your business services people in the first instance, or the Property Management team at NHQ. Also check out the 'How do I ...?' section of the intranet.

SUPPLIERS

How do I set up a new supplier arrangement?

Current arrangements will continue wherever possible. Contact your business services people in the first instance, or the Procurement or Accounts Payable teams at NHQ. Also check out the 'How do I ...?' section of the intranet.

RECORDS MANAGEMENT

How do I file or manage electronic or hard copy files, records and information?

Fire and Emergency New Zealand information management will be based on NZFS systems. For people who are new to these tools, support and advice is available from the NHQ Knowledge and Information Management Team. Check out the 'Information & Records' page on the intranet. Or contact records@fireandemergency.nz or your business services people for more information.

TRAINING

What training do I need by Day One?

People will be contacted directly or through their manager if they need to receive any face-to-face training before 1 July. Training of business services people is already underway.

More information, including 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 intranet under 'Tools and Applications'. Also check out the 'How do I ...?' section of the intranet.

How do I organise training?

Current training practices across urban and rural won't change on 1 July, and all prior learning and qualifications will be recognised.

Any training already approved and booked for after 1 July will continue.

From 1 July, you can book online, through the Training 'Quick Link' on the home page of the new intranet.

SAFETY, HEALTH & WELLBEING

What support is available to my team?

Your Region SHW Advisors, the National Welfare Liaison Officer, and the National SHW Manager, are all available to help you and your team with information and advice.

More information about the services available and how to access them is in the 'SHW' card in this pack.

The logo consists of the letters '2b' in a bold, white, sans-serif font, centered on a red rectangular background. To the left of this red rectangle is a dark blue vertical bar. The entire logo is positioned on a white background that has a red and blue geometric shape on the left side.

REFERENCE CARD

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

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

What is the new public website address?

fireandemergency.nz

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

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, passwords, or Motorola ICG Radios queries - press 1
- For SMS, SMART and MPAD queries - press 2
- For operational comms questions, including HAZMAT commands - press 3

How do I refer to the new organisation, such as when I answer work phone calls?

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

STATIONERY, TEMPLATES, AND BRANDING

How do I order stationery?

Business services people will be provided with more detail about this before 1 July.

What templates are available in the new logo? And where do I find them?

The following templates will be available on the new intranet from 1 July: letterhead, memo, report, and a Powerpoint presentation.

Electronic email signatures will also be available.

Who do I contact if I want a different template, new signage, or something else to be branded with the new logo, after 1 July?

Contact the Transition helpdesk on: 0800 232 015 or support@fireandemergency.nz

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.

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?

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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
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REFERENCE CARD

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.

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)

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05

REFERENCE CARD

ON THE GROUND

Find out, at a glance, where you can get more information about operational matters from Day One.

OPERATIONAL INFORMATION

Where do I find information on key operational matters?

There are fact sheets and videos on a number of operational topics, including:

- Command and Control
- Authorised Persons
- Inspector Powers.

These are on fenzproject.co.nz (go to Toolkit tab then Leader Resources). You may have covered these topics at the Day One Preparation Session, but if you have further questions, talk to your leader.

There is also training planned on a number of topics. People will be contacted directly or through their manager if they need to receive any face-to-face training before 1 July.

More information about training for Day One, including a calendar, is available on fenzproject.co.nz (go to Day One tab then Training & Capability).

Which operational instructions should I follow?

The key new operational policy is the Command and Control Policy, which supersedes any previous command and control policies.

Other than that:

- Urban operational personnel will find all urban operational instructions in the 'Find a document' section of the intranet (in Operational Instructions category)
- Rural operational personnel should continue to follow the policies and procedures in their district's interim fire plan. Talk to your local leader.

COMMAND & CONTROL

Who is in control at an incident?

Details about roles, boundaries and rules are set out in operational policy. Find out more by:

- Speaking with your local leader
- Reading the Command and Control section of the *Day One Preparation Session Participant Pack* or the fact sheet. Both are available on fenzproject.co.nz (go to Toolkit tab then Leader Resources)
- Completing the Command and Control e-Learning module if notified to do so.

Can contractors or employees of other agencies, such as DOC, take control of an incident?

Yes, if they are appointed as a Rural Fire Officer.

What do I do if responding to a fire on DOC land?

You should continue to respond as you currently do. Find out more by speaking with your local leader.

POWERS AND AUTHORISATIONS

Am I authorised to respond to fires and other incidents?

Operational officers and firefighters get their powers to fight fires and deal with other emergencies by being authorised persons.

