

IGNITE

TE HIRINGA O TE TANGATA

Issue 12 / April 2019 / Paengawhāwhā 2019

04

Celebrating innovation,
collaboration and success

08

Positive Workplace
Culture Action Plan

12

Haast volunteers
power on



Ignite is the official 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

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KIA ORA KOUTOU

In my role as Chief Executive of Fire and Emergency New Zealand it is important to make time to get away from my desk at National Headquarters and connect with you at your stations.

I really value the opportunity to update you in person on where we're headed as an organisation, but more importantly to hear your concerns and answer your questions.

My busy schedule sometimes makes that a challenge, but this month I've been fortunate to meet a number of you across the Manawatu and North Canterbury.

On both trips I've shared the progress we're making towards unifying our organisation and creating the kind of workplace we want Fire and Emergency to be.

This month we've taken two significant steps in creating that workplace: we've released our Positive Workplace Culture Action Plan and announced

the values we have chosen to put at the heart of our organisation.

The Action Plan sets out our direction, priorities and initiatives for how we will address unwanted behaviour and implement the recommendations outlined in retired Judge Coral Shaw's independent review. It will help us to ensure we're creating a work environment that is inclusive, respectful and safe for all of us.

On page 8 in this issue of Ignite you can read more about the Positive Workplace Culture Action Plan, including progress we've made since we formed on 1 July 2017. If you haven't already, I encourage you to check out the full Action Plan on our external website.

Our new values are core to our culture—they describe what's important to all of us at Fire and Emergency; who we are and the organisation we aspire to be. They have been finalised with input from many of you, including face-to-face sessions to gather initial ideas, and formal feedback on a shortlist via the Operating Model consultation process.

The values are:

- **We do the right thing** – Kia Tika
- **We serve and support** – Manaakitanga
- **We are better together** – Whanaungatanga
- **We strive to improve** – Auahatanga

Over the coming months we'll turn them from words into "the way we do things around here" and embed them in our culture, policies, processes and ways of working. Watch this space.

The tragic events in Christchurch last month show us that now more than ever, we need to role model to the public not only what we do, but also what we stand for.

We signed up to protect our communities—it's time we make the changes needed to be the organisation New Zealand expects us to be.

He waka eke noa – everyone in one canoe with no exception.

–Rhys Jones, Chief Executive



AVONDALE FIREFIGHTER RECOGNISED

Avondale Senior Firefighter Warren Samuels has been presented with a certificate of appreciation for his efforts in organising and representing Fire and Emergency at the annual Sirens and Sounds Safety Festival over the past six years.

Launched in Avondale, Auckland, in 2013 by a group of people passionate about their community, the annual Sirens and Sounds Safety Festival is an opportunity for all emergency services to raise awareness and promote their respective safety messages to the local community. Attracting close to 5,000 visitors to the Eastdale Reserve, the event has also become a valuable recruitment opportunity.

In receiving his certificate, Warren acknowledged other festival working group members including Shaun Bradley from Proactive Avondale, the Neighbourhood Policing Team and the Auckland City Council.



Kerry Gregory presented Warren Samuels with his award

CELEBRATING INNOVATION, COLLABORATION AND SUCCESS

Following the popularity of the Celebrating Success Awards, launched by Region 2 in 2016, Region 3 has launched its own version.

The Celebrating Success Awards recognise excellence and outstanding achievement and contribution to Fire and Emergency and the wider community.

The Region 3 awards saw 24 nominations celebrated across five categories at a lunchtime event at the Napier Conference Centre on Tuesday, 19 February 2019.

Congratulations to everyone nominated for the Region 3 Awards, the category winners, and the overall winner for 2018 – Allan Brown.



Operational Efficiency: Hayden Bodell

A volunteer firefighter with the Woodville Brigade, Hayden has used his IT skills to develop three tools that monitor and report on operational performance, brigade readiness and appliance inventories.



Safety, Health & Wellbeing: Hawke's Bay Area

Following research and consultation, the area leadership team developed a preventative wellness programme encompassing physical and psychological activities including fitness programmes, awareness campaigns and partner evenings.



