

The insiders' magazine
for fire services

IGNITE

TE HIRINGA O TE TANGATA
ISSUE 8 – Winter 2018 / Hōtoke 2018



FIRE AND EMERGENCY NZ - ONE YEAR ON

Cover photos (top to bottom, left to right) - Canadian Wildfires. Families of Volunteers. Region 2 Integrated SIMEX training. Striding with PRIDE. UFBA National Combat Challenge. Powhiri to welcome our new CE. House burn in Palmerston North. Career recruits at NTC stand up against bullying National Womens' Advisory Committee meeting with Hon. Tracey Martin. Region 4 moves into Christchurch Justice & Emergency Services Precinct (CJESP). Getting involved at Pasifika festival. Chatham Islands deployment

Ignite is the official quarterly magazine for Fire and Emergency New Zealand.

Te Hiringa o te Tangata – To have drive, zest, determination. To have heart and soul.

Ignite represents the voices of the men and women across the country who dedicate themselves to protecting life and property in their communities.

It is produced by the Fire and Emergency Communications Team, National Headquarters, Level 12, 80 The Terrace, Wellington.

Contributions to Ignite

Contributions to be considered for publication are welcome and may be submitted to communications@fireandemergency.nz.

Photos need to be at least 1MB.

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KIA ORA KOUTOU

It's been a year since we established Fire and Emergency New Zealand.

Back then, we knew we had a unique opportunity to build on the excellent work that fire services throughout the country already did, and to better meet the changing demands of our communities.

A year later, it's time to take stock of how successfully we are taking that opportunity. I believe we are well on track to fulfilling the promise we made to New Zealand. And I am proud of what we have achieved in a short space of time.

Throughout this year we have delivered new resources, support and skills for the front line.

We have invested in more trainers on the ground, allowing more local face-to-face contact and flexible training opportunities. We have increased the number of Volunteer Support Officers to provide more direct brigade support.

Work continues on upgrading and maintaining our facilities throughout the country. We currently have 16 stations throughout the country receiving significant upgrades, and some new stations are being built as we speak.

One of the more visible signs of Fire and Emergency is our new brand, which we continue to roll out. We have rebranded 139 stations, 108 of our fire appliances and 132 of our white fleet vehicles. Further work is continuing, with the intention of having all our stations and our whole fleet rebranded by 2020. And we are now working with our personnel to develop a new unified station and work wear uniform.

We continue to improve how we work and collaborate with other emergency agencies, here and overseas. Stronger working relationships mean we are better equipped to respond to large scale emergencies, as has been seen throughout the country this summer in our responses to fire and weather events.

Last year's Canadian deployment is a great example of this. We were able to deploy those with the appropriate skills needed to respond to the British Columbia fires, and ensure that our people got the right support while on deployment.

At the same time, we have also been building some of our new foundations with people from throughout the organisation, our Unions and Associations, and our external partners.

We have, for example, been working on our incident management systems, our policies and procedures, strategies, and designing our Operating Model – the 'what, how and why' of what we will do in the future.

That work will continue for some time. Soon we will start a key new phase, with the first round of formal consultation on the Operating Model, as well as our Volunteer Strategy, and what our values should be. It is hugely important to get everyone's feedback so we can get this right. Please get involved in the consultation.

We have a responsibility and role like no other. New Zealanders have a deep and abiding trust of us. We take that honour and privilege very seriously.

We need to respect and reward that faith by ensuring we value the past, focus on the strengths of what we have now and build the strongest future – for our people and the communities we serve.

We have a way to go but I believe that, with the strength and dedication of our people, we can get there.

Chief Executive, Rhys Jones

SPOTLIGHT ON: ASHBURTON/HAKATERE FIRE STATION

Housing rural and urban together - Ashburton/Hakaterere Fire Station.

One year ago, around 300 people gathered in the town of Ashburton to mark the first day of Fire and Emergency New Zealand. Despite the rain, people lined the streets and came out to see the new Fire and Emergency trucks and to be part of a significant day in our firefighting history.

With a strong relationship between rural and urban fire services, Ashburton was chosen because it reflected the diversity of the new organisation as the Ashburton brigades were already working together positively towards integration.

A year on, the Ashburton/Hakaterere Station is thriving, with urban and rural brigades located on a single site since January 2018 after their station's refurbishment. The station has a total of 50 firefighters, and is home to a small team of support personnel, a volunteer support officer, a fire risk manager, a deputy principal rural fire officer and a regional rural training manager.

"Having rural and urban firefighters under one roof has meant that we can serve our community better," says Chief Fire Officer Alan Burgess.

"We are now a one-stop-shop for the community and that means

we can better respond to their needs. We have a single service focus on how we work to keep our people and locals safe and we've developed a good shared understanding of the urban and rural operation and training requirements.

"It's like we've extended our family," says Ashburton/Hakaterere Station's Rural Chief, Greg Bruce. "We are housed together, train together, have combined meetings and make decisions together.

"Even though our training is mostly different, it's the coming together at the end that is important."

Since coming together under one roof, there have been a few challenges such as learning to share a new space with new people and learning to accommodate the different styles of operation that urban and rural have, but most of these were overcome by having an open and flexible approach to management.

Neither Alan nor Greg think that they have all the answers. "Two things that have worked well are taking the time to talk about the little things and address all concerns big or small – both Alan and I are very mindful that we don't

want minor issues to escalate," Greg says.

Alan adds that having an open management style has been key for them. "We aim to make the whole crew feel comfortable to ask any questions and encourage conversations about anything that may be bothering them."

Both admit though that there are still challenges ahead and things to be worked out as Fire and Emergency works towards full unification in 2020.

"The important thing is that we've built a strong station now, we have established good relationships through an open and inclusive culture, and we can work through any challenges together – as one crew."

Chief Fire Officer Alan Burgess.

ONE YEAR ON

2018



Day One for Fire and Emergency NZ
On 1 July 2017 the Fire and Emergency New Zealand Act 2017 (FENZ Act) came into force, and Fire and Emergency New Zealand (FENZ) was established.