The intent is to authorise all operational personnel (officers and qualified firefighters) for 1 July. Your station, brigade or VRRF will receive a *Notice of Authorisation*, setting out the names of all authorised persons, before 1 July.

5a

REFERENCE CARD

Find out more by:

- Speaking with your local leader
- Reading the Authorised Persons fact sheet available on fenzproject.co.nz (go to Toolkit tab then Leader Resources)
- Completing the e-Learning module if notified to do so.

Who has inspector powers, and what are they?

People needing inspector powers will be appointed in writing and issued an identity card. Find out more by:

- Speaking with your local leader
- Reading the Inspector Powers factsheet, available on fenzproject.co.nz (go to Toolkit tab then Leader Resources).
- Completing the Inspector Powers e-Learning module if notified to do so.

REPORTING INCIDENTS

How do I report an incident?

All incidents should be entered into SMS Incident Reporting Module from 1 July.

For those of you who do not have direct access to SMS, a new process will be established by 1 July. Find out more about the process by speaking with your local leader or business services people.

How do I use SMS?

Find out how to use the Incident Reporting Module in SMS by:

- Using the tool tips within the SMS Incident Module
- Completing the SMS e-Learning module if you are a new user.

What's changed in SMS?

Get an overview of changes to the SMS's Incident Reporting Module in the 'SMS' card in this pack.

HAZARDOUS SUBSTANCES

What do I need to do about hazardous substances?

From 1 July, carry on doing what you are currently trained and equipped to do.

There are a number of functions, duties, and powers to be aware of around hazardous substance emergencies. An overview is available in the fact sheet on fenzproject.co.nz (go to Toolkit tab then Fact sheets).

Find out more by:

- Speaking with your local leader
- Completing the Hazardous Substances e-Learning module if notified to do so. This will be available in July.

FIRE PERMITS

How will fire permits be issued?

From 1 July, Fire and Emergency New Zealand is responsible for fire permitting.

While a new national system is being developed, we will have interim solutions in place from 1 July.

Personnel who will be issuing fire permits will be provided with details of the process.

Please direct people wanting to apply for a permit to our new website: fireandemergency.nz

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.

06

REFERENCE CARD

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

SAFETY, HEALTH & WELLBEING

HE WAKA EKE NOA

Our commitment to our people is represented in this whakataukī (Māori proverb) which translates as “everybody in one canoe with no exception”. This acknowledges the importance of everyone across the whole organisation; values different roles and skills needed in different parts of the waka working together; and affirms every person belonging and being protected within a unified purpose. Nothing is more important than our people.

ROLES & RESPONSIBILITIES

What are my responsibilities?

As a worker for Fire and Emergency New Zealand you have responsibilities to:

- look after your own safety, health and wellbeing as far as you can
- take care that the things you do and things you don't do will not cause harm to the safety, health and wellbeing of others
- follow instructions from Fire and Emergency New Zealand as far as you can
- work within policies or procedures of Fire and Emergency New Zealand relating to safety, health and wellbeing that you have been notified about.

We all share responsibility for reporting accidents, injuries and near miss events and for engaging and speaking out when we have concerns.

What are leaders and managers responsible for?

Leaders and managers are responsible for:

- the safety, health and wellbeing of their people as far as their influence or control extends
- consulting, cooperating, and coordinating with agencies and others we work alongside

- listening to and valuing their people to build workplaces that support their psychological wellbeing and learning.

REPORTING

How do I report a workplace injury, near miss, 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.

If you are currently using AERIK (the Accident and Event Reporting and Investigation Kiosk) for recording events, keep using it – a new system is coming later in 2017.

You can also contact the Transition Helpdesk on: 0800 232 015 or support@fireandemergency.nz if you can't get hold of your manager or officer.

What happens next?

For all employees: Fire and Emergency New Zealand will be an ACC-accredited employer in the same way NZFS is currently. So any work-related injury will be reported to the Injury Management Unit Team which will manage and support your treatment, rehabilitation and safe return to work.

For all volunteers: If you have injuries 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 service is available to rural and urban volunteers. Contact the United Fire Brigades' Association who administers this process. Find out more on ufba.org.nz or phone 04 237 0265.

The logo consists of the letters '6a' in a bold, white, sans-serif font, centered on a red rectangular background.

REFERENCE CARD

SUPPORT

How do I get help and support?

You can get help and advice through your officer, manager, PRFO or CFO.