Risk Reduction: Taradale Volunteer Fire Brigade

The brigade, in partnership with the Napier City Council, has trained teams of volunteers from the Napier Community Patrol to deliver fire safety messages throughout the community, carry out home fire safety checks, and fit smoke alarms.



Leadership: Andy Simpson & Tiger McCleary

Integral members of the Central USAR leadership team, Andy and Tiger have brought an innovative and collaborative approach to the logistics function, receiving accolades from international USAR accreditors for logistical management.



Community Enrichment & Overall Winner: Allan Brown

Te Kotuku Bilingual Risk Reduction Programme is a partnership between Hawke's Bay Fire Area, Eastern Policing Unit, ACC and the Hawke's Bay District Health Board, led by Senior Firefighter Allan Brown (Hasting Fire Station). This programme uses te mana o te reo Maori to teach children about safe behaviours.

The initiative embraces the tuakana-teina relationship (mentoring or coaching), which is specific to the cultural traditions of Maori teaching

and learning. Allan has written a series of 12 bilingual books that are supported by audio (a CD of radio stories and waiata) and kinaesthetic resources to deliver a range of safety messages to primary school children, raising awareness and helping them to develop self-care skills. QR codes allow children to access the stories on YouTube via any mobile or electronic device.

The Te Kotuku bilingual programme has won a number of awards for its success and is now embedded in schools and Te Kohanga Reo across Hawke's Bay.



Fire and Emergency Chair, Paul Swain, with representatives from Ngati Whatua, Fire and Emergency and community leaders at the blessing for the site of the new Mangawhai Fire Station in Northland.

BLESSINGS MARK NEXT STEPS FOR PROPERTY INVESTMENT

Whatu ngarongaro te tangata Toitū te whenua.

*People come and go
But the land remains forever.*

On 27 March, Fire and Emergency Chair, Paul Swain, joined iwi leaders from Ngati Whatua, Northland MP Matt King, Kaipara District Mayor Dr Jason Smith, and Fire and Emergency representatives, in a ceremony to bless the site of the new Mangawhai Fire Station.

It is the third land blessing since late February 2019, along with Pukete in Hamilton and East Coast Bays in Auckland, marking the start of construction for three new stations.

Albert Cash, Iwi Liaison Officer for Region 1, says the ceremony is important for Fire and Emergency to connect with the land.

"We work with local iwi to ensure Māori customs and traditions are upheld before, during and at the completion of any construction," he says.

"At the Mangawhai event, iwi delegates recited prayers before sunrise to make the land safe and to dedicate it for the purpose of a fire station. Another part of the process included the committal of a Kohatu Mauri stone, which will be interred with the station's foundations."

Albert explains that this long-standing sacred process dates back to the beginning of time and is likened to the connection between Ranginui (Sky Father) and Papatuanuku (Earth Mother).



READINESS INCREASES RESILIENCE FOR WEST COAST STORM

The West Coast is one of New Zealand's wettest regions. River catchments extend high into alpine regions, making river systems subject to huge fluctuations in flow during heavy rainfall.

The region has experienced numerous extreme weather events resulting in significant damage and disruption caused by heavy rain and flooding, including severe events in 1988, 1991 and 2008.

So when a 100-year exceptional rain event struck the Westland District on Tuesday, 26 March 2019, emergency services knew what they needed to do to help people.

"With the event forecast well in advance we were able to plan and prepare accordingly," explains Mark Boere, Area Commander – West Coast. "Response plans were activated and local communities, many in remote locations, were well prepared to look after themselves."

Over two days the storm dumped up to a metre of rain in parts of Westland's ranges, causing widespread flooding, closing major roads and schools, and forcing evacuations.

South of the Franz Josef township, the Waiho River bridge was completely destroyed by raging floodwaters, closing the only link connecting the West Coast to Central Otago.

At 5.45pm a state of emergency was declared for the entire Westland District (Hokitika to Haast), and Civil Defence activated its Emergency Co-ordination Centre (ECC) to monitor conditions and organise the region's response. Personnel from Fire and Emergency, Police, St John and local councils joined Civil Defence staff in the ECC.