Fire and Emergency now **manages fire permitting in more than 30 urban areas.**

We welcome **our first Chief Executive**, Rhys Jones.

A Health, Safety and Wellbeing policy commitment is signed with the five unions and associations representing our people.

JUL



Kaiaua Volunteer Rural Fire Force get new Personal Protective Equipment - for years they had been wearing old, ill-fitting gear.

The Māori Liaison team / Pou Takawaenga Māori help us **connect with Māori communities** by promoting fire safety and education in te reo Māori.

Waitakere Fire Brigade's new appliance is one of the first in the country to show off Fire and Emergency New Zealand's new branding.

SEP



Photo credit: Nick Rayney.

Workshops are held with our unions, associations and partner organisations to **look at how we can develop our strengths** as an organisation. Our first step in developing our proposed Operating Model.

We **release an independent review of the operational management of Port Hills fires** in February 2017 making recommendations and commending the hard work and dedication of firefighters.

The Fire and Emergency New Zealand **Integration Blueprint and Road Map is released** setting out what the next three years will look like for us.

NOV



Floods and fires keep us busy across the country

We respond to over 228 weather-related incidents, 210 of which were in the South Island. We also attended over 260 other incidents with crews assisting Police and Civil Defence with evacuations in areas with significant flooding.

JAN



Officially opened on 3 March, **Ashburton/Hakatere Fire Station's \$1 million refurbishment brings its urban and rural fire services together** under one roof for the first time.

The national **Incident Ground Communication radio deployment** for all urban brigades has been completed and we are on track to deliver new radios to all rural fire forces by the end of 2018.

MAR



The new Safety, Health, and Wellbeing event reporting tool, called **Safe@Work**, is being piloted in Region 4 from May and is used by all our people to record injuries, near misses and exposures, illnesses or wellbeing concerns.

The Fleet Rebranding Pilot is well underway.

MAY

AUG

Canada deployment – working together

Eighty New Zealanders spent five weeks in British Columbia, Canada, to help fight vegetation fires. Our first international deployment as Fire and Emergency NZ.



OCT

Our **new volunteer recruitment team** is in place making it easier for people to volunteer.



They give up their time and put their lives on the line to keep us safe when we need them most, but now Blenheim's firefighters need the public to come to their rescue. A staffing shortage has left the fire service desperate for new volunteers. Can you help? See story, page 4.

DEC

Eleven new Volunteer Support Officers provide much needed extra support to volunteer brigades.

Region 2's annual exercise in December simulated a significant fire on the rural-urban interface and required a full Incident Management Team to be mobilised.

We released our plan to **rebrand approximately 700 buildings in two phases** – a pilot (February – May 2018), and then a national rollout by 2020



FEB

We recruit twelve additional urban **capability trainers** across the regions to provide local and flexible training activity.

Spreydon Fire Station opens on 24 February - the first career (permanently-staffed) fire station to be completed as part of the \$50 million Greater Christchurch Rebuild programme.

Deployments to Chatham Islands to put out a vegetation fire, and to Tonga to supply relief after tropical cyclone Gita.



APR

Local Advisory Committees (LACs) will inform us about local fire and emergency risks, and the needs of local communities. We asked the public what they thought and decisions about boundaries and establishing LACs are expected later this year.

In Rotorua, the Ngongotaha stream burst its banks causing water to flood properties. Rotorua Station's Senior Firefighter, Tim Pickering says, this was an opportunity to use the Water Safety Kits for the first time. "Knowing we had the right equipment and training for the job, provided reassurance that we would be safe."



JUN

New fit-for-purpose, standard ICT infrastructure for the volunteer rural stations, including tablets, printers and a television or portable projector, will be rolled out nationally between June and September 2018.

The new, national **Fire Permitting system will go live** on 1 July 2018.

Beacon, your go-to platform to gather and discuss your ideas to help shape the future for Fire and Emergency New Zealand, went live on 6 June.





WE'RE OKAY, BUT ARE THEY?

Human behaviour at fire incidents - case studies by Kent Fire and Rescue Service, UK and Fire and Emergency NZ

When the first alert to a fire comes in, our station alarms go off, our firefighting kit is on and we're out the door ready to tackle the fire. It's our passion to help and one that we're proud to offer every time.

When we're at the incident, our training kicks in and after the job is done we roll up our hoses, stow our gear and head off discussing what's worked and what we could do better. Yet, do we know how the victims of the fire experienced the incident?

Research in the UK

In the UK, the Kent Fire and Rescue Service (KF&RS) started a programme of interviewing fire victims to better understand human behaviour at fire incidents. This led to the LIFEID (<https://lifeid.gre.ac.uk/>) study in which over 500 people, who have had a residential fire, shared their experiences.

The two key lessons from the study were: most people who experience fire do things that are contrary to the fire safety messages, for example, opting to find items that are important to them before exiting the dwelling; and, the extent of trauma a fire can cause, which is unrelated to the size of the fire but rather, on the individual who experiences it.

David Wales, Customer Experience Manager at KF&RS led this research.

"After many years of being a career firefighter I thought I knew fire, but everything's changed for me now that I understand fire from victims' perspective."

The KF&RS research also illustrated how most people tried to extinguish the fire before they exited. People completed numerous tasks (up to eleven different tasks were reported) before calling 999 and 21% of people re-entered the building that was on fire.

Research in Fire and Emergency NZ

To help us in Fire and Emergency better understand the behaviour of people at fires and the impacts they face, we invited David to present his research at the April Fire Risk Management forums across New Zealand. David's visit to New Zealand was funded by the Len Doughty Fellowship, which provides funding for Fire and Emergency personnel to undertake study or to travel to other organisations for research purposes.

"The research from the UK merges with the findings of post-fire impact research recently completed in NZ," says Peter Wilding, Manager of Fire Investigation and Arson Reduction for FENZ. Through his international network with other fire agency managers, Peter has been following the work of KF&RS and put forward a research proposal to help build our understanding of how we can better assist people overcome the trauma and impact of fires.

