

## Dalley, Amelia

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**From:** Travers, Gavin  
**Sent:** Friday, 9 March 2018 10:11 AM  
**To:** Kirkwood, Christine  
**Subject:** RE: GoodSAM draft plan.docx

To be honest there is no measurement from a Fire position that we are looking for. We are simply endorsing and supporting our emergency partners to achieve improved patient outcomes, whatever that looks like. I will ask St John though if they have targets.

I'll come back to you.

Gavin

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**From:** Kirkwood, Christine  
**Sent:** Friday, 9 March, 2018 9:55 AM  
**To:** Travers, Gavin  
**Subject:** RE: GoodSAM draft plan.docx

Thanks Gavin

Do we have a % increase that we are aiming for between now and June and now and December say – just gives us something to measure this comms approach against to show the value to Leadership on GoodSAM, our involvement in supporting it alongside St John etc.

Chrissie

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**From:** Travers, Gavin  
**Sent:** Friday, 9 March 2018 9:20 AM  
**To:** Kirkwood, Christine <[Christine.Kirkwood@fireandemergency.nz](mailto:Christine.Kirkwood@fireandemergency.nz)>  
**Subject:** RE: GoodSAM draft plan.docx

Thanks Christine

I have hi-lighted some changes to the document to correct or clarify some detail. This is really good thank you 😊

The first two paragraphs of the background section in this document would be good for the leaders update don't you think.,

Cheers Gavin

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**From:** Kirkwood, Christine  
**Sent:** Wednesday, 7 March, 2018 2:19 PM  
**To:** Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>  
**Subject:** GoodSAM draft plan.docx

Hi Gavin

Here is my first draft of the comms plan for the GoodSAM app. Please have a look over it and come back to me with your suggestions.

I may need help with drafting the Leaders Update once OLT sign it off. The deadline for the next edition is this Friday – but I am unsure if I will be able to get to it... I know you are waiting for OLT to sign off. So for now have a look over this and get back to me.

Thanks  
Chrissie

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## Dalley, Amelia

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**From:** Kirkwood, Christine  
**Sent:** Friday, 20 April 2018 8:59 AM  
**To:** Travers, Gavin  
**Cc:** Rees, Maxine  
**Subject:** RE: GoodSAM

**Importance:** High

Hi Gavin

As the GoodSAM story has hit the media already we need to work fast to get the Guidelines up on the Portal, and then we can get this portal news item up and link to the Guidelines. That same info will be sent out in the next Leaders Update.

We are also working to get the GoodSAM info onto our external website to show we endorse the GoodSAM app.

Gavin – I want to work on content for a Portal page on GoodSAM today, where we can have a link to the Guidelines, Q and As for our people about being a GoodSAM and links to CIPSS from there if they need more support. I will send everything through to you as I am working on it to make sure you are happy.

Regards  
Chrissie

### Christine Kirkwood

MCommunication (Public Relations), BCommunication (Hons)  
Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

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[www.fireandemergency.nz](http://www.fireandemergency.nz)

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**From:** Travers, Gavin  
**Sent:** Thursday, 19 April 2018 8:52 PM  
**To:** Kirkwood, Christine ; Rees, Maxine  
**Cc:** Macfarlane, Vanessa ; Weber, Adriana ; Turner, Paul  
**Subject:** RE: GoodSAM

Hi Team

Good news, I have had good conversation with Ron Devlin and David Guard. Both Commanders are now happy with the content of the guidelines which I have updated tonight with more emphasis on the safe person concept and added a QA on living in a small community and checking with the CFO before registering with Good SAM. Paul Turner has given approval for the guidelines to be published on the portal tomorrow. This removes the need for the interim content below.

**Maxine** would you please run your eye over the content and formatting, thank you.

Christine / Vanessa I will check in with you in the morning asap.