For Fire and Emergency, it meant making sure the right personnel and equipment were available to help with a range of responses.

"From past experience we knew the risk of flooding was high in Hokitika so we were prepared for a large-scale pumping effort with additional appliances and portable pumps made available," says Mark. "Volunteer firefighters worked throughout the night, wading through Hokitika's main street and working hard to protect properties until floodwaters peaked and the situation could be stabilised.

"We were also able to assist other emergency services in accessing a motorcyclist who had broken his leg and was cut off by floodwaters, reaching out to local networks to source a boat and using water rescue equipment to extract the patient."

Rural fire crews in Haast supported Police in evacuating locals and tourists, while USAR drones were deployed to carry out aerial inspections and survey flood damage. "Overall we're really pleased with the region's response to this extreme event," says Mark.

"The destruction of the Waiho River bridge has created some post-event issues for us in terms of how we respond to incidents in and around the Franz Josef area. With just one appliance stationed at Fox Glacier and the next one 90 minutes away in Haast, we've planned to fly in crews backed up by Otago appliances to provide support should an incident occur, until the bridge can be replaced."

Mark Boere, Area Commander – West Coast



WE'VE STARTED OUR JOURNEY TO CREATING A POSITIVE WORKPLACE CULTURE

Here's some of the work that's been done, or is under way since Fire and Emergency formed on 1 July 2017:

July 2017
Safety, Health and Wellbeing commitment made

June 2018

- Respect and Inclusion Strategy approved
- Working with Māori as tangata whenua commitment made

July 2018
Independent Positive Workplace Culture Review commissioned

January 2019
Independent Positive Workplace Culture Review findings released

March 2019
Respect and Inclusion Beacon Challenge launched

In development

- Organisational Strategy
- Volunteerism Strategy
- People Strategy
- Risk Reduction Strategy

April 2019

- New values announced
- Positive Workplace Action Plan launched

Ongoing

- Operational women's network support
- Afi Pasefika network extended
- Leadership development activities rolled out
- Investment in learning tools such as MindTools
- Beacon challenge ideas analysed and implemented

We've launched our Positive Workplace Action Plan
Here are our priorities:

• Behaviours and conduct office	• Leadership
• Living our values	• Bullying and harassment complaints process
• Single code of behaviour	• Policies and procedures
• Support for our people	• Full programme and engagement plans

We all have a role to play in building a positive workplace – help make it happen at positiveworkplace.fireandemergency.nz



TRIAL BOOTCAMP HELPS NEW RECRUITS PREPARE FOR FITNESS TEST

Fire and Emergency’s trial bootcamp drew to a close in March and has been hailed a resounding success. The bootcamp, held in Auckland at our Mt Wellington training centre, was offered to prospective firefighting recruits who needed a fitness boost to pass the rigorous Pre-Entry Physical Test (PPT).

Women made up the majority of bootcamp attendees, and Fire and Emergency Recruitment Manager Rochelle Martin said she hoped the bootcamps would provide a way for more diversity to be brought to Fire and Emergency. Last year a recruitment round saw more women than ever applying to be career firefighters with 161 women representing 16 percent of the total number of applicants, but the

PPT often proved too big a hurdle as they weren’t adequately prepared for what it involved.

“Our trial bootcamp programme in Auckland has been focused on supporting people through the physical component of the testing, the PPT, and we’ve seen lots of our female potential applicants attending.

“The bootcamp has a strong focus on attracting and supporting under-represented groups in our organisation. We’ve identified that we’ve been losing a lot of our diverse applicants at the fitness testing stage, so this strength and endurance bootcamp has been all about giving applicants better guidance and preparation so that they know what to expect and can better prepare.

“Now that we’ve finished the trial bootcamp, we’ll be looking at our reports and statistics on evidence

“We’ve been broadening our recruitment campaigns nationally for some time to attract greater diversity, and that’s been attracting people from all different backgrounds with different skills and experiences.”

Rochelle Martin, Fire and Emergency Recruitment Manager

and performance, and if it’s been as successful as we think it has, we’d like to roll out the bootcamp format nationally.”

