

The insiders' magazine
for fire services

IGNITE

TE HIRINGA O TE TANGATA
ISSUE 6 – Summer 2017-18 / Raumati 2017-18



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HURRICANE HOLIDAY



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.

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Contributions to Ignite

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Read Ignite online

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

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- Rhys with Whangarei Fire Station personnel

RHYS' SUMMER MESSAGE

With the days getting longer and the weather getting warmer (for the most part), many Kiwis are looking forward to a few days off.

The rural fire season is already underway and our state highways will soon be flooded with tourists and holidaymakers.

So, while I've got my fingers crossed for a quiet summer season, I wanted to take this opportunity to acknowledge those of you who will be responding when the call comes, as well as those of you who support this work, for everything you do to help keep people in New Zealand safe.

Thank you for providing another year of excellent service to our communities, amidst a major period of change that saw 40 organisations come together as one. We have a huge set of opportunities ahead of us over the next three years but, for now, I hope you all get an opportunity to relax and spend some quality time with friends and family over the summer months.

Stay safe and look out for each other out there.

- Rhys Jones

LEADING TOGETHER - UFBA

Leading Together, the theme of the 2017 United Fire Brigades' Association (UFBA) annual conference, was particularly relevant given the changes that are happening in the fire services sector. This year has not only seen the creation of Fire and Emergency New Zealand, but also the agreement of the UFBA and the Forest and Rural Fire Association (FRFANZ) to work more closely together and, as voted at the conference, to merge.

The conference took place in Auckland from 27-29 October, with delegates attending from as far north as Mangonui, as far south as Stewart Island and from the Chatham Islands.

Conference speakers included Board Chair, Paul Swain, and Chief Executive, Rhys Jones, who updated the conference on the formation of Fire and Emergency New Zealand; how future changes will be designed and rolled out and how these will benefit communities and our people.

UFBA Chief Executive Officer, Bill Butzbach, said almost 450 people attended the conference including 285 volunteer firefighters representing 252 brigades and fire forces.

These included 21 rural and 29 career representatives. For 79 attendees it was their first time as a delegate or observer and 81 of the delegates were women.

"I appreciated the expertise and positive participation of delegates as we worked our way through major constitutional changes," Bill said. "This included the proposed merger with FRFANZ which will result in a single organisation representing all firefighters in New Zealand.

"The UFBA signed a Memorandum of Understanding with Volunteering New Zealand to record the intention of both parties to work collaboratively to benefit volunteers and volunteerism."

As always the UFBA conference provided a great opportunity for exhibitors to talk with delegates during the conference.

Eric Smith, Operations Manager for the Northern Communications Centre, said the event provided brigade and fire force delegates with an excellent opportunity to access the Communications Centre's ICAD capability and gain a better

understanding of what happens when their brigades respond to emergency incidents.

"Many of the representatives that approached ComCen staff at the display stand were from brigades and fire forces that are very remote from any ComCen, so we appreciated the opportunity to show them what we do."

Next year is an exciting one for the UFBA, as they will hold their 140th Annual Conference. It will take place in Wellington on 16-18 November 2018. Keep an eye on the UFBA website www.ufba.org.nz for more information.

"It was a great opportunity for us to show off some of the things we're working on, such as the Working Safely Around Water kits and the BA Duration Wheel".

- Rob McMahon, National Operations Advisor (Plant & Equipment), Fire and Emergency NZ



- Personnel enjoying themselves at the UFBA conference

Keeping ourselves and our communities safe this summer fire season

Wherever you are this summer, here are some simple tips to make sure we and our communities stay firewise.

CARAVANS

The risk of a small fire turning into something serious is far greater in a small space like a caravan.

- Install a photoelectric smoke alarm and test it regularly. Velcro the alarm to the ceiling so it can be removed when cooking.
- For light, use proper lighting units or torches. Never use candles, they're too dangerous.
- Make sure furniture and fittings are at least one metre from the heater. Fan heaters with a cut-off switch are the safest.

- Make sure you have a clear escape route.
- Have a fire extinguisher or fire blanket near the exit and make sure you know how to use it.



CHRISTMAS TREES

Real Christmas trees require care. Treat it as you would a house plant by making sure it gets lots of water.

- Regular watering will prevent the tree from drying out and make it safer for tree lights or electrical tree decorations.
- The Christmas tree is best securely positioned in a cool place away from busy areas, stairs and doors – especially doors leading outside.

- Turn tree lights off before you go to sleep or when you go out.
- If your tree becomes dry and starts shedding needles you should remove it from the house. Don't take the risk!
- Dispose of your tree appropriately. Don't leave it beside the house or garage.

BARBECUES

- Keep looking when you're cooking.
- Don't drink and fry.
- Do not add flammable fluids to an already lit fire.
- Never barbecue indoors.
- Dispose of ashes safely. Put them in a metal bucket with a lid, then thoroughly douse with water. Ashes can stay hot enough to start a fire for up to five days.
- If you've got bubbles – you've got troubles! Before using a gas barbecue, check to make sure the connection between the gas tank and the fuel line isn't leaking. Do this by applying dishwashing liquid to the end of the hose where it connects to the gas cylinder. If it starts foaming it means you have a leak. Get it checked by a professional before using it.