You can also contact the Safety, Health and Wellbeing Team directly. Region SHW Advisors, the National Welfare Liaison Officer, and the National SHW Manager, are all available to help you or your manager with information and advice.

From 1 July, if you have any concerns about your psychological wellbeing, or the wellbeing of one of your work mates, we can arrange confidential help for all personnel, as a priority.

More information about a range of support initiatives – such as the Hauora Health Monitoring Programme, vaccinations, workplace assistance programmes, peer support, Critical Incident and Personal Stress Support – is available through the SHW Team.

The SHW team's names and contact details are available from the Day One section of fenzproject.co.nz, and on the new intranet. You can find out more by going to the SHW 'Quick Link' on the intranet home page.

You can also contact the Transition Helpdesk on: 0800 232 015 or support@fireandemergency.nz

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

Are we getting a SHW technology system?

Yes, a technology support solution is in the final stages of development, with input from representatives from all parts of the organisation.

It will be more accessible and easier to use, and will help you meet your SHW responsibilities.

The system will cover reporting of work-related injuries, illnesses and near miss events, investigations, and reporting of hazards with information on control measures.

The first modules will be available to everyone no later than December 2017. Other modules including safety observations, contractor management, auditing, and claims management will be introduced during 2018.

If you are currently using AERIK (the Accident and Event Reporting and Investigation Kiosk), keep using it in the meantime to report SHW events.

STRATEGY

Who has okayed this approach?

The new Fire and Emergency New Zealand Safety, Health and Wellbeing (SHW) Strategy and Policy Commitment have been approved by the Board. The approach has also been endorsed by each of the five unions and associations that represent Fire and Emergency New Zealand personnel.

Where can I get a copy of the SHW Strategy, and supporting information?

Your leaders and managers will have copies to discuss with you as soon as possible. What you need to know for Day One is on fenzproject.co.nz

All safety, health and wellbeing information and tools will be available from a 'Quick Link' on the new intranet homepage.

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.

07

REFERENCE CARD

OUR LEADERSHIP TEAM

Find out, at a glance,
who our leaders are.

STRATEGIC LEADERSHIP TEAM

OPERATIONAL LEADERSHIP TEAM



Chief Executive
Rhys Jones



Director Office
of the Chief Executive
Leigh Deuchars



Chief Financial Officer
Brett Warwick



Integration Director
David Strong



National
Commander Urban
Paul McGill



National Manager Rural
Kevin O'Connor



Director People
& Capability
Hamish More



Director Training
Wayne Mackey



Director ICT
Murray Mitchell



Director Business
Effectiveness
Meiken Bassant



Fire Region
Manager Region 1
Kerry Gregory



Fire Region
Manager Region 2
Ron Devlin



Fire Region
Manager Region 3
Brendan Nally



Fire Region
Manager Region 4
Steve Turek



Regional Manager
Rural Region 1
Bryan Cartelle



Regional Manager
Rural Region 2
John Sutton



Regional Manager
Rural Region 3
Gary Lockyer



Fire Region
Manager Region 5
David Guard



National Operations
Manager
Paul Turner



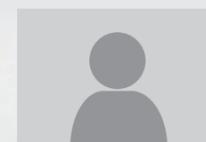
National Risk
Reduction Manager
Rob Saunders



Regional Manager
Rural Region 4
Richard McNamara



Regional Manager
Rural Region 5
Mike Grant



National Manager
Rural Operations
(vacant)



08

REFERENCE CARD

THE PORTAL - OUR NEW INTRANET

Our new intranet, known as the Portal, will be the 'go to' place for all news, information, tools and systems that you need - <http://portal.fireandemergency.nz>

It's an entirely new site with new structure and functions, but retaining valuable content from FireNet (the NZFS intranet). If you've been using FireNet you'll find the search function and layout are much improved.

We expect the Portal will continue to improve, with future functions and features defined by personnel as it gets used.

All employees and volunteers will receive a login for the new intranet. If you forget your login details, you'll still be able to view the Portal as a guest. You'll have access to news, notices and pages, but documents and other areas will require a login.

You can access the Portal from anywhere, at any time. You can also view it on your mobile smart phone.

01 Advanced search for any Fire and Emergency document on the website. Sub-categories and filters to help find documents.