Thanks all for your help

Regards

**Gavin Travers**

National Communication Centres & Medical Response Manager  
Region 1 Headquarters, 2 Poynton Terrace, Newton, Auckland  
PO Box 68-444, Wellesley Street, Auckland 1141

9(2)(k)

[gavin.travers@fireandemergency.nz](mailto:gavin.travers@fireandemergency.nz)

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**From:** Kirkwood, Christine

**Sent:** Thursday, 19 April 2018 3:17 PM

**To:** Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>

**Cc:** Macfarlane, Vanessa <[Vee.Macfarlane@fireandemergency.nz](mailto:Vee.Macfarlane@fireandemergency.nz)>; Weber, Adriana <[Adriana.Weber@fireandemergency.nz](mailto:Adriana.Weber@fireandemergency.nz)>

**Subject:** GoodSAM

Hi Gavin,

Please see amended text for GoodSAM messaging for the Portal tomorrow and next week's Leaders Update and let me know if you are happy for this to go out.

Vanessa and I just spoke to Adriana about doing a media release, but St John have said they do not wish to do a joint release. We have agreed that we will not do a release, so they can have full control of the messaging to the public at this point, but we will share their social media posts and will look for opportunities to promote our people who are GoodSAM responders. We will still look to proactively promote this internally.

I will send through the updated comms approach by tomorrow.

Meanwhile please approve the Portal item for GoodSAM – Vanessa will also discuss this with Rhys tomorrow and will let us know if he would like to send out a personal message to our people.

Thanks for meeting with us today.

Regards

Chrissie

### **Introducing a community of lifesavers with GoodSAM (Good Smartphone Activated Medics)**

A new app – GoodSAM (Good Smartphone Activated Medics) – is officially being launched at the New Zealand Resuscitation Conference in Wellington. The app allows medically trained people to sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

The GoodSAM app is being launched by St John and is supported by Wellington Free Ambulance, the National Cardiac Network, and Fire and Emergency New Zealand, with the intention of inviting other organisations that employ medically trained people. The goal is to get a qualified person to a suspected cardiac arrest as soon as possible – the sooner we start CPR, the better the chances of survival for the patient.

For Fire and Emergency NZ, it's a natural fit to be part of this initiative – we're partnering with other emergency services to help save lives, and our people's involvement grows the GoodSAM community by thousands.

## How GoodSAM works

The St John and Wellington Free CAD system automatically chooses GoodSAM responders through geolocation (up to 1000 metres), and will send an alert out to those phones.

St John have already started using the app, and some of our people who volunteer with St John are already signed up as a GoodSAM responder.

You may find someone at an incident providing CPR when you respond to a call. The GoodSAM responder will step down once emergency services arrive.

## Registration process for Fire and Emergency personnel who want to sign up

1. Make sure you have a clear head and shoulders photo of yourself in **working uniform** or a photo of your work ID card ready for uploading.
2. Open the following link:  
<https://www.goodsamapp.org/regResponder>
3. Fill in the fields and take particular note of the following questions (which display when you select a Verifying Organisation):
  - a. Registration body: Use N/A.
  - b. Registration number: Use your Fire and Emergency employee or HR number.
  - c. Expiry date of certificate: Use the date format YYYY-MM-DD (this can be found on your ID Card)
4. Make sure you use your Fire and Emergency email address.
5. By signing up you agree to the GoodSAM [Terms & Conditions](#)
6. Download the **responder** app from [Google Play](#), [Apple](#), or [Microsoft](#) and use the email address and password that you have just registered with the website to log in.

If you have any questions about the GoodSAM app, contact Gavin Travers, National Comcens & Medical Response Manager: [Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)

## Christine Kirkwood

MCommunication (Public Relations), BCommunication (Hons)  
Communications Advisor / Kaiwhakawhitiwhiti Pārongo



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[www.fireandemergency.nz](http://www.fireandemergency.nz)

## **Dalley, Amelia**

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**From:** Travers, Gavin  
**Sent:** Monday, 23 April 2018 3:40 PM  
**To:** Macfarlane, Vanessa  
**Cc:** Kirkwood, Christine  
**Subject:** RE: GoodSAM