This research was funded by the Contestable Research Fund and undertaken by Skylight and Allen+Clarke. The research identified that post-fire impacts can be understood in terms of timing:

Instant reactions (at the scene)	Shock, trauma and impairment of decision-making abilities.
Immediate reactions (1-7 days after the incident)	Noted grief (loss of belongings or pets) and stress (financial and emotional).
Short to medium term (1-12 months)	Victims describe the fire potentially being worse but also expressed a loss of sense of place.
Medium to long term reactions (12+ months)	Continuation of the mentioned symptoms as well as continued stress due to the insurance process.

From this research, several recommendations were summarised providing an insight into how Fire and Emergency could assist the public:

- **Practical support at fire scenes:** communicate with victims, ask if they're ok, connect them with relevant contacts, provide or facilitate access to shelter, consider a dedicated role to provide initial guidance and advice at the scene of a fire or for immediate follow-up.
- **Creating partnerships:** develop formal connections with e.g. Work and Income New Zealand, Victim Support and/or other support agencies.
- **Provision of information:** provide online/mobile and web-enabled 'after fire' information.
- **Training:** develop an empathetic customer focused culture with a follow-up protocol for asking victims – Are they ok? Do they need anything else from Fire and Emergency?

Peter was quick to mention that there were many great examples where fire crews had gone the extra mile to help fire victims. However, he says this should be the norm as assisting with recovery is a key role in emergency management - an area Fire and Emergency can make significant gains in, as we seek to reduce the impact and harm from fires.

Our research report will be published in the next few months and the research findings have been fed into the integration workstreams to inform thinking on our functions.

Fire and Emergency are funding a project in 2018/19 to understand the extent of fire related injuries and how human behaviour contributes to injury rates.

For more information about the Len Doughty Fellowship contact Beth Piggott, Scholarship Coordinator, beth.piggott@fireandemergency.nz

For more information about the research programme contact Zoe Mounsey, Senior Research Programme Advisor, zoe.mounsey@fireandemergency.nz

FIRE INVESTIGATION AT PIHA

The picturesque seaside town of Piha was subject to 31 known separate fires over seven days during the first week of May 2017. Approximately six hectares of vegetation was burnt and the popular Fish and Chip shop, Adey's, was destroyed.

During the fire-lighting spree, Fire and Emergency New Zealand were quickly on the scene to put fires out while working with NZ Police to keep public safe. Crews protected and preserved the area by either suppressing the fire or stopping people walking through the scene. A significant action as it allowed the fire investigation team to conduct detailed research to determine the cause and behaviour of the fire.

"To ensure a thorough scene examination can be completed, remember to protect the area of origin," says Fire Investigation & Arson Reduction Manager, Peter Wilding. "This can be as simple as cordoning the area with tape and keeping people away until a Specialist Fire Investigator or Police arrive."

The fire investigation team at Piha consisted of three rural and two urban investigators who focused on the cause and origin of the fires. They categorised the fire cause as an 'incendiary' device (lighter, flare, firework etc) and evaluated that the burn scars on the land will last up to 25 years.

A big focus for the investigation team was identifying future fire reduction as well. The main burn area had large



Popular Piha fish'n'chip shop, Adey's Place.

recreational value with walking tracks next to the famous Piha beach and scrub-type vegetation like Manuka, gorse and pampas. This meant that regeneration of the vegetation would be very slow due to the low soil fertility and harsh environment.

Fire and Emergency, in partnership with the Auckland Council, developed a risk assessment of the area that included a number of treatment options including water tanks, signage, planting and mowing regimes. Local crews, along with key stakeholders, worked to promote the FireSmart principles of defensible spaces by planting low flammable species.

Due to the collaborative work of the crews, the fire investigators and NZ Police, an arrest was made leading to the culprit being convicted in April 2018.

"The use of fire investigators as a team is becoming more common practice, particularly where there are structures and vegetation involved, such as those used in Canterbury and Otago last year."

Rural Fire Manager, Tim Mitchell.

If you believe a fire to be suspicious or arson related, transmit a K12 message to Comcen to help track potential patterns of emerging arson and record the cause as accurate as possible. A Fire Investigation Specialist should also be notified through Comcen.



Agencies working together at an incident at Otira Viaduct. Photo credit: NZCC Rescue Helicopter – GCH Aviation.

"It was a challenging rescue which had the potential to go wrong if procedures were not followed"

Josh Vermeulen - Lines team member and senior firefighter.

On March 12, Fire and Emergency New Zealand were called to rescue a man on the Otira Viaduct on Arthur's Pass.

Fire and Emergency deployed the region's Level 3 Lines team for the first time, and they were flown in from Christchurch to support the brigades from Arthurs Pass, Kumara and Greymouth.

Senior Station Officer Nick Reid says the response was swift. "The team was mobilised very quickly to the incident and on arrival we were faced with a complex incident, with multiple agencies involved, so good inter-agency communication and command and control was the key to the successful event," he says.

The lines team were lowered at a distance above the patient, as the man had fallen more than 50 metres down a shingle slope the previous day and had spent the night battling the freezing cold before dragging himself to a nearby water flume in the hope of someone seeing him and raising the alarm.

The team established a line systems (comprising of safety lines and hooks) to make their way down to the patient

before stabilising him. He was winched to safety by the rescue helicopter.

Lines team member and senior firefighter Josh Vermeulen says it was difficult work in an especially difficult location. "It was a challenging rescue which had the potential to go wrong if procedures were not followed. The helicopter could not winch him directly off the flume for fear that the helicopter could cause the patient to be blown off the flume. The team performed very well and we completed the mission and a successful rescue was achieved."

Fire and Emergency New Zealand, Police, St John Ambulance, Alpine Cliff Rescue and the NZ Coal and Carbon Rescue Helicopter from Greymouth were all involved in the challenging effort to rescue the man from the flume.

West Coast area commander Mark Boere praised everyone involved. "The crews did an excellent job with a good result."