02 Can be filtered by category/region

03 Information on NHQ teams/work

04 A home for key volunteer information

05 Information on projects – or work with a limited lifespan – lives here.

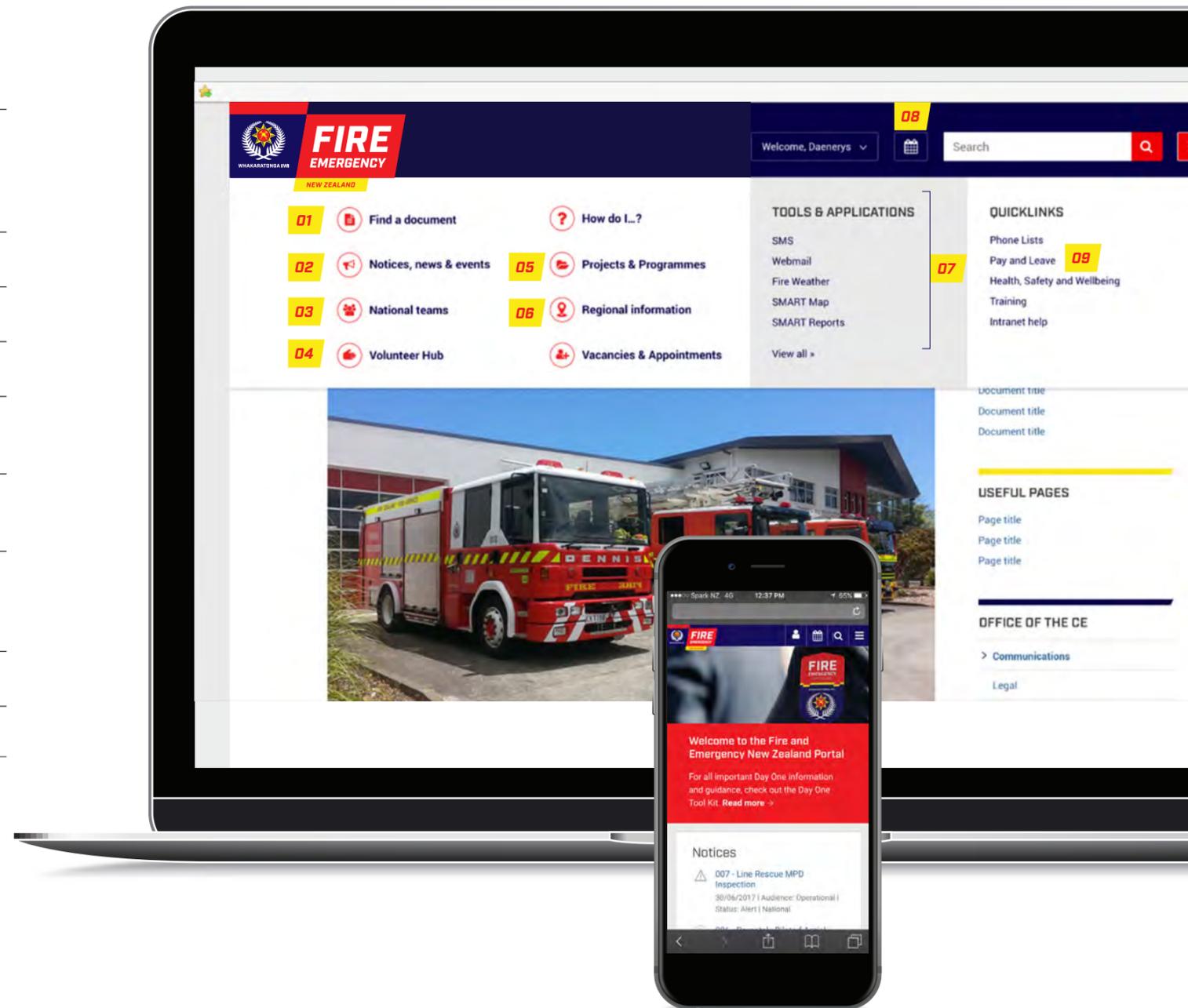
06 Sections for each region's news and documents

07 The five most commonly used tools and applications. The rest are stored underneath View all >

08 Shift calendar

09 Access your pay and leave details

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.



STATION MANAGEMENT SYSTEM (SMS)

The Station Management System (SMS)'s incident reporting will have a "new face" on 1 July 2017.