OK thanks

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**From:** Macfarlane, Vanessa  
**Sent:** Monday, 23 April 2018 3:34 PM  
**To:** Travers, Gavin ; Kirkwood, Christine  
**Subject:** RE: GoodSAM

Hi Gavin,

Here's the final version of what Rhys has approved – he was happy with everything but wanted to make it clear to people that they are not to respond while on duty so I've added this to the below:

Hi everyone,

Some of you will have already seen that St John has launched the GoodSAM (Good Smartphone Activated Medics) app last Friday. GoodSAM allows medically trained people to voluntarily sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

Fire and Emergency are fully supportive of the app and some of our people have already signed up.

GoodSAM is completely voluntary – you do not have to sign up – however, if you do choose to sign up your safety, health and wellbeing is our priority.

Safety, health and wellbeing support following an incident is available through the Critical Incident and Personal Stress Support (CIPSS) programme. Support is also available to all GoodSAM responders through St John at [goodsam@stjohn.org.nz](mailto:goodsam@stjohn.org.nz).

If you are considering joining the GoodSAM community of responders, I encourage you to register through the Fire and Emergency option on the GoodSAM website and to let your crew and station manager know that you've signed up. This will ensure that we are aware of how many responders from our organisation have signed up, so we can make sure that everyone gets the right level of support at all times.

Please also remember that you must not respond to a GoodSAM alert if you are on duty, even if you are close by.

More information about GoodSAM can be found on our portal - <https://portal.fireandemergency.nz/notices-news-and-events/news/introducing-a-community-of-lifesavers-with-goodsam-good-smartphone-activated-medics/>

Cheers,  
Rhys

---

**From:** Travers, Gavin  
**Sent:** Monday, 23 April 2018 2:40 PM  
**To:** Kirkwood, Christine <[Christine.Kirkwood@fireandemergency.nz](mailto:Christine.Kirkwood@fireandemergency.nz)>  
**Cc:** Macfarlane, Vanessa <[Vanessa.Macfarlane@fireandemergency.nz](mailto:Vanessa.Macfarlane@fireandemergency.nz)>  
**Subject:** RE: GoodSAM

Hi Team

This page looks good 😊

Is there an opportunity to promote the registered numbers....

*The GoodSAM app has been launched and rolled out by St John and Resuscitation Council. The app is supported by Fire and Emergency New Zealand and some of our people are already signed up as a GoodSAM responder.*

*Current registered Fire and Emergency NZ personnel is 162*



GoodSAM is completely voluntary.

Regards

**Gavin Travers**

National Communication Centres & Medical Response Manager  
Region 1 Headquarters, 2 Poynton Terrace, Newton, Auckland  
PO Box 68-444, Wellesley Street, Auckland 1141

9(2)(k)

[gavin.travers@fireandemergency.nz](mailto:gavin.travers@fireandemergency.nz)

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**From:** Kirkwood, Christine  
**Sent:** Monday, 23 April 2018 2:29 PM  
**To:** Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>  
**Cc:** Macfarlane, Vanessa <[Vanessa.Macfarlane@fireandemergency.nz](mailto:Vanessa.Macfarlane@fireandemergency.nz)>  
**Subject:** GoodSAM

Hi Gavin

The GoodSAM app is now promoted on our external website as a news item.

The links is <https://fireandemergency.nz/news-and-media/goodsam-app/>

Vanessa is working with Rhys on the messaging he will send out – the plan is to try and send that out tomorrow – hopefully by then the Portal page will be up so we can promote that.

Regards

**Christine Kirkwood**

MCommunication (Public Relations), BCommunication (Hons)



9(2)(k)

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[www.fireandemergency.nz](http://www.fireandemergency.nz)

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## Dalley, Amelia

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**From:** Kirkwood, Christine  
**Sent:** Monday, 5 March 2018 1:23 PM  
**To:** Travers, Gavin  
**Subject:** RE: GoodSAM

Sounds good,

Let's chat after 3pm.