Share your story

Do you have a story to share? We're looking to profile our people who have shown innovation or achieved something that will inspire others. Send your story to communications@fireandemergency.nz

Confirmed suspicious fires over the last 8 years							
Year ending June 2011	2012*	2013	2014	2015	2016	2017	2018
1980	946	1667	1535	1474	1441	1513	1146**
*Year of industrial action – limited incident reporting completed by firefighters.							
** part of year still to complete.							

BURNING DOWN THE HOUSE

Fire safety was the thought on everyone's minds as hundreds of thousands of people tuned in to watch a house burn down on live television.

The controlled house burn in Palmerston North was broadcasted on Seven Sharp and through Fire and Emergency New Zealand's social media channels. Every year Fire and Emergency allocate a large amount of resources to educate New Zealanders about the dangers of fire, and how to prevent them starting in the first place.

The Seven Sharp segment was used to show people how quickly a fire can spread and what people can do to prevent fire breaking out in their home, especially through the use of electronics.

National Advisor Fire Risk Management, Peter Gallagher, says the exercise showed people that it takes less than five minutes for a house fire to become unsurvivable.

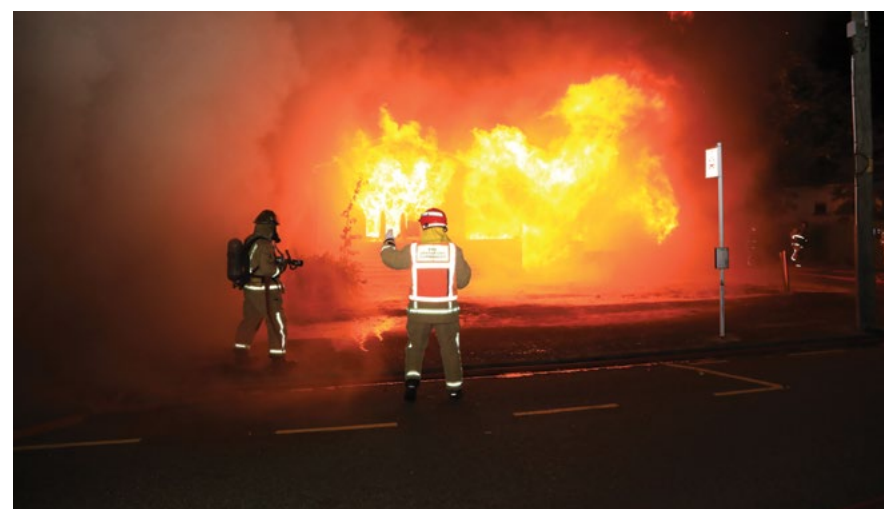
"A room can be entirely engulfed in flames in as little as a minute and a half. That's why it's so important people know what could potentially start a fire in their home, and how they can be prepared if one should break out," he says.

The story also highlighted the importance of having working smoke alarms and an escape plan.

Palmerston North training officer Chris Kennedy led a team of firefighters for the controlled burn.

The house was earmarked for demolition in an area that was being redeveloped, and a local trust offered it to Fire and Emergency to use.

Earlier on the day of the house burn, local schools were invited to the house for students to learn about fire safety.



Firefighters ready to put the fire out at the controlled house burn. Photo credit: Trudie Campbell.

About 60 students from Te Kura Kaupapa Māori o Manawatū and Terrace End School were taken through the house by a team of firefighters, including Māori Liaison officer Hori Mana and Fire Risk Management Officer Kerry O'Keefe.

The pupils got involved in plenty of activities as part of the Firewise programme and they all practiced getting down, getting low and getting out.

They also learned the importance of having a safe way to escape their homes if it was ever on fire and having a safe place to meet.

Many of the pupils returned, along with their parents and dozens of local residents in the evening, to watch the house go up in flames.

Hundreds of thousands tuned in to Seven Sharp and to watch a recap of the key safety messages the following day. The live stream on the Fire and Emergency Facebook page reached over 130,000 people.



Local children engage in Firewise education.

"A room can be entirely engulfed in flames in as little as a minute and a half."

Peter Gallagher - National Advisor Fire Risk Management.



Senior Firefighter, Talite Liava welcomed the opportunity to represent New Zealand when members of our USAR team were deployed to help the people of Tonga get back on their feet following Tropical Cyclone Gita.

With 14 years' experience as a firefighter, including 12 as a USAR member – it's not surprising Talite (aka 'T') was called upon for his specialist skills. It was his cultural awareness however, that contributed hugely to the mission.

"Growing up as a Kiwi Tongan I had to assimilate and bridge the cultural nuances of both NZ and Tongan communities. My father was a recipient of the Queen's Service Medal for services to the NZ Tongan community. My upbringing, experiences and job background enabled me to identify the communication behaviour required to achieve the best outcome from the combined New Zealand-Australia USAR deployment to Tonga.

"Fire and Emergency represented itself and New Zealand in a successful and strong way. We advised the Tongan government to deploy more of our USAR members, based on our

skills and expertise to assess almost 350 buildings. For each building, we recorded its GPS coordinates, two high quality images, a 60-second video recorded by drone and a written report of the building's characteristics and the level of damage caused by Gita. This means the Tongan government has accurate data on their schools, public health and community centres, for the first time ever. We even surprised them with a few additional buildings they didn't have record of.

"For some buildings we were more sensitive to show respect to local communities. On the face of it, a specific building could be rated as lightly affected by the storm, but for locals, any damage to schools and churches was a big deal as these places are at the heart of their community."

"Understanding the needs of the community was well received by locals and our own teams alike."

Talite 'T' Liavaa - Senior Firefighter.

USAR

The Fire and Emergency NZ USAR capability was developed from a domestic need, that led to an international capability.

We're United Nations classified and meet the highest standards as set by the International Search & Rescue Advisory Group (INSARAG).

USAR is designed for a heavy rescue function in collapsed buildings, within a modern urban environment.

But we do much more including working as part of NZ Government efforts in the Pacific, assisting and responding to disasters like cyclones, and supporting NZ Medical Assistance Team deployments.