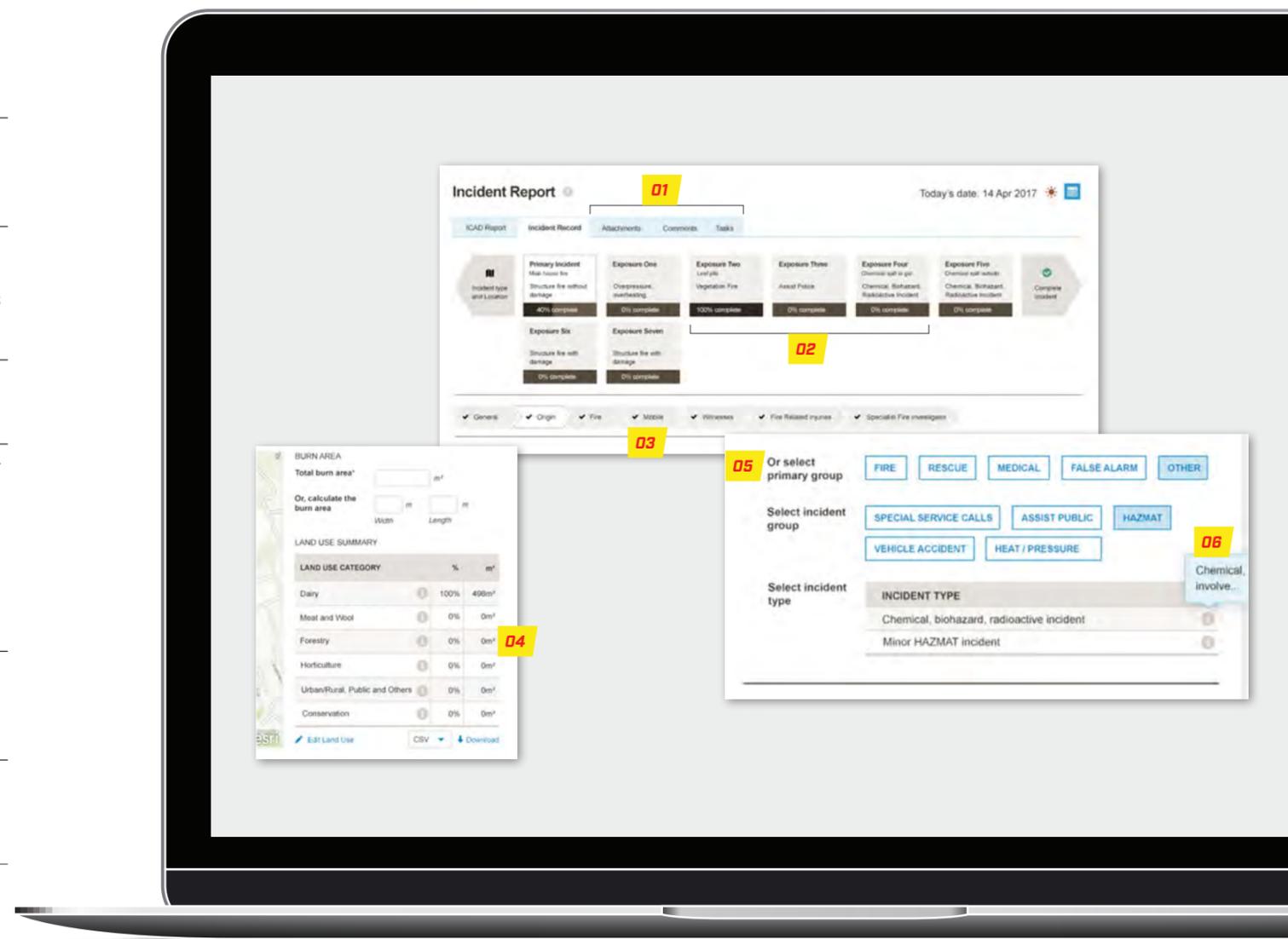
For those of you who use SMS, it has been improved to make it easier to use. For example, incident types have been reduced from 99 to 27.

All incidents should be entered into SMS from 1 July. For those without direct access to SMS, a new process will be established before 1 July.

See 'On the ground' card in this pack for more detail.

- 01** Upload, add and view attachments, comments and tasks using the navigation tabs
- 02** Exposure fires are treated as individual reports linked to the Primary Incident. Each report is completed and progress tracked independently.
- 03** Track progress as the incident reports gets completed
- 04** Vegetation fire reporting is made fit for purpose i.e. for a large vegetation fire, you can draw one or more polygons to indicate the size and location of the fire. SMS will automatically determine the percentage of land impacted by the fire(s)
- 05** Finding the correct incident will be easy. Just select from the options included for each category
- 06** Help descriptions added for each field and incident type, to assist with information required.

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.



10

REFERENCE CARD

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

CONTACT INFORMATION

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.