Chrissie

---

**From:** Travers, Gavin  
**Sent:** Monday, 5 March 2018 12:50 PM  
**To:** Kirkwood, Christine  
**Subject:** RE: GoodSAM

Hi Christine

Here is the latest document just returned from the technical writers.

- Signing up means they are signing up to the Good SAM T/Es
- Dispatchers in the ambulance Comcen do not know and do not have any interaction with the good Sam dispatch. It's the responder that accepts or rejects the alert.
- As the only person approved at this point to accept registrations for FENZ, I will certainly know who our people are.

Shall we have a chat on the phone later today after 3pm to discuss?

Cheers Gavin

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**From:** Kirkwood, Christine  
**Sent:** Monday, 5 March, 2018 11:54 AM  
**To:** Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>  
**Subject:** GoodSAM

Hi Gavin

I am just working on the GoodSAM approach and wanted to check a few things.

When our people sign up are they signing St John's terms of conduct or are we developing our own?

Secondly – I am looking through **9(2)(k)** key messaging and I am confused – in the FAQs, they say that dispatchers do not know if a GoodSAM responder is responding or not – yet in other notes I see that they have to click respond or decline..

In the FAQs it also says that they will know the number of responders registered but not who they are? Is there any way we can capture who of our people is registered as a GoodSAM – so we can see if our comms approach is helping to build the number of people joining GoodSAM.

Do you know any more about it?

Chrissie

**Christine Kirkwood**

MCommunication (Public Relations), BCommunication (Hons)

Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

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[www.fireandemergency.nz](http://www.fireandemergency.nz)

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## Dalley, Amelia

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**From:** Kirkwood, Christine  
**Sent:** Friday, 27 April 2018 2:54 PM  
**To:** Travers, Gavin; Macfarlane, Vanessa; Morgan, Tracey  
**Subject:** RE: Can you please draft replies for these 2 emails for Rhys?

Thanks Gavin,

It would be good to understand.

I have blocked out my calendar from 1-2 on Monday so we can sit and discuss that and the questions.

By the way I will flick you another email that Sandy sent to me. There is quite a bit of discussion going on, on VolyNet Facebook page.

The first that I am sending is very positive.

Chrissie

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**From:** Travers, Gavin  
**Sent:** Friday, 27 April 2018 2:47 PM  
**To:** Macfarlane, Vanessa ; Kirkwood, Christine ; Morgan, Tracey  
**Subject:** FW: Can you please draft replies for these 2 emails for Rhys?

Hi Again,

I have just had a video conference with St John about good Sam to discuss some admin items. I have also post VC with them spoken to Brendon Dunn one of the email authors from Tauranga. Brendon's statement about not responding to a purple call that might be next door was a "concept" argument and was not reflecting on a real situation. For the record in the real scenario the good sam alert would be for a purple medical co-response call, which in turn mean Fire should respond via normal turnout to the same incident.

Incidentally and I digress somewhat here but the GS app is likely to alert responders before Fire alert the station due to being a data turnout. It will be very interesting what this looks like moving forward and it will be a good example of why the mobility project will help our organisation better with data turnouts as opposed to selcal. (I'll explain that on Monday if you are keen to understand it)



Regards

**Gavin Travers**  
National Communication Centres & Medical Response Manager  
Region 1 Headquarters, 2 Poynton Terrace, Newton, Auckland  
PO Box 68-444, Wellesley Street, Auckland 1141

9(2)(k)

[gavin.travers@fireandemergency.nz](mailto:gavin.travers@fireandemergency.nz)

---

**From:** Travers, Gavin  
**Sent:** Friday, 27 April 2018 1:32 PM  
**To:** Macfarlane, Vanessa <[Vanessa.Macfarlane@fireandemergency.nz](mailto:Vanessa.Macfarlane@fireandemergency.nz)>; Kirkwood, Christine <[Christine.Kirkwood@fireandemergency.nz](mailto:Christine.Kirkwood@fireandemergency.nz)>  
**Subject:** FW: Can you please drfat replies for these 2 emails for Rhys?

