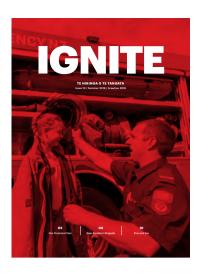
TE HIRINGA O TE TANGATA Issue 10 / Summer 2018 / Arawheu 2018 BLU 05 08 10 Our Financial Year **New Southern Brigade** Fire and Ice



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.

Read Ignite online

https://fireandemergency. nz/news-and-media

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RHYS JONES

FIRE AND EMERGENCY CHIEF EXECUTIVE

KIA ORA KOUTOU

Over the past year I've really enjoyed travelling around New Zealand, visiting brigades and meeting with our people to discuss the Operating Model and other aspects of the consultation.

I've seen some great examples of Fire and Emergency NZ at its best and the real potential and benefits a fully unified organisation can bring. I've experienced a strong sense of belief and unity and I'm proud of the way we've all adapted to changing roles. We've achieved a lot in a short space of time. A heartfelt thanks to everyone for the hard work, goodwill and patience over the year.

Fire and Emergency attends about 82,000 incidents every year, with almost 36,000 of these non-fire events. That's a truly impressive commitment to the wellbeing of our communities.

To support this commitment we've continued enhancing our incident management systems, policies, procedures and strategies. The design of our Operating Model is also progressing well.

The key to our success has always been collaboration and from day one we've worked closely with our people and their representatives in unions and associations, emergency services partners and other involved groups. It's a big job and will continue for some time – but we're determined to get it right.

There have been a number of other highlights during the year, so let's take a look at them.

Collaborating with partner emergency agencies

We continue to improve the way we work and collaborate with other emergency agencies, both here and overseas. The 2017 Canadian deployment was a great example of this and it continued into 2018 with deployment of specialist teams to assist with the American and Canadian fires. It's a huge commitment for our people so we ensured they had the right support on the ground, wherever they were.

Increased support for volunteers

One of the areas we knew we needed to work on when Fire and Emergency was established was increasing support for our volunteers. So we invested in the resources needed to help volunteers be their best.

We now have more trainers and Volunteer Support Officers on the ground. This means we can quickly and effectively understand volunteers' training and equipment needs — and get those needs met.

We also have more courses in the regions, so people don't have to travel so far to train. The great news is our volunteers tell us they now feel they're at the top of the pyramid, not the bottom.





PAUL SWAIN

FIRE AND EMERGENCY CHAIRMAN

We catch up with Fire and Emergency Chairman, Paul Swain who looks back at some highlights from the year.

What do you think our biggest achievement has been since Fire and Emergency was formed?

I've been so impressed that, during a time of complicated change and integration, services have continued to be delivered at the highest levels in communities up and down New Zealand. While internal debate and discussion have been going on, trucks kept on heading out the door and people in need were always helped. So July 1 2017, when FENZ was officially formed, felt the same as June 30 for our communities. That's an incredible achievement for everyone in our organisation.

When we launched Fire and Emergency in Ashburton with a parade down the main street, it really symbolised to me the nature of 'Proud History – Bright Future.' It was all about the best of the past and excitement about what was possible. It's a great combination and it's a big part of why we've had such a strong beginning.

What's your key highlight of the year as Fire and Emergency Chair?

There have been so many great things happening but the big one for me is the way we've all come together to work through and plan our integration and future. The goodwill from so many people in every part of our organisation has meant we've been able to collectively tackle big and often difficult issues. Right from the beginning we've done this as a group, with as many people involved as possible. It might take longer, but it's the only way to make it work – and it has.

What inspires you the most about our people?

That's easy. Every single day I'm blown away by the fact that, at a minute's notice, we have people all over New Zealand who will drop everything and respond to a call for help. They might be in the middle of a birthday party or taking a well-earned break, but they'll immediately rush to help people in need.

In many ways, we are the last standing army in NZ and our people are always there to do what's required. Our people are driven by a deep sense of community service and I'm inspired and humbled by that.

Why are station visits so important to you?