3 USAR teams: Auckland, Palmerston North and Christchurch.

300 USAR members.

Past 12 months USAR responded to:

- Kaikoura quake, Nov 2017.
- Tropical Cyclone Gita in Tonga, Feb 2018.
- National Park Tornado, Apr 2018.



An accident during water polo at age 13, causing complete hearing loss in his left ear, led Nick Linton to learn the basics of sign language.

“I started doing classes in sign language and lip reading because doctors thought that I could go completely deaf. That didn’t happen and I went on with my life and didn’t really do any sign but I always had an interest in helping the Deaf community,” says Nick.

Fast forward 20 years and Nick is now a Fire Risk Management Officer stationed at Takapuna Fire Station in the Waitemata Area.

“A few years ago I arrived at a house to do a Home Fire Safety visit and the man at the house was deaf and started to sign to us. I managed to get a few very basic words out in sign, but it made me think there must be so many deaf people out there that are vulnerable and need help.”

Motivated and wanting to help, Nick signed up for sign language night classes. He also created a series of sign language fire safety videos for social media and is involved in the Hearing Assistive Technology Programme,

which helps deaf or hard-of-hearing people get access to special alarms with lights and vibrations.

“We always say smoke alarms are your only voice but what happens if you can’t hear the alarm because you are deaf?”

Nick Linton, Fire Risk Management Officer.

These types of alarms are effective for people who can’t hear conventional smoke alarms. This is especially important at the moment given the trend of elderly fatal fires. How many elderly people in New Zealand can’t hear a conventional smoke alarm at night? This is a huge problem that needs addressing,” he says.

“The part of my job I like the most is being able to break into communities and cultures that have had little or no contact with our organisation and try to build a relationship that will have some lasting effect. If you speak another language, I would really encourage you to investigate how you can connect with that community and point them towards our key messages.”

Nick hosted two sign language taster classes during this year’s New Zealand Sign Language week. He taught emergency based sign language phrases such as Fire and Emergency, fire station, hospital. And for a laugh, people even learned the sign for Donald Trump (Google it).

Most recently, Nick won the New Zealand Sign Language in Government Agencies award from Deaf Aotearoa for his work in Deaf communities. Nick’s acceptance speech was in sign language with an interpreter translating it into English.



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NAKI HARDCORE



Hardcore worker and rural firefighter, Jack Adams.



“For anyone who might be doubting whether they can get involved in a brigade, who might have a disability or be worried they can’t do it, I’d say just get out and try it.”

Jack Adams, Rural Firefighter.

Taranaki’s Jack Adams always dreamed of being a firefighter but didn’t think it would ever become a reality.

The 27-year-old was born with Ulnar club hand, a birth defect which means his right arm is shorter than his left. He has three fingers on that hand.

“Everyone grows up wanting to be a firefighter at some point and as a kid that’s all I wanted to do, but having a slight disability, I didn’t think I’d ever have the opportunity to do it. I was wrong,” he says.

Jack is now a volunteer firefighter at Kohi Volunteer Fire Force in Hawera and juggles firefighting with being a teacher at a local intermediate school.

When he first started his volunteer work almost two years ago, he struggled to find a glove that fit and was worried that it would hinder his ability to get into the thick of firefighting action. But with the help of Fire and Emergency New Zealand staff in Taranaki, Jack had a glove specially made for him that fit his hand.

“They made a few moulds and created

a glove that fit, is comfortable and means that I can get a real good grip on things. It makes me feel so much better that I can get involved. I didn’t want to be the person who couldn’t get in to help others out,” he says.

“Everyone was so accommodating and willing to find a way to make it work.”

He says he thrives being a volunteer firefighter and wants to continue with it in the future.

“For anyone who might be doubting whether they can get involved in a brigade, who might have a disability or be worried they can’t do it, I’d say just get out and try it.

“I never thought I’d get the opportunity to do it, and now I’m doing it, I want to see how far I can take it.”

Jack says he’s incredibly grateful for all the support of his local managers, the brigades and communities in his area.

“I’m so thankful for all the people who have helped me. I love the team work aspect of what I do, meeting new people and feeling like I’m part of one big family.”

LIGHTING THE WAY FOR GREAT IDEAS

With a workforce of 14,000+ personnel, many of us have ideas about how we could improve the way we work. Well, now there's Beacon, an online platform to capture your ideas that could make a real difference to Fire and Emergency New Zealand, our communities and our people.

How? Beacon features a set of Challenge questions about things we want to improve or solve. You can respond to these Challenge questions with your ideas and solutions. You can also post feedback and vote on other ideas



that you think will make a real difference. Anyone at Fire and Emergency can log into Beacon via smartphone, tablet or PC.

For example, the initial three challenges asked what piece of equipment would make a difference to firefighters, for Volunteer Day gift suggestions, and for ways we could be more proactive and visible with our psychological well-being support. An LED head touch for our volunteers proved a popular equipment suggestion with around 70 votes.

SSO Paul Hughes with Taradale Volunteer Fire Brigade, likes the concept of having a place to share and seek ideas. "Some ideas for national solutions might take time to develop on a bit of a slow, steady burn. Others might be quick-win suggestions that we can borrow immediately. It is always good to have heaps of ideas; if it works for you, it might work for us."

The concept for Beacon initially came from a Volunteer Workshop

in 2017, where attending volunteers highlighted the need for a place to submit ideas that everyone could benefit from. It is also one of the innovations Fire and Emergency committed to deliver in its first year as a new organisation.

"We need to continuously improve how we work and the ways we support our communities."

Wayne Mackey, Director Training and Business Effectiveness.

"Beacon provides the opportunity for people from across all parts of our organisation to put forward innovative ideas; to 'challenge questions' that will help us solve problems with solutions that we might otherwise have not thought of," says Wayne.

At the end of each Challenge, the ideas are evaluated by the Innovation Management team and the most promising put forward to the Fire and Emergency Innovation Council to look at how they can be implemented in the organisation.