To coincide with International Women’s Day on March 8, we shared a video to social media of our female bootcampers talking about what the bootcamp had done for them. They cited confidence, strength and knowledge, as well as self-belief and being able to push past mental and physical barriers.



“I’ve always aspired to be a firefighter but I’ve always worried I wasn’t strong enough,” said bootcamper Nellie. “This bootcamp has given me confidence and knowledge.”

Leah, another bootcamper, adds: “It’s mentally prepared me for obstacles I never thought I’d get over. It’s inspired me to do more and become more as a woman, because it’s always been ‘the men are the strongest’. But I feel very strong and very confident when I know I can become a great firefighter.”

And bootcamper Nicole paid tribute to the qualified firefighters who helped them with the training and knowledge. “It’s been amazing to be able to be in

touch with firefighters who are working now and ask them lots of questions and have that support to push us through and get through the fitness test,” Nicole said.

Feedback on our social media pages was equally enthusiastic and positive, with followers asking if Fire and Emergency could bring the idea to Wellington or other places around the country. “I’m pretty nervous about the fitness test, especially the deadlift,” one commenter said. “Knowing I’d had some solid training from people who fully understand the physical testing would really help for next time around if I don’t make it through this time.”

“An awesome idea!” said another aspiring female firefighter. “For a female who has tried (and failed) the PPT, it would take the intimidation and fear factor away.”

The next step for our bootcampers now is to nail the PPT on their own merits. The standards for the rigorous PPT remain the same—no easier—and it’s now up to the bootcampers. “It has been awesome being a mentor for this group of people and watching their fitness improve in so many ways from day one!” one of our trainers said. “Best of luck girls and guys.”

HAAST VOLUNTEERS POWER ON

A storm that hit the West Coast on 26 March caused serious damage to the Haast's hydro power plant, blocking the tunnel leading to the intake with thousands of cubic metres of gravel, logs and other debris.

The town, with around 250 residents, is not connected to the national grid and instead relies on a local hydroelectric plant for power, run by New Zealand Energy.

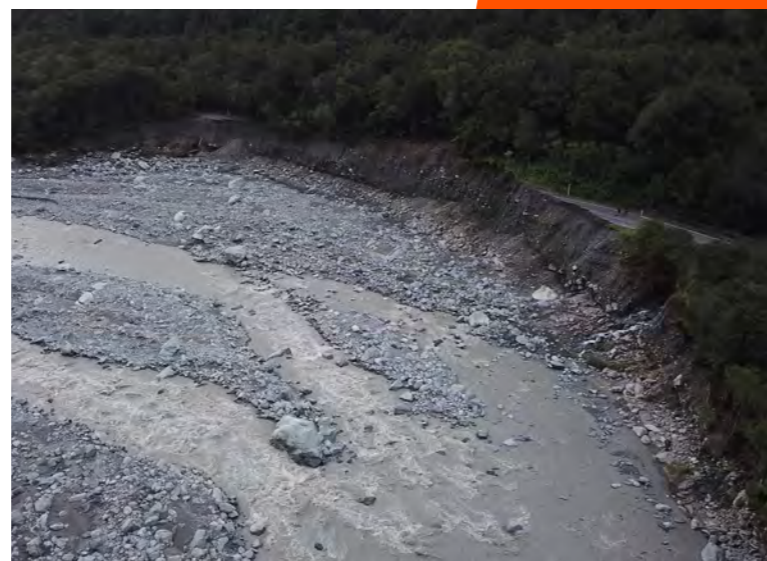
The Haast Voluntary Rural Fire Force kicked into action, making its equipment available to help with the efforts to restore power to the local community.

Danni Eggeling, a volunteer with the Haast Brigade, said the use of Fire and Emergency equipment "increased safety 10-fold."

"The radios were invaluable," says Danni. "It wouldn't have been possible to have two or three teams in different tunnels without them. The fire truck reduced the amount of shovelling required while large lights on stands helped the diggers operate at night."