They're a vital opportunity to get an unfiltered view of what's happening locally. Our teams on the ground aren't shy about sharing issues and detailing the support they need — and I like that. I hear their views first hand, see their stations in action and then have a much better idea about the most effective ways to help. I've visited around 35 stations and I'm looking forward to seeing more next year.

What's important for 2019?

We're making real progress on huge things like our operational model, attracting and supporting volunteers and creating strategies for risk reduction. It's important we keep that momentum going and if we continue with the goodwill we've seen at every level, we're going to keep on achieving great things for each other and the country.

Summer's coming - any plans?

I'm heading for the beach. Every year, for as long as I can remember, we've packed the car, the family and the dog and all head for Castlepoint in the Wairarapa. We rent a classic old Kiwi bach and swim and walk and spend time together. There's no internet, which is great. In the old days there wasn't even cell phone coverage and anyone wanting to get hold of you had to phone the Castlepoint store and they'd write a message for you on the blackboard. Not particularly private but definitely effective!

Tell us something about you most people wouldn't know.

I have a serious interest in transport and it's often been a part of my career. I've been a bus driver, a truck driver, I even spent some time at sea when I was at uni. I was also lucky enough to be Minister of Transport when I was part of government.

So if you ever ask if I want a ride in a fire truck, the answer's always going to be yes!

OUR STORY FOR THE 2017/18 FINANCIAL YEAR

In November this year we released our first Annual Report as Fire and Emergency. Although the report is a key channel for our financial reporting, it's also a great opportunity for us to share our story, achievements and activities with the New Zealand public and our key partners.

We have had a strong first year as an integrated organisation. Here are the highlights for the 12 months to 30 June 2018.

82,568

We responded to 82,568 incidents, an increase of 6 percent from the previous year. +9%

We saw a 9 percent increase from last year in non-fire emergencies, with a total of 35,994 non-fire incidents responded to. 13,686

Our firefighters visited 13,686 homes this year to help install smoke alarms and provide fire safety advice.



In Aug 2017 we deployed 59 specialist firefighters and 19 incident management personnel to Canada, our largest ever deployment to that country.



SPECIALIST FIREFIGHTERS



INCIDENT MANAGEMENT PERSONNEL

2,786

We delivered a total of 2,786 training courses – an additional 1,228 courses from the previous year.

.

Established 5

additional rural
support roles.

We opened 4 new
stations in Christchurch,
and 16 stations nationwide are undergoing
significant upgrades.

+14

Increased the number of volunteer support officers by 14, from 50 to 64.

21

During the year, we added 21 new appliances and 25 support vehicles to our fleet nationwide.



We supported our Pacific neighbours responding to Cyclone Gita.



In Feb 2018 we battled for 30 days to extinguish the Waitangi West fire on the Chatham Islands.



In April 2018, our Communication Centres dealt with 3,125 emergency phone calls during the Auckland storm, the highest level of 111 calls ever recorded.

WE ALL HAVE A VOICE IN SHAPING OUR FUTURE

We've made good progress this year towards further integrating our organisation. It's a big task, but we've been able to achieve key goals because of close collaboration every step of the way.

Our proposed Operating Model continues to be developed, along with supporting strategies for Risk Reduction and Volunteerism, which were all consulted on from August to October.

This work was undertaken with the support and input of people from all over the organisation through numerous workshops and discussions. We also worked closely with unions and associations and other key partners who took part and shared their ideas and views. This co-design approach has been important as it has helped us determine how we might develop the organisation,

through the proposed Operating Model and the draft strategies.

Our consultation process made it easy for everyone to have their say. There's been incredibly useful feedback with over 3,000 comments being submitted either through the online consultation tool, ConsiderThis, or through manual or group submissions. There were also over 11,000 'agrees'. These included people supporting what was initially proposed and others agreeing with alternate views.

Our Chief Executive, Rhys Jones, has also continued to visit the regions, listening to feedback and answering questions.

Finally, an announcement about the new Strategic Leadership Team structure was made at the end of October. Feedback from the consultation focused on the need to have leaders that grow and develop careers across the whole of the organisation. We've used this as a basis to design the future governance framework on how decisions are made and by whom. We're aiming to have the new Strategic Leadership Team in place by February 2019.