What's in a name

The name "Beacon" was suggested by Jon Kneebone, who volunteers for Plimmerton Volunteer Fire Brigade in addition to his role as Senior Advisor Volunteer Resilience at Fire and Emergency NZ. He came up with Beacon as it's an integral part of an appliance and it also signifies a call to action to innovate and do things differently. He submitted the name in a Challenge during the initial testing of Beacon and his suggestion was selected.

You can access Beacon at <https://fenz.crowdicity.com/>. You'll find FAQs and more information to help you use Beacon on the site. If you get really stuck, please email Neil Meekin, Innovation Manager and Caitlin Mackay, Innovation Advisor, at beacon@fireandemergency.nz.

WOMEN IN FIRE AND EMERGENCY NZ

Te mana o te wāhine i roto i te ratonga ahi me ngā ohotata whānui o Aotearoa.

Diversity is the natural result of an inclusive culture – a place where we all belong. This aspiration is key to the success of Women in Fire and Emergency New Zealand (WFENZ).

A nationwide support network for women within Fire and Emergency, WFENZ has expanded its reach and work through the creation of five regional networks .

Acting as a conduit to senior Fire and Emergency leaders, a national committee sets the direction of the network, while regional network committees act as a direct channel to the shop floor and support Regional Leadership Teams in driving change towards a more inclusive culture.

The network offers a safe and supportive community and encourages women in career and volunteer roles to share their experiences and ideas.

"Amazing things happen when women support each other and this network is primarily about that," says Senior Station Officer, Katie Smart who represents Region 1 and the national committee. "It really is a privilege to be part of it."

In the past year, WFENZ held 18 forums, attracting around 500 women from across the organisation.

A prime driver for WFENZ is for Fire and Emergency to be a truly inclusive organisation that accepts all differences and champions positive behaviour. Each committee is also represented by male diversity champions.

"The timing of this expansion couldn't have been any better," says national committee member Paul Henderson, Fire Region Manager Region 4.

"As we transform the new organisation by building the risks and needs of the community into the way we work, our profile has to reflect the diversity of those communities we support.

"We need to get the best people for the job by ensuring we have a workforce with diverse experience and perspective. The expansion of the WFENZ network is an important step as we strive to be more inclusive."

As well as advocating for a diverse and inclusive workforce, WFENZ provides

input and views on a range of activities and policies to help enhance the way our organisation operates.

New members are welcome. For more information contact Jackie Breen, National Advisor Women's Development at Jackie.Breen@fireandemergency.nz or contact your regional WFENZ representative.

Diversity is a strength and our unique differences can make a team stronger. To ensure everyone's voice is heard, Fire and Emergency NZ supports a number of interest groups such as Women in Fire and Emergency, Afi Pasifika, and Maori.



Attendees at the National Women's Advisory Committee, May 2018.

Structure of WFENZ network

- The National Women's Advisory Committee (NWAC) is currently made up of ten regional representatives, one national rural representative, one national advisor, an independent chair and two senior male diversity champions.
- Regional Women's Advisory Network committees include the two relevant NWAC regional representatives, five to eight area representatives and two male diversity champions.

Regional representatives

- Region 1**
Katie Smart, 021 932 116, Katie.Smart@fireandemergency.nz
Bex Lawrence, 027 646 2044, bex.lawrence@fireandemergency.nz
- Region 2**
Soncerei Hemingway, 021 294 4951, Soncerei.Hemingway@fireandemergency.nz
Kimberley Bruce, 027 387 9703, Kimberley.Bruce@fireandemergency.nz
- Region 3**
Rachael Utumapu, 021 159 6898, rachael.utumapu@fireandemergency.nz
Joanna Read, 027 334 2420, Joanna.Read@fireandemergency.nz
- Region 4**
Saskia Rose, 027 378 7662, sas.rose@fireandemergency.nz
Kerri Pring, 021 265 4575, kerri.pring@fireandemergency.nz
- Region 5**
Jodi McHugh, 021 771 861, jodi.mchugh@fireandemergency.nz
Helen Bull, 027 393 785, helen.bull@fireandemergency.nz
- Rural (National)**
Carrie Lakin, 027 405 9091, Carrie.Lakin@fireandemergency.nz



A NEW WAY FORWARD

139 stations across the country were part of the rebranding pilot that was successfully delivered between April and May 2018.

As a commitment from Fire and Emergency to promote Māori language through a long-term goal of institutional bilingualism, the property team worked together with fire station representatives and the Māori Liaison Team (MLT) to apply our te reo Māori policy by naming stations in English and te reo Māori.

“The bilingual signage is a welcome addition and more inclusive for our staff and many other uses of the station,” says Fire Region Manager, Bruce Stubbs.

The team sought guidance from local iwi, hapū and whānau and has been a huge undertaking from the MLT resulting in a deeper connection to the Māori community and our people.

As a display of community engagement, Fire and Emergency New Zealand worked with the expertise and feedback from our people, innovators, designers, champions, suppliers and communities to create a new identity for the future.

“Being part of this programme of work has allowed us to learn first-hand the sheer volume of communication and consultation that goes into our national projects. Having te reo clearly identifiable in our stations, internally and externally, is a great milestone for

our new identity and organisational journey,” says Wayne Goodfellow, Planning and Programme Manager - Property.

In April 2017, an Identity Evaluation Panel approved the new visual identity for Fire and Emergency and in August 2017, the Integration Committee noted the implementation of the brand across fleet and property as an opportunity to symbolise change across the country.

The national rollout will rebrand the majority of our sites with targeted completion by 2020.

Keep an eye out on the Fleet rebrand currently underway. More about those developments in the next issue of Ignite.



Share your story

Do you have a story to share? We’re looking to profile our people who have shown innovation or achieved something that will inspire others. Send your story to communications@fireandemergency.nz

(L-R) Hori Mana, Region 3; Paki Johnston, Region 4+5; Piki Thomas, National Māori Advisor; Leigh Deuchars, Director, Office of the Chief Executive; Kereama Katu, Region 2; Wayne Martin, Region 1.