Hi,

A couple of things before I jump into a meeting with St John about good sam incidentally.....

1. Let's publish the good sam portal page, the initiative was accepted and endorsed in its current state. Any work that might be completed with Alison and her team can contribute to the page going forward.
2. I wonder if the person on duty had even read the guidelines?
  - a. The principle of Good SAM is an early intervention by people who are first aid trained under the concept of the public helping the public or local community.
  - b. Fire have to maintain a response capability for our primary role, ~~medical response is not a primary role~~. Not sure we can or should say that but it is true.
  - c. Good Sam should not be used while on duty and the guidelines supports that approach.
3. Regarding the fire risk management person some clarity is needed.
  - a. Yes the guidelines were written with the primary focus on operational personnel.
  - b. The general principle of good sam and the intent behind Fire supporting it, is to support communities.
  - c. Medical response is not our primary role, we do this in support of St John.
4. An updated approach to Good SAM may be prudent as we discover issues and review our practise or approach to it.
  - a. I think this should be pushed with some vigour and it tells our people we are monitoring and supporting the initiate and more importantly prepared to resolve any issues arising from it.
5. Remind people to send in their questions to [goodsam@fireandemergency.nz](mailto:goodsam@fireandemergency.nz) and follow the process to resolve issues, rather than acting emotively and emailing the CEO.



Regards

**Gavin Travers**  
National Communication Centres & Medical Response Manager  
Region 1 Headquarters, 2 Poynton Terrace, Newton, Auckland  
PO Box 68-444, Wellesley Street, Auckland 1141

9(2)(k)

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**From:** Macfarlane, Vanessa  
**Sent:** Friday, 27 April 2018 1:05 PM  
**To:** Kirkwood, Christine <[Christine.Kirkwood@fireandemergency.nz](mailto:Christine.Kirkwood@fireandemergency.nz)>; Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>  
**Subject:** Fwd: Can you please drfat replies for these 2 emails for Rhys?

Hi guys, we've received some questions from a few of our people we goodsam. I'm out on my ride along today so we can draft up responses on Monday.  
Cheers,

Vanessa

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**From:** Morgan, Tracey

**Sent:** Friday, April 27, 2018 10:35:17 AM

**To:** Macfarlane, Vanessa

**Subject:** Can you please drfat replies for these 2 emails for Rhys?

Ta!

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## Dalley, Amelia

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**From:** Macfarlane, Vanessa  
**Sent:** Friday, 27 April 2018 1:05 PM  
**To:** Travers, Gavin; Kirkwood, Christine  
**Subject:** Fwd: FW: Goodsam off duty responders

And another one.

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**From:** CE - Rhys Jones  
**Sent:** Friday, April 27, 2018 12:50:03 PM  
**To:** Macfarlane, Vanessa  
**Subject:** FW: Goodsam off duty responders

Another one for reply please ☺

### Tracey Morgan

Executive Assistant to Chief Executive  
He Waka Eke Noa - Working collaboratively

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9(2)(k)

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**From:** 9(2)(a)

**Sent:** Friday, 27 April 2018 10:51 AM  
**To:** CE - Rhys Jones <ce@fireandemergency.nz>  
**Subject:** Goodsam off duty responders

Good Morning

I have a question for you too consider about the identification of off duty FENZ members responding to calls would it be an idea for those who choose to respond have at there disposal a printed hi viz vest or an identification card look forward to your reply

Kind regards Rob Fleming

Sent using OWA for iPhone

## Dalley, Amelia

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**From:** 9(2)(a) @stjohn.org.nz>  
**Sent:** Tuesday, 20 February 2018 10:45 AM  
**To:** Kirkwood, Christine  
**Cc:** 9(2)(a)  
**Subject:** FW: GoodSAM App  
**Attachments:** FENZ -GoodSAM Key Messages - Jan 2018 V2.docx

Hi Christine,

9(2)(a) is the best contact in for communications regarding GoodSAM. I have attached our Key Messages document that we are happy for you to use for your staff as well.