"The swift water rescue kit, while unused, gave the crews peace of mind. And having up to four trained medical co-responders on site meant we were able to identify and take care of people who were struggling before anything dramatic happened."

Danni Eggeling, Haast volunteer firefighter



REACHING NEW AUDIENCES WITH OUR FIRE SAFETY MESSAGES

Region 3 Fire Risk Management Officers have been working with Whanganui Prison on a pilot initiative, called Project Kaitiaki, to educate families that have historically been difficult to reach with our fire safety messages.

Region 3 Iwi Liaison Officer Hori Mana helped the team come up with the name for the pilot: Project Kaitiaki (meaning 'guardians'). "Project Kaitiaki has two benefits," explains Hori. "For the whānau, it gives them assurance that they will be cared for and protected. For the prisoner, it can be empowering having a title such as kaitiaki for their whānau."

Along with Department of Corrections staff, our Risk Management Officers met with 183 men at Whanganui Prison (a mix of high- and low-security) to discuss fire safety and the prisoners benefits of Home Fire Safety checks for their family and whānau.

Held between November 2018 and January this year, the meetings included a fire safety discussion; Escape my House Virtual Reality demonstrations; and the use of the Kitchen Fire Demonstrator to highlight the need to 'keep looking while cooking'.

The men had the opportunity to complete a consent form allowing us to contact their families to carry out Home Fire Safety Visits (prior to any visit, referral forms are screened by Corrections to ensure there are no safety precautions for Fire and Emergency to be aware of).

A total of 183 men took part, with 98 of them signing consent forms requesting Home Fire Safety Visits for their families across the country.



"As well as learning about fire safety and experiencing a real fire with the virtual reality tool, which was the first time many of them had been exposed to such technology or the speed of fire, the men were really appreciative of us helping to keep their families safe while they were away"

Jessica Nesbit, Fire Risk Management Officer

"Feedback from attendees was extremely positive, with around 90% of respondents rating the programme as great," says Fire Risk Management Officer Jessica Nesbit.

"Building resilient communities and reducing consequences from emergencies are key outcomes for our organisation" says Jessica. We do this by finding the best ways to engage with all the communities we serve and delivering services that are appropriate to their risks and needs."

The results and findings from the pilot were presented to the National Prison Directors Forum in April and talks are already underway to extend

the programme to a second prison within Region 3. Meanwhile discussions are being held about developing a modified version, including information around motor vehicle safety, for a youth detention centre in the Manawatu.

A collaborative effort, the team for the pilot involved the following personnel:

Fire and Emergency: Des Irving, Principal Advisor Fire Risk Management; Jessica Nesbit, Fire Risk Management Officer; John Hotter, Fire Risk Management Officer; Phil Soal, Fire Risk Management Officer; Paul Carline, Fire Fighter, Remutuka Station.

Corrections: Andrea Zander, Regional Volunteer Co-Ordinator; Deb Griffiths, Assistant Prison Director; and Deborah Cain, Case Worker (Deborah is also a volunteer firefighter with the Whanganui Brigade).



HUNTERVILLE FIREFIGHTER EARNS LETTER OF COMMENDATION

CFO Shane Voelkerling, Malcolm Inglis and Sarah Lilburn

At around 7.20am on Saturday 27 January 2018, the Hunterville Volunteer Fire Brigade responded to a rescue incident in support of St John.

A man in his 50s had fallen 100 metres down a cliff at the Kiwiburn Arts Festival near Vinegar Hill in the Manawatu and was lying unresponsive on the opposite side of the Rangitikei River to rescue crews.

Remarkably, it was just one day after another man in his 20s had received critical injuries from falling 70m off the same ridge; on this occasion the older man had suffered a broken leg and was in a serious condition.

Appraising the scene, it was decided the best and safest way to reach the patient was to cross the river.

At this point the St John officer in attendance asked volunteer firefighter Sarah Lilburn to assist him in crossing the river.

Having reached the seriously injured man it was determined that, like the man injured a day before, he would need to be winched out by helicopter.

Sarah made further river crossings to transport additional equipment across to the patient, then assisted the ambulance first responder in assessing the patient and preparing him for helicopter transportation to Palmerston North Hospital, before securing all the equipment during the helicopter's departure.