We have a once-in-a-lifetime opportunity to create a unified fire and emergency service that will proudly serve New Zealand and be an exceptional place to work - but there's still a lot of work to do. Next year we'll focus on developing the proposed new organisational structure and roles required to deliver on the Operating Model, so please stay involved and engaged because we're building this exciting future together.



TELL US WHAT YOU'RE THINKING

You will have received our very first engagement survey earlier this month from our partner Ask Your Team. This is an important opportunity to tell us honestly how you think we're doing as an organisation and what we can do to ensure we're at our best.

Remember, you can choose to take the survey anonymously if you like. There are 23 questions and it should only take 10-15 minutes to complete.

The survey closes on Friday 1 February 2019 and we'll share the results as soon as they're in. It's a crucial way to ensure we're making progress to become the best workplace we can be.



Anne Barry, or Annie as she likes to be known, joined the NZ Fire Service in 1975 and went on to become the Commonwealth's first female professional firefighter in 1981.

She's had a remarkable impact on firefighting, both in New Zealand and overseas, and has been a huge inspiration to countless women firefighters who've followed in her footsteps. In 1990 she was awarded the Queen's Commemorative Medal for Services to Women. Ignite caught up with Annie while she was in Wellington recently to present to some of our female leaders in the National Women's Network.

What made you want to become a firefighter?

The very attractive shift system: fou days on, four days off. My husband had been accepted onto a recruits' course, so I started looking for a job that would give me equal time off. I was lucky enough to get a control operator's job in the Fire Service in Auckland. After a year in the control room, I decided I wanted to join the action and tried a preentry test. When I realised I could pass, I thought: "I can do this. I'm going to become a firefighter."

What excited you most about your role as a firefighter?

The variety. Never knowing what was around the corner, every day

was different. I also enjoyed the camaraderie and not having to catch up on mountains of work when coming back from holiday.

What was the biggest challenge you faced in your 22 years' service?

The biggest challenge for me was a physical one: completing the Toughest Firefighter in the World in 1990. I was the only woman competing! I remember the last pursuit, after a whole day of strenuous activities, was running from the training centre at Mt Wellington up to the top of Mt Wellington and back carrying a 40kg pack.

My biggest mental challenge was passing the Institute of

If you could give your younger self one piece of advice, what would it be?

Fight for what you believe is right and never give up!

What's the biggest change for women that you've seen in firefighting in the past 30 years?

We've come a long way since I joined in 1975. Listening to comments now made by male firefighters, the general consensus seems to be that women are now more readily accepted and high praise is given to the women who have made it to operational officer level. But there is still more we can do and I look forward to seeing the future incurrey of Fire and Emergency N7

CLOSE ENCOUNTERS WITH NEW UNIFORM OPTIONS

Over the past few months, fire stations throughout the country were transformed into fashion stores, with clothing racks of potential new uniform prototypes.

Unified Uniform Project team members Michelle Ward, Rod McColl and Rachel Steinbauer ran more than 140 pop-ups in fire stations and Fire and Emergency offices throughout the country. The response was fantastic with more than 3,800 staff visiting the pop ups and giving their feedback. Those who couldn't make it filled out an online survey.

Uniform changes are a big move so the team asked for feedback on everything from colours and style to clothing range.

"A big thanks to everyone who responded. We were really impressed with the amount and detail of the feedback and it's clearly the result of hitting the road and getting to see as many of our people as possible."

PROJECT MANAGER, MICHELLE WARD

The next step is for Colmar Brunton to analyse the feedback and the reference group will look at any design changes needed. The final revised uniform design will then go through an endorsement process, before being signed off by Chief Executive, Rhys Jones.

The second phase will kick off in early 2019, with procurement, user trials, and lab testing to ensure the uniform items can withstand our tough working conditions.

You can stay involved by checking out updates on the Unified Uniform Project page on the Portal and questions can be sent to: unified.unifrom@fireandemergency.nz

BRAND NEW VOLUNTEER BRIGADE DOWN SOUTH

The MacKenzie Basin's a pretty special part of the world. Named after an enterprising sheep thief, it's a stunning combination of glacial lakes, snow-capped mountains — and huge tracts of grasslands that can become serious fire risks in summer.