In terms of up-coming communications we are likely to be putting a reminder notice out to our staff next week and rolling out to the DHBs on the 1<sup>st</sup> of March. We can ensure that you also receive copies of these once they are drafted as well.

I am excited about having Fire and Emergency on board with us 😊.

Kind regards,

9(2)(a)



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**From:** Kirkwood, Christine [mailto:Christine.Kirkwood@fireandemergency.nz]  
**Sent:** Tuesday, 20 February 2018 10:09 a.m.  
**To:** 9(2)(a)  
**Subject:** GoodSAM App

Good morning 9(2)(a)

I am about to start working on the communications approach to promote the GoodSAM app to our people. It would be great to speak with you – and to see what communications and key messaging you are using so that I can ensure my messaging is consistent with St John's.

Can you let me know if you are free to catch up on the phone or if you could send me the info you have as a starting point. – do you have any social media posts, or planned activity that I should be aware of, so that we can support that.

Regards  
Christine

**Christine Kirkwood**  
MCommunication (Public Relations), BCommunication (Hons)



9(2)(k)

[christine.kirkwood@fireandemergency.nz](mailto:christine.kirkwood@fireandemergency.nz)  
[www.fireandemergency.nz](http://www.fireandemergency.nz)



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## Dalley, Amelia

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**From:** Kirkwood, Christine  
**Sent:** Tuesday, 20 February 2018 10:20 AM  
**To:** Weber, Adriana  
**Subject:** FW: Good Sam app  
**Attachments:** GoodSAM Key Messages for Staff - Jan 2018 V2.docx

Hi Adriana,

Can I talk with you soon about this, I will need your help to do media promotion of our partnership with St John on the GoodSAM app. So far the unions are on board with our people getting involved – Paul Turner is awaiting approval from our CE to start communicating this out to our people. – I have emailed St John to try and get more info and access their comms plan and activities for this so we can link in with the and use the same key messages.

We need want to let communiti8es know that we are part of this so will be able to respond if our people are at an incident quickly.

Chrissie

### Christine Kirkwood

MCommunication (Public Relations), BCommunication (Hons)  
Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

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[www.fireandemergency.nz](http://www.fireandemergency.nz)

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**From:** Travers, Gavin  
**Sent:** Tuesday, 20 February 2018 9:41 AM  
**To:** Kirkwood, Christine  
**Cc:** Rademeyer, Sandy ; Turner, Paul  
**Subject:** RE: Good Sam app

Hi Christine,

Thanks for the reminder and I promised to send info to Sandy as well. I am conscious that we might be able to put something in the next leaders update but waiting on the final OK from the CEO via Paul Turner.

- Fire & Emergency NZ are officially registered now with Good SAM although we have not advertised the internal registration process.
- I have had positive feedback from the UFBA
- Feedback from the NZPFU and had a face to face with them on 15 Feb.
- Crews have already come across Good Sam responders on scene prior to their arrival and are now asking questions about it.

I will let you know when we have the final ok from the CEO, then we can talk in earnest.

Cheers Gavin

---

**From:** Kirkwood, Christine  
**Sent:** Tuesday, 20 February, 2018 9:28 AM  
**To:** Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>  
**Subject:** Good Sam app

Hi Gavin

I need to catch up with you to start talking Good Sam and start forming our comms approach.

Please let me know when you have time to catch up – I know today will be a bit chaotic.

Regards  
Chrissie

**Christine Kirkwood**  
MCommunication (Public Relations), BCommunication (Hons)  
Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k) [Redacted]

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[www.fireandemergency.nz](http://www.fireandemergency.nz)

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## Dalley, Amelia

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**From:** Macfarlane, Vanessa  
**Sent:** Monday, 23 April 2018 8:35 AM  
**To:** Hawkins, Campbell  
**Cc:** Kirkwood, Christine  
**Subject:** Content on GoodSAM for public website

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Campbell,

Here is the content for the GoodSAM app to put up on our public website. I'm in and out of meetings all day so if you have any questions can you please liaise with Chrissie?

