



WHAKARATONGA IWI

FIRE
EMERGENCY

NEW ZEALAND

PROUD HISTORY
BRIGHT FUTURE



2017-18
AT A GLANCE

A MESSAGE TO OUR PEOPLE

We have just delivered our first annual report for Fire and Emergency New Zealand.

It has been 16 months since our new organisation was established, and I am very pleased to say we are making good progress.

We have a special role in our local communities. Our people play a critical role in saving lives, protecting property and the environment. They are an integral part of the communities in which they live and serve.

On behalf of the Board, I would like to thank all our people for their continued dedication to Fire and Emergency New Zealand. Our people can only do what they do best with the support and commitment of their families, and for our volunteer workforce, the support of their employers, so my thanks to all of them as well.

I would also like to recognise and extend my gratitude to our unions and associations, and emergency sector partners for their support.

We look forward to working with you in the coming year.



HON. PAUL SWAIN
BOARD CHAIR

DECEMBER 2018

*“We thank you for your passion,
hard work and dedication, and we
look forward to another excellent
year next year.”*



WHAKARATONGA IWI

**FIRE
EMERGENCY**

NEW ZEALAND

WE ARE FIRE AND EMERGENCY NEW ZEALAND

Our people have played a critical role in protecting the people, property and the environment of New Zealanders for 150 years.

We are a new organisation that brings together our urban, rural and volunteer fire and emergency services.

We value our people, and our unions and associations. Together we will meet our communities evolving needs.

649 FIRE STATIONS AND DEPOTS

13,865 PEOPLE

850 FIRE APPLIANCES NATIONWIDE



A SNAPSHOT OF OUR YEAR

2017-18

82,567 INCIDENTS ATTENDED

▲ UP 6% ON 2016/17

13,686 HOMES VISITED

10 FIRE FATALITIES

▼ DOWN FROM 14 IN 2016/17

8 DEATHS OCCURRED

IN LOCATIONS WITH NO WORKING SMOKE ALARMS



#1 MOST TRUSTED
PUBLIC SECTOR ORGANISATION

(COLMAR BRUNTON'S PUBLIC SECTOR REPUTATION INDEX 2018)

“When our firefighters provide advice, the public listens.”

KEY MILESTONES

**1 JULY
2017**

**Fire and Emergency
New Zealand is
established**

New CEO
Rhys Jones
appointed as
CEO of our
unified
organisation



Ashburton opening
First station where urban and
rural come together

**Operational Service
Agreement with Department
of Conservation**
Partnering with a purpose



Deployment to Canada
Our largest international
deployment

**Plantation Forestry Rural
Fire Control Charter signed**
Working collaboratively to
preserve life

**Independent Operational
Review released**
Learning from Port Hills fires

Wanaka wildfires
Response and protection
of our Wanaka community

Busy fire season
We coordinate and respond effectively
to three major Otago fires

Deployment to Chatham Islands
Coordinated response in
remote areas

Deployment to Tonga
Helping our Pacific
neighbours



Edgumbe Flooding
Partnering to support our
local community

**Operational Service
Agreement signed with New
Zealand Defence Force**
Planning with key partners



National Volunteer Week
Celebrating the 11,000+ Kiwis
who make our service possible

**Fire and Emergency New Zealand
is one year old on 1 July 2018**

**30 JUNE
2018**

OUR NEW IDENTITY

We are proud of the way our people have adapted to the establishment of Fire and Emergency New Zealand

On 1 July 2017, we celebrated the formation of Fire and Emergency New Zealand, following the passing of the Fire and Emergency New Zealand Act.

This brought together 40 separate organisations and 14,000 incredible people, across urban, rural and volunteer services.

Our functions are recognised in the new legislation to reflect the wide range of services we provide for communities.

We are rolling out our new identity with one third of our vehicles and 139 of our sites now proudly displaying our new logo.

35,994 NON-FIRE INCIDENTS ATTENDED

▲ UP 9% ON 2016/17



OUR COMMITMENT TO NEW ZEALAND

"We are working to be the organisation the New Zealand public expects us to be."

We are connecting with New Zealand's diverse communities, and other emergency services, to improve how we respond to their changing risks and needs.

We are focused on equipping our communities to be more resilient by building strong relationships with them and by delivering targeted fire education programmes.

We are upgrading our facilities and equipment throughout the country, particularly in rural communities, to help us meet our obligations.

We are committed to leading, developing, and supporting a positive and inclusive workplace culture where everyone is accepted for who they are.

We will be an organisation which represents and reflects the diversity of the communities we serve.

16 STATIONS

UNDERGOING SIGNIFICANT UPGRADES:

Rotorua

Sockburn

Anzac

Leigh

Clevedon

Lumsden

Akaroa

Waiau

Cromwell

West Melton

Damaru

Tairua

Palmerston

Thorndon

Woolston

Kingswell

13 NEW STATIONS
SCHEDULED TO BE BUILT BY 2023
- SEVEN ALREADY COMPLETED

46 VEHICLES REPLACED
OVER THE YEAR
- 21 NEW APPLIANCES AND 25 SUPPORT VEHICLES



WE RESPECT AND INVEST IN OUR PEOPLE

In the last 12 months, we have invested heavily in training, development and leadership to equip our people with the skills and tools they need.

The right kit and facilities

Following 24 months of technical development, the new water safety kit and training has rolled out to Area Offices to be deployed to targeted brigades. More than 80% of career and 50% of volunteer firefighters have been trained in working safely in and around water.