The MacKenzie region of Area 22 is a significant fire risk area, experiencing major vegetation fires in the past.

We have two urban resources — one-pump stations at Twizel and Lake Tekapo, with Omarama in a neighbouring area — but when rural fire incidents hit, isolation becomes a serious issue. The swift growth in housing around the outskirts of Twizel further adds to that risk.

The establishment of the new Twizel Volunteer Rural Fire Force is a big step forward in combating that.

lan Gardiner is Deputy Fire Chief in Twizel and knows first-hand the importance of the new brigade.

"Isolation's our big issue and any support we get from the rural side is a long way away. While it's usually pretty good, there are times when we simply need more resource in the area – and now we've got it," says lan.

Co-location

The new brigade is co-located with the Twizel Volunteer Fire Brigade. The two teams share social and office spaces with the rural brigade's equipment located in a DOC shed for now, but a new shed is on the way to house that onsite as well.

Shaun Aitcheson, Fire Front Controller for Area 22 says the co-location is working well.

"It really feels like 'our station'. Like anything, there was a bit of sorting out to do at the beginning, but we always feel welcome and the combined training once a month is a huge plus and we're looking at increasing training alongside each other where we can," says Shaun. lan Gardiner agrees and is already seeing the benefits.

"We're always in solution mode so it's a really positive experience. It's great having additional trained people to call on when we know their capabilities. It's hugely beneficial to the brigade and the community," says lan.

Successful recruiting

Recruiting can sometimes be an issue, but there was an incredible response from locals especially through word of mouth and the new brigade has 12 highly capable men and women on the team — which may quickly grow to 15. New firefighter, Rupert Yates, is a great example of the volunteers who want to protect their community in times of need.

"A couple of years back I was relaxing in the backyard with a few friends, and all of a sudden there was loads of smoke in the sky and it looked like it was heading for Twizel. We walked down the street to check it out and it looked like a real risk of turning into a major event," says Rupert.

"I went home, put on my fire proof overalls, grabbed a rake and went to help, like a lot of locals, but I felt completely useless. I wanted to do something, but without the training I was really aware I didn't know what to do when a threat was at our door." So when his partner turned up with the volunteer brigade paperwork, he filled it out and the rest is history.



"We now have a bunch of energetic, enthusiastic people who are all here for the same reason and keen to get all the experience we need. The Fire and Emergency training has given us a huge amount of learning that we're now keen to apply," he says. Shaun Aitcheson is just as enthusiastic about the new brigade.

There's such a difference when you work with volunteers. Everybody's there to do the right thing and protect their community — It's absolutely brilliant," he says.

Training near completion

Right from the beginning there's been plenty of energy and commitment with The Twizel Volunteer Fire Force, since creation of the team in April.

The team have completed most of their training with Medical CO Response First Aid, Qualified Firefighter, 4WD and Qualified Pump Operator qualifications. They're now focused on incident response procedures having recently received Incident Ground Communication (ICG) radios.

They expect to have completed training and be signed off, ready to battle fire incidents in the new year.







FIRE + ICE

How many Kiwi firefighters would know what to do if they were called out to an ice rescue?

That was just one of many challenges Wellington firefighter Matt Franklin encountered on a year-long exchange to Canada.

With a young family and full career as a firefighter, Matt thought the opportunity for an OE had passed him by. Then he learned about the Fire and Emergency international exchange programme and in July 2017 Matt and his family travelled to Edmonton, Alberta in Canada, while Canadian Scott Brochu and his family settled into Matt's Wellington home.

Matt and his family were warmly welcomed by the crew at the Edmonton station. "Firefighters have a great fraternity and the job is mostly the same everywhere," he says.

However, in a city where there's snow on the ground six months of the year, there were always going to be some major differences.

"I had four days' intensive training to get up to speed but it was obviously on the job where I learned the most – and there was plenty to learn," says Matt.

With a river running through the city, swift water rescues in summer and static river ice rescues in winter were regular call outs – and then there was a weather phenomenon called 'freezing rain'.