Cheers,

V

### GoodSAM App content for Fire and Emergency Public Website

The GoodSAM app (Good Smartphone Activated Medics) allows medically trained people to sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

Getting a qualified person to a suspected cardiac arrest as possible so they can start CPR significantly increases the chances of survival for the patient. Good SAM does this by alerting responders in the same area that their medical expertise is needed.

The GoodSAM app has been launched and rolled out by St John and Resuscitation Council. The app is supported by Fire and Emergency New Zealand and some of our people are already signed up as a GoodSAM responder.

GoodSAM is completely voluntary. To sign up, get the app here – [www.goodsamapp.org/home](http://www.goodsamapp.org/home)

**Vanessa Macfarlane**

Senior Advisor External Relationships



9(2)(k)

[Vanessa.Macfarlane@fireandemergency.nz](mailto:Vanessa.Macfarlane@fireandemergency.nz)

[www.fireandemergency.nz](http://www.fireandemergency.nz)

## Dalley, Amelia

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**From:** Kirkwood, Christine  
**Sent:** Tuesday, 24 April 2018 8:40 AM  
**To:** Rademeyer, Sandy  
**Subject:** Fwd: GoodSAM draft content for Portal.docx

FYI

Gavin had asked me to send the portal info to Alison etc. so I thought he'd had conversations about it.

Chrissie

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**From:** Kirkwood, Christine  
**Sent:** Monday, April 23, 2018 6:50 PM  
**Subject:** Re: GoodSAM draft content for Portal.docx  
**To:** Barnes, Alison , Travers, Gavin , McElroy, Roseanne , King, Pam  
**Cc:** Simms, Andrew , Macfarlane, Vanessa , Christie, April

Thanks Alison

Gavin can you please respond to Alison and answer the questions for the risk assessment.

We can then discuss any other comms requirements for the Portal page and any relevant other actions we need to do to cover any of these that Alison has highlighted if the GoodSAM Guidelines have not already covered them.

Regards  
Chrissie

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**From:** Barnes, Alison  
**Sent:** Monday, April 23, 2018 6:18:26 PM  
**To:** Kirkwood, Christine; Travers, Gavin; McElroy, Roseanne; King, Pam  
**Cc:** Simms, Andrew; Macfarlane, Vanessa; Christie, April  
**Subject:** RE: GoodSAM draft content for Portal.docx

Hi again Christine

No – your email today was the first I have heard of this App and its intended support and promotion with our personnel.

If it hasn't been done already, it would be good to document a risk assessment that considers our people using this App, and also in relation to the organisation's responsibilities in supporting/promoting it.

It should include recommended controls to manage risks that may be identified, and any monitoring or feedback needed to ensure the controls are effective.

Some controls around wellbeing concerns are already referred to in the information from the CE.

Off the top of my head – risks for individuals to be considered could include:

- psychological wellbeing
- fatigue management – prolonged events particularly

- travel to and from an event that people are responding too
- exposure to blood and body fluids
- exposure to accusations or perhaps even violence from a friend/family member/member of the public – particularly if the resuscitation is unsuccessful
- working alone or in an isolated or hostile environment
- adverse weather or location conditions
- exposure to unrestrained animals

Things to be considered related to the organisation could include:

- responsibilities for provision of PPE for our people – e.g. gloves/masks/safe disposal of PPE
- clarity about whether responding is actually ‘work’ done on behalf of the organisation or not
- this clarity will determine how and where to report any injuries or illnesses associated with the response and the support for those
- reputational risk for FENZ if media people were present or if there were concerns about the outcome of the response
- keeping our people safe in hostile weather or hostile people-related circumstances
- hours of ‘work’ and fatigue management – prior to a response and after a response for volunteers and for career staff – for prolonged responses
  - o would this impact on their ability to work for FENZ – next shift for career staff? their own employer for volunteers?