MEET THE MĀORI LIAISON TEAM

Keeping Māori communities safe is just one of the many things Fire and Emergency’s Pou Takawaenga Māori or Māori Liaison Team do.

Their main role is to help the organisation work effectively with Māori communities to reduce fires and keep people safe.

Pou Herenga Māori, or National Māori Advisor, Piki Thomas, says demand for their help has grown.

“We’ve seen a positive increase in demand for services. Although the team has never made a distinction between urban and rural boundaries, particularly with the proliferation of marae in rural areas, we have experienced an overwhelming amount of interest and opportunity for the team to help our organisation engage with Māori communities,” he says.

No two days are the same for the team.

“The Pou Takawaenga Māori have a broad range of day to day functions. Their main role, in various ways, is to establish and maintain relationships with Māori communities to build resilience to unwanted fires.”

To do this, they spend a lot of time establishing and maintaining relationships with local kohanga

reo (preschool immersion), Kura Kaupapa Māori (primary and secondary school immersion), kaumātua (elders), and marae fire safety and any members of Māori communities.

The team includes a Māori Liaison Officer for each region, based in the Far North, Central and Lower North Island and in the South Island.

Each officer has a fire background and rich Māori community networks.

“Because of these rich networks, the Pou Takawaenga Māori have a vested interest in the safety of their communities. So some would argue that the Māori Liaison officers didn’t necessarily select their roles, rather the roles selected them,” says Piki.

Additionally, the development of the new organisation has been an exciting time for the team.

“One of the recent highlights I’ve experienced is the ability to contribute to the high level design and future Fire and Emergency NZ. Our roles also facilitate a deeper understanding and use of tikanga and reo Māori inside of the organisation.”

5 MINUTES WITH... NIGEL LILLEY



Nigel Lilley has been a firefighter for 20 years. He is Chief Fire Officer of Rolleston Volunteer Fire Brigade and past UFBA Board Director, Deputy Chair and Challenges Committee Chair.

Nigel is working closely with the

Fire and Emergency ICT team to develop a new tool to provide accurate, up-to-date information about the availability of volunteers and others to respond – Availability and Messaging System (AMS) – which is expected to be ready later this year.

What does a day at work consist of for you?

It’s a newly created temporary role, but will consist of working very closely alongside the successful AMS tenderer. The team and I will be continually testing and approving the user experience right throughout the build. It’s really important to get this right to work for every brigade up and down the country.

What excites you most about your role?

Helping develop a hugely important tool that will help brigades and their leaders manage their brigade availability far more effectively. My brigade has run a fairly dumbed down version of what is proposed, and we wouldn’t function as a brigade without it now. Being involved in developing this product is very exciting and we are working towards making it easily accessible and mobile.

What’s your favourite part of NZ and why?

Central Otago. I spent a lot of time in Wanaka as a kid, and have never fallen out of love with the region. It’s a really beautiful part of the country, with so much to see and do. Some pretty good wine comes out of there too.

You’ve had a tough day at work. How do you let off steam?

Chill in front of the TV with a cider. Nothing beats it. A Scrumpy if it’s been really tough.

You’ve just won \$10 million in a lottery, what would you do?

That’s a toughie. As boring as it may seem I’d probably just take a quick holiday to somewhere in the world I haven’t been and invest the rest.

FIRE-SAFETY TIPS TO KEEP YOUR FAMILIES AND YOUR COMMUNITY SAFE THIS WINTER FIRE SEASON.

Winter brings a unique set of fire dangers that we all need to be aware of. Follow these fire safety tips to help keep your families and our communities safe.

GENERAL FIRE SAFETY

- Don't overload power points or multiboxes. Use only one plug per outlet.
- Extension cords are for temporary use only and should not be used as a permanent extension of your home's wiring system.
- Stub out all cigarettes in an appropriate solid ashtray. Never smoke in bed.
- Ensure all electric appliances are well maintained and in safe working order.
- Make sure candles are on a wide, flat base and not near anything that could catch fire.

GAS HEATERS

- Make sure the ceramic heater element is not broken or chipped and that the element guard is in place.
- Check to see that the hose is in good condition and doesn't show any signs of damage or wear.
- If the heater does not light straight away, turn it off and then try again. Don't let the gas build up before trying to relight it.
- Always have fresh air coming into the room where a gas heater is in use.
- Have your heater serviced every 12 months.



FIREPLACES & CHIMNEYS

- Clean chimneys and flues before your first fire of the season.
- Always use a fireguard or spark-guard with open fires.
- Never throw rubbish into the fireplace, particularly batteries and aerosol cans.
- Dispose of ashes safely. Put them in a metal bucket with a lid, then thoroughly douse with water. Ashes can stay hot enough to start a fire for up to five days.
- Before going to sleep, make sure your fireplace fire is out.

SMOKE ALARMS

Smoke alarms are the most valuable lifesaving devices you can have in your home. Fire and Emergency New Zealand recommends long-life photoelectric smoke alarms.

- They should be installed on the ceiling in every bedroom, hallway and living area.
- Test the smoke alarm battery regularly.
- Keep your smoke alarms clean and free from dust and spider webs to keep them in working order. Use a vacuum cleaner to remove all the dust.
- Smoke alarms have a life of 10 years. Check the expiration date of your smoke alarm, the date can be found on the underside or side of the alarm.

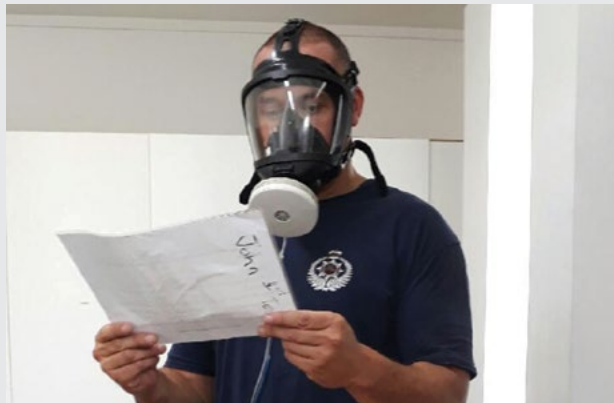
HEATERS & CLOTHES DRYERS

- Remember the heater-metre rule, always keep furniture, curtains, clothes and children at least one metre away from heaters and fireplaces.
- Don't store objects on top of your heating appliance.
- Never cover heating appliances.
- Don't overload clothes dryers and clean the lint filter after each load cycle.