"It can get pretty hairy in a big freeze," says Matt. "When it rains on ice it's incredibly dangerous and we lost two trucks in low speed incidents.

No-one was hurt but one truck ended up on its side and was written off."

Weather wasn't the only threat the firefighters had to battle. About 70 per cent of Edmonton call outs are for medical reasons. Firefighters are often the first on the scene so it's no surprise many Canadian firefighters come from a paramedic background.

"Callers are asked if they're having any issues relating to breathing difficulties. If it's a yes, we're in the truck and on our way. We did a lot of four storey walk ups, carrying patients out of buildings with no lifts. My fitness and my bedside manner improved a lot!"

With a drug epidemic in Edmonton centered mainly around fentanyl use, Matt and his colleagues dealt with a lot of accidental drug overdoses.

"Just two milligrams of the stuff can be a fatal dose, so we were often required to administer Narcan, an overdose-reversing drug."

Matt says he had 12 years of medical experience in 12 months.

His most memorable experience involved taking a wrong turn during an after-dark snowmobile outing. "It was 40 degrees below zero and I couldn't find my way back to the cabin. Luckily they found me!"

One or two Kiwi fire firefighters participate each year in the exchange programme, according to Brendan Nally, Fire and Emergency's Director of People and Capability.

"I'm a big advocate for this programme. It's a great professional development opportunity and it helps us cultivate relationships across the globe," says Brendan.

While most swaps are with Canada, firefighters have also organised exchanges in England, Ireland and the United States.

Word of mouth and social media have increased awareness of the programme, leading to a recent surge of interest. As many as eight firefighters could participate in the coming year, with firefighters from Spain and South Africa registering an interest in coming to New Zealand.

To learn more about how to arrange your own "life swap", email the team at International: FFexchange@fireandemergency.nz



Matt and Zoe Franklin with the Brochu family.



STAYING WELL

IF YOU, YOUR FAMILY OR A CREW MEMBER NEED ANY WELLBEING SUPPORT – REACH OUT









WHERE YOU CAN GET SUPPORT:

Talk to someone you trust – this could be a peer support person, a Safety, Health and Wellbeing Adviser, or your manager in your region.

Free confidential advice and counselling is available to all employees and volunteers via the employee assistance programmes below.

Region 1, 2, 3	Region 4, 5		NHQ
Vitae Services	EAP Services	Workplace Support	EAP Services
0508 664 981	0800 327 669	0800 443 445 / 0800 333 200	0800 327 669
www.vitae.co.nz	www.eapservices.co.nz	www.workplacesupport.co.nz	www.eapservices.co.nz

NATIONAL HELPLINES

You can free call or text 1737 any time for support from a trained health professional.

Visit www.mentalhealth.org.nz/get-help/in-crisis/helplines/ for more information on all of the 24/7 national helplines available.

IN THE MEDIA 2018

From showing the NZ public first-hand the importance of fire safety with electronics to pitching in to help our overseas partners, we've received some great media moments this year that continue to reinforce our value in our communities.



QUEEN SERVICE MEDAL TO VOLUNTEER FIREFIGHTERS



CELEBRATING ANIMAL RESCUES BY FIREFIGHTERS



US DEPLOYMENT



INTERNATIONAL FIREFIGHTERS DAY



LIVE HOUSE BURN / RISK REDUCTION



FIRST MEDICAL RESPONDER



CANADA DEPLOYMENT



NATIONAL VOLUNTEER WEEK



MAORI LANGUAGE WEEK / CELEBRATING DIVERSITY



SKY CITY STAIR CLIMB



CHATHAM ISLANDS FIRE



CAREER RECRUITMENT CAMPAIGN



GUY FAWKES



NEW FIRE STATION FOR TINUI



CONTINUING INVESTMENT IN OUR FLEET

Our Fleet Capital Programme provides new appliances to help meet changing demands on our services, and ensures our people are well equipped to respond to incidents.

We've been making good progress on the programme and last financial year invested \$11.6 million into our rural and urban fleet, adding 21 new appliances and 25 support vehicles.