These may not all be relevant, and there will be other things I am not aware of – but a discussion and documentation of agreed risks and controls should be undertaken.

If this has already been taken care of – please ignore these comments.

With kind regards,

Alison

**Alison Barnes**

Safety, Health and Wellbeing Lead

Integration Programme

**Tiaki o te hauora koutou**

*Take care of your health*



9(2)(k)

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**From:** Kirkwood, Christine

**Sent:** Monday, 23 April 2018 5:29 PM

**To:** Barnes, Alison ; Travers, Gavin ; McElroy, Roseanne ; King, Pam

**Cc:** Simms, Andrew ; Macfarlane, Vanessa

**Subject:** Re: GoodSAM draft content for Portal.docx

I am sorry Alison, I thought you already knew about the GoodSAM app.

This was rushed because it had already been released to the media by St John and the NZ Resuscitation Council as they are the lead agency, and we were still waiting on sign off from OLT to support the app. Rhys was keen to launch it internally to our people. If we left it any longer it would no longer be news that Rhys could drive.

I would still like your input into the portal information so we include links to the appropriate support options for our people.

If you could discuss with Gavin or myself, we can add any information to the safety, health and well-being section. Gavin will be overseeing all applications, so he will be aware of how many of our people are registered GoodSAM responders.

Regards

Christine

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**From:** Barnes, Alison

**Sent:** Monday, April 23, 2018 5:12:43 PM

**To:** Kirkwood, Christine; Travers, Gavin; McElroy, Roseanne; King, Pam

**Cc:** Simms, Andrew

**Subject:** RE: GoodSAM draft content for Portal.docx

Hi Christine

I had some comments around psychological wellbeing, but I see this has already gone out from the CE.

Earlier involvement in the discussion or greater lead in time would be helpful wherever possible in the future.

regards

Alison

**Alison Barnes**

Safety, Health and Wellbeing Lead

Integration Programme

Tiaki o te hauora koutou

Take care of your health



9(2)(k)

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From: Kirkwood, Christine

Sent: Monday, 23 April 2018 1:50 PM

To: Travers, Gavin <[Gavin.Travers@fireandemergency.nz](mailto:Gavin.Travers@fireandemergency.nz)>; Barnes, Alison <[alison.barnes@fireandemergency.nz](mailto:alison.barnes@fireandemergency.nz)>;

McElroy, Roseanne <[Roseanne.McElroy@fireandemergency.nz](mailto:Roseanne.McElroy@fireandemergency.nz)>; King, Pam <[Pam.King@fireandemergency.nz](mailto:Pam.King@fireandemergency.nz)>

Cc: Simms, Andrew <[Andrew.Simms@fireandemergency.nz](mailto:Andrew.Simms@fireandemergency.nz)>

Subject: GoodSAM draft content for Portal.docx

Hello all,

Please find attached draft content for the Portal page on GoodSAM.

Alison, Pam and Roseanne – can you each please look over the section on Safety, Health and Wellbeing that we would like to include. Please come back to me as soon as possible with your additions/comments.

Rhys is sending out an email to promote the GoodSAM app and people are joining, so we need to get this page up and remind people about our wellbeing support options.

Regards

Chrissie

**Christine Kirkwood**

MCommunication (Public Relations), BCommunication (Hons)

Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

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**Dalley, Amelia**

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**From:** Kirkwood, Christine  
**Sent:** Tuesday, 24 April 2018 1:16 PM  
**To:** Macfarlane, Vanessa; Hawkins, Campbell  
**Subject:** a statement to use when sharing the St John social media post - what do you think?

Vanessa, are you happy with this statement??

Fire and Emergency are fully supportive of the GoodSAM app and some of our people have already signed up as GoodSAM responders. This is a great opportunity for medically trained people to join the community of life savers and help save lives.

**Christine Kirkwood**

MCommunication (Public Relations), BCommunication (Hons)

Communications Advisor / Kaiwhakawhitiwhiti Pārongo



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