ELECTRIC BLANKETS

- If your electric blanket or cord is showing any signs of wear, have it checked by a competent service person or have it replaced. Don't take the risk.
- Always make sure that your electric blanket is switched off before getting into bed.
- Never use pins or sharp objects to secure the electric blanket to the bed and never tuck it under the bed.
- If the blanket becomes soiled, sponge it lightly and allow to dry naturally on a flat surface. Do not dryclean, or use a washing machine or spin dryer.
- When putting your electric blanket away for summer, don't fold it. Roll it.
- Fire and Emergency recommends you replace your electric blanket every five years or sooner if it shows any sign of damage.





GETTING YOUR FACE FIT

Reducing exposure to airborne carcinogens is the driver behind the Face Fit Programme that kicked off in June 2017.

The aim was to test the seal of standard medium sized face masks on firefighters to establish whether the seal was sufficient to keep firefighters safe, or whether a non-standard size mask needed to be ordered for the individual. The mask was hooked to a computer to measure the concentration of airborne particles inside the mask, compared to that outside the mask.

A Fire and Emergency team travelled the country to test our people at training nights or during watches. They were SO Mike Thomason, SFF Brett Cowper, SO Kerry Hiku, VSO Wayne (Cowboy) McColl, SFF Peter Hessian and QFF John Rowe. SSO Paul Smith kept watch providing advice.

The team completed their journey in March 2018, tired but successful.

“It’s great that Fire and Emergency is testing at a much higher level than the national standard to really reduce the risk of exposure to airborne carcinogens,” says Qualified Firefighter John Rowe.

Face Fit testing will be a tracked ‘skill’ in Operation Skills Maintenance and remaining tests will be factored into standard core training events. If you identify an urgent need to be fit tested, please request this through your Region Trainer.



INNOVATIVE TRAINING

Learning Development - Enhancing our people's learning experiences using the next generation of learning technology.

“We know that training is a crucial piece of the puzzle that makes us a high performing organisation,” says Team Leader Learning Development Andy Warren.

“However, we also understand the pressures we put on our people to read, absorb and learn from a variety of training and learning material. To keep our people engaged, we’re looking at new ways to educate and inform through innovative, engaging tools.”

Earlier this year, Learning Development launched an animation aimed at generating discussion about the responsibilities associated with having a canteen. Using animation helps to tackle serious issues and deliver a lot of information in short amounts of time, and in a way that is less overwhelming than many other more traditional training tools.

Learning Development is looking at new and innovative ways to make it easier for our people to learn. For training scenarios, they’re considering 3D animations that people can navigate themselves as well as 360-degree videos. They’re also introducing a trial later this year using virtual reality goggles that will bring written education material to life through video.



TEAM PLAYERS ON AND OFF THE FIELD

Two Auckland firefighters were this past year recognised for outstanding performances in sport. Joseph Sullivan from Parnell was awarded the 2017 Fire and Emergency NZ Sports Person of the Year award for his part as a cyclor for Team New Zealand, winning the America’s Cup. The cycle-style grinders use leg muscles to produce more power and stamina than the traditional arm-powered winch grinders. Joseph said he was proud to bring the Cup back to New Zealand, knowing the joy it brings to the country.

The Special Achievements award went to Becky Wood from Devonport for representing the Black Ferns on the rugby field.

Fire and Emergency NZ Sports Council

In the early 1980s the then NZ Fire Service Commission established our Sports Council to manage the many requests for funding and contributions to sports events.

Warren Dunn, senior firefighter in Palmerston North, is stepping aside after 35 years’ service to the Council. Warren was involved since the early days and was recognised and thanked for his contribution by Fire and Emergency NZ Board members and senior personnel.



COMMENDED FOR SAVING LIVES

Station Officer Aaron White and Qualified Firefighter Martyn Ellwood-Wade, both of Hunua Voluntary Rural Fire Force, received a commendation for helping rescue 230 children and adults.

Aaron and Martyn were the only two members of the brigade able to get to the station to respond to the call for help from flooding that occurred during a school camp at Camp Adair in the Hunua Ranges, south of Auckland.

“To receive the award was a humbling experience. I am sure if the others had been able to get there, they would have done the same thing,” says Aaron.

Aaron also asked us to mention the work of Station Officer Phil Beech, who was the incident controller. “He was there to help us talk things through and pass information along.”

Martyn appreciated the award. “It’s really nice to get some recognition,” he says. “It’s not just for me, but for the brigade.”

Fire and Emergency Chief Executive Rhys Jones presented the awards and thanked the men for their contribution to the mass rescue.

CAUGHT ON CAMERA

Got a photo to share?
communications@fireandemergency.nz



Approximately 14,000 people attended this year's AgFest on the West Coast in April. A first for Fire and Emergency. "It was a great event that provided us an opportunity to engage with the community and to educate on fire prevention and reduction messages," says PRFO, Atila de Oliveira.



We were blown away by amazing teamwork and strength shown by our firefighters at this years' United Fire Brigades' Association (UFBA) National Combat Challenge in May. Incredible work teams!



Crews who attended the annual Pasifika and Polyfest festivals this year were busy entertaining and educating the crowds with kitchen fire demonstrations, fire safety and our Escape My House Virtual Reality experience. Something new was FRMO Nick Linton presenting some of our fire safety messages in sign language to the crowds.



Check out Senior Firefighter Cory Stewart teaching the Hon. Tracey Martin how to use a CO² fire extinguisher on International Firefighters Day. Photo: George Heard, The Press.



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