On Friday, 22 March the Hunterville Volunteer Fire Brigade held an awards evening to celebrate a number of milestones and achievements. Board member Malcolm Inglis was on hand

“Your selfless efforts were highly praised by your local Fire and Emergency Area and Regional management as well as the St John Hunterville station manager”

Malcolm Inglis, Fire and Emergency Board Member

to present a surprise but well deserved Letter of Commendation to firefighter Sarah Lilburn.

Letters of commendation are incredibly rare. They are awarded for exceptional devotion to duty, ability or skill in the course of regular Fire and Emergency duties.

In presenting the letter of commendation Malcolm Inglis noted that Sarah's actions during the incident made a significant difference to the outcomes on the day.

Congratulations Sarah on being recognised for your outstanding and meritorious service.

IN THE MEDIA

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 recently.



LONGEST SERVING MEMBER PASSES AWAY

In March, our longest serving and oldest Volunteer Brigade Support Member Trevor McKenzie passed away aged 96. Area Manager Brad Mosby paid tribute to Trevor, whose life was commemorated in the media and by many friends and family. “Trevor exemplified the true values of our organisation with his immense dedication to the community of Waipu and surrounding districts from when he founded the brigade in 1955 up until his passing in March,” Brad said. “An active member of the brigade and Fire and Emergency to the end, Trevor was an absolute credit to our organisation, and the community of Waipu. His family can take great pride in his commitment and dedication over many years’ service.” Trevor was made a life member of the brigade in 1983 and in 2018 was awarded a gold star for his service.



VOLUNTEER NIGHTS HELD IN NORTHLAND AND TAIRAWHITI

In March and April, we held open nights at more than 61 stations in Northland and on the east coast from Wairoa to Waihou Bay to show prospective volunteers what it's like to be part of Fire and Emergency. Station personnel talked with the public about volunteering with their communities, in particular to let everyone know that there is more to volunteering with Fire and Emergency than fighting fires—a range of skills, cultures, ages and backgrounds are needed. We currently have around 11,000 hardworking volunteers working to help keep New Zealand communities safe—and our volunteers make up 85% of our people.



FIRE SAFETY FOCUS ON STUDENTS

With students going back to flats and halls for the year recently, National Advisor Fire Risk Management Peter Gallagher appeared on Breakfast in March to remind students of how to stay safe. Students should make sure they have working smoke alarms, and that they and their flatmates have an escape plan. Top tips also included “don't get distracted while cooking” and “don't overload multi-boxes when charging phones and other devices”. This builds on our partnership with Massey University to improve fire safety at Massey's Manawātū campus, including educating students in halls to prepare them when they go flatting. In late March we formally signed an agreement for the partnership, which is seen as a pilot for other tertiary institutions.



STAIRWAY TO HEAVEN

Firefighters around the country are training hard for the upcoming Firefighter Sky Tower Stair Challenge on May 18, a highly competitive event with an offshoot called the Firefighter of Steel Challenge, limited to just 100 of the best to climb the 60 flights of stairs. Kinloch volunteer firefighter Nick Roberts heard about the challenge from a fellow firefighter and thought it was a great cause and fantastic charity event—for Leukaemia and Blood Cancer NZ. Firefighters climb in full kit with a steel cylinder. “I've been doing different kinds of training,” Nick said. “Weight training, hiking, cycling, and limited oxygen training. I really want to bring back some trophies for Kinloch and Taupo and I believe with the training I've been doing, I can do that as well as raise some funds.” The record for the Steel challenge is eight minutes and Nick wants to do it in seven.

Research completed by the NHQ Communications team showed that it is not widely understood that our sense of smell doesn't work while we're sleeping, and further, that when it comes to checking smoke alarms, most people don't know exactly what they should do.

Informed by these key insights, our recent Daylight Saving campaign urged new Zealanders to ensure their smoke alarms were working by pushing the test button to sound the alarm.

When you sleep you lose your sense of smell



Don't assume your smoke alarms are working.
Push the button to check them this daylight saving weekend.