Our vehicle replacement programme is underway with 46 vehicles replaced and we continue to invest in the improvement of our facilities, including 13 new stations and 16 station upgrades. As part of the Christchurch rebuild programme, we have opened four stations in Aranui, Wigram, Woolston and Spreydon.

Supporting the safety, health and wellbeing of our people

With zero serious injuries reported over the last 12 months, we continue to show that we take this shared responsibility for the safety, health and wellbeing of our people very seriously. Together we are ensuring that all our people go home safely to their families at the end of the day. We are committed to supporting a positive workplace culture for all our people.

Investment in training

We have developed 1,555 additional courses, and recruited 22 new capability trainers and five training coordinators to better support our volunteer workforce.

2,786 COURSES DELIVERED

▲ UP FROM 1,558 IN 2016/17

21,608 COURSE ATTENDEES

▲ UP FROM 13,876 IN 2016/17

0 SERIOUS WORKPLACE INJURIES
REPORTED IN 2017/18



STRATEGIC DIRECTION

In unifying our organisation we must keep what works and build on our strengths so that we can better serve our communities.

Our career people, volunteers, unions and associations, emergency services partners, and other key stakeholders, are working together to design our new **Operating Model** to support a unified organisation for New Zealand.

We thank you for helping us progress the drafts of two key strategies during 2017/18:

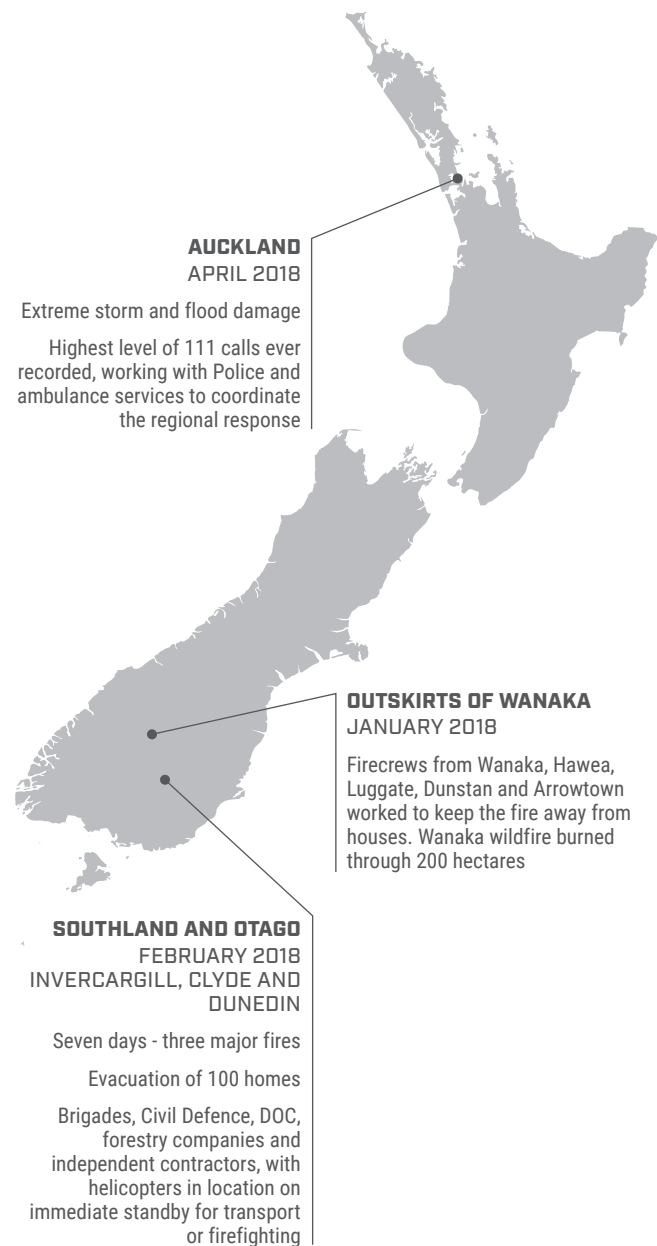
- Our **Volunteerism Strategy** will focus on sustaining, and further supporting our volunteer firefighters and first responders, who have been at the heart of New Zealand communities for more than 150 years. Volunteers comprise 85 per cent of our personnel, and they provide essential services across the country.
- The **Risk Reduction Strategy** focusses on reducing the number of incidents, whilst helping communities prepare for emergencies. It will ensure greater safety and protection for our own people. Reducing risk will protect New Zealand's people, property and environment.



WE ARE HELPING OUR NEIGHBOURS IN TIMES OF NEED

AT HOME

...AND OVERSEAS



PORT HILLS FIRE, CHRISTCHURCH



CHATHAM ISLANDS

FEBRUARY 2018

30 days to extinguish

3,000 hectares burnt

Using lessons learnt in the Port Hills fires, we worked with local volunteers, contractors, DOC staff and the NZDF



CANADA

AUGUST 2017

New Zealand's largest deployment to Canada

Working with the Canadian Interagency Fire Centre

81 personnel comprising 59 specialist firefighters, 19 incident management personnel and three agency representatives

Five week deployment

TONGA

FEBRUARY 2018

Two weeks responding to tropical cyclone Gita

Rapid disaster assessments on 384 buildings in five days

CANADA: August 2017