This year we're planning to deliver 63 new appliances, including:

- 18 type 1 appliances
- 6 type 2 appliances
- 16 medium rural single-cab appliances
- 10 medium rural double-cab appliances
- 10 medium water tankers
- 3 other specialist appliances

Meanwhile, work on rebranding our existing fleet is ongoing and we've now rebranded 464 fire appliances and 199 of our white fleet vehicles.

We're also seeking feedback and thoughts on our next generation of Type 3 appliances to help find the most appropriate one. More information can be found on the Type 3 Appliance Acquisition Project portal page.

We'll continue giving you updates on our fleet programme throughout the year — in the meantime if you have any questions, please get in touch with our Fleet Manager, Mike Moran at: mike.moran@fireandemergency.nz

USAR TEAM TESTED ON THE COAST

On October 29 around 70 Fire and Emergency New Zealand's Urban Search and Rescue (USAR) personnel reported for the group's annual exercise.

The three-day Exercise Arahura was conducted in Hokitika, on the premise that an 8.2 magnitude earthquake had struck that morning along the South Island's Alpine Fault.

"We really focused on working with the local community, particularly the civil defence infrastructure," says lan Duncan, USAR Manager.

The USAR team members came from around New Zealand and were made up of firefighters, canine rescue specialists, structural engineers, and paramedics. They worked gruelling 12-hour rotating shifts, exactly as they would in a real disaster.

Exercise Director Paul Burns, a Senior Station Officer from Harewood Fire Station, says the exercise was a top opportunity for the crews to practise their skills and test procedures.

"It was great to be able to practise in a location like Hokitika, because you know communities like these will be cut off for some time if there's a big guake."

lan says the success of the exercise affirmed the ongoing USAR capability of Fire and Emergency to support New Zealand and the international community during major disasters.

"This exercise was as much about testing our own capabilities as building resilience within a vulnerable community such as the West Coast."



MORE TRAINERS AND TARGETED LOCAL SUPPORT

The essential services we offer depend on high quality training — and this year's been a busy one, with additional courses and local trainers providing more support on the ground, ensuring everyone has the skills and support needed.

The increase in regional trainers has helped brigades boost the number of firefighters attending training. It has enabled attendees to be better prepared for structured training and achieving higher pass rates.

We've also been working on ensuring people are receiving training in a timely fashion and have made a real effort to reduce the wait lists for the Volunteer Qualified Firefighter (VQFF) course. We acknowledge there are still 131 people currently on our wait list, but this group will be contacted and offered places on the new 2019 courses by the end of 2018.

TRAINING HIGHLIGHTS 2017/18

- Training delivered over 2,900 courses to over 22,000 attendees, a 46% increase in people attending FENZ training from last year.
- We appointed 22 extra capability trainers and five training coordinators.
- 95% of courses were delivered locally in the regions with just 5% at the National Training Centre in Rotorua.
- For the last two years, priority has been given to VQFF applications from at-risk brigades. This approach has enabled a 37% improvement in identified VQFF gaps in brigades since January 2017.



IGNITE QUICK QUIZ

Do you know how to work safely around water?



Who is the coordinating authority at water-related incidents?



What is the current correct PPE for incidents around water – excluding firefighting operations?



True or False: You only need to carry out a dynamic risk assessment when working around water if asked by your officer.



What does a "spotter" do in relation to debris hazards when working around water?



What are the two main categories of strainers in a river or floodwater?



Answers

- 01 Police.
- O2 Wet weather pants and jacket and overalls, or L1 wildfire jacket and pants.
- O3 False you must always carry out a dynamic risk assessment and frequently reassess the risks.
- 04 A spotter acts as a lookout and warns the crew of approaching debris.
- 05 Natural or man-made.

Check it's alright before you light

With summer underway, Fire and Emergency New Zealand is particularly focused on reducing risk in rural areas most likely to be affected by a hot, dry summer: the eastern side of both the North and South Islands. The Check It's Alright summer risk-reduction campaign uses the line "Check it's alright before you light" — go to www.checkitsalright.nz. From now until March, you'll hear the campaign on regional radio stations, and see it on television, online, and on truck backs and posters across New Zealand. Visitors to the website can find out the fire season status in all regions of the country and also apply for fire permits.





Go to www.checkitsalright.nz