BOAT SAFETY

A fire on-board a boat can have disastrous consequences. Planning for such an event will increase your chances of survival.

- Keep all routes leading from the accommodation area clear.
- Your firefighting equipment must be appropriate to the risks, maintained in good order and easy to access.
- An escape plan should consider fire occurring in any on-board location and should be practised regularly.
- Ensure batteries are properly secured in a location that does not permit the accumulation of hydrogen gas.

- Make sure all gas or liquid-fuelled heating, refrigeration or cooking appliances are properly secured to prevent them from overturning if there is a collision or the boat tips.
- Make sure a working photoelectric smoke alarm is fitted in the accommodation area.
- Refuel ashore, never aboard. Before taking on fuel:
 - Stop the engine.
 - Turn off all cooking, heating and lighting appliances. Extinguish all cigarettes, pipes and naked flames. Close all hatches, doors, and the like.
 - Monitor fuel level to avoid over filling.
- Ensure that no fuel can accumulate unseen within the boat, and mop up any spillage. Ventilate the boat before starting up the engine or using naked lights.
- Do not carry spare petrol unless essential. If required, store a limited supply of spare fuel in approved containers and store them securely on the upper deck.
- When storing gas cylinders, ensure they are either secured on deck away from hatches so any escaping gas disperses, or placed in a properly designed and ventilated container above the water line.

KEEPING YOUR PROPERTY SAFE

- Make sure you have a 'safe zone' around your property.
- Go to www.escapeplanner.co.nz to make an escape plan to get out of your home safely and agree a safe meeting place. Practise this regularly.

- Fire trucks need a lot of space to manoeuvre. Make sure there are no overgrown trees or other obstacles that may prevent access to your property.

For more information on keeping your property safe refer to the back cover of this magazine.

Have a wonderful summer break and remember, in an emergency, call 111.

To check the fire season in your area and to apply for a fire permit go to www.checkitsalright.nz



JUST KEEP GOING

Some kids want to be firefighters when they grow up but I sort of fell into it. I was born on a tea plantation in Sri Lanka and immigrated to Australia with my family when I was three years old. I went into the public service as a clerk when I was 18, transitioned into a job in a credit union when I was 23 and at 27 years old followed my best mate into the Country Fire Authority.

I am not a natural firefighter, in fact, I am pretty ordinary with my hands. But, a solid work ethic, an ability to think laterally and "have a crack" saw me climb the ranks quickly. In 1999, after only six years in the service, I was promoted to Operations Officer and put in charge of a fire station in North East Victoria.

My baptism of fire occurred in the 2002/03 fire season when the North East and Gippsland fires burned 1.2 million hectares of Victoria in 71 days and then again in 2006/07 when the Great Divide Complex burned over 1.1 million hectares. However, the challenges of these fires paled into

insignificance on 7 February, 2009 – Black Saturday.

In readiness, my job on the day was to position myself centrally with a very experienced fellow incident controller and respond to any incident controller center (ICC) that needed me. At about noon, the Kilmore fire took off and by 2.30pm I was on my way "flash and dash" to take over. On the way I received a call from my boss, "Stewart pull over...people are dying...remember your training...plan ahead...build your team". When I arrived at the ICC there were people everywhere and the fear and shock on their faces were evident.

The next 48 hours were a blur. I have looked through my notes many times and don't remember some of the conversations I had with people in my team or outside it. I do remember vividly the packed public meetings I attended and, again, the fear on people's faces as they tried to process the tragedy that was unfolding.

The immediate aftermath and enquiries that lasted many years were the darkest times of my life. My relationship with my wife and family deteriorated, I was drinking too much and my physical and mental health took a dive.

About three weeks after the event my son brought me a project he had completed on the fires and on the front there was a baby that had died. I began weeping uncontrollably and my wife rang a senior officer who advised me to go and seek some counselling, which I did. In a nutshell, the counsellor asked me what I was doing the night of Black Saturday which I replied, "are you kidding...I worked 20 hours straight, hardly slept and was back in the ICC at first light". He replied, "Well Stewart, I was sitting in front of the TV in tears

as I watched the death toll rise. I have had my time to mourn and now it's your turn". My recovery started at that moment.

Luckily, I had started leading treks through Papua New Guinea (PNG) a few years earlier across the Kokoda Track and this was my saviour. I was able to disconnect from the media hype and endless debriefs and meetings with legal eagles and simplify my life – sleep, eat, walk... sleep, eat, walk...

I had created a presentation of my experiences over the years which incorporated lessons learned over the years fighting fires in Victoria and the harsh leadership challenges that you face when guiding a group of people on one of the world's toughest treks. Now I had some more content and I have had the privilege of sharing my story with Emergency Service personnel, corporates and a myriad of other groups across the country and recently in Christchurch.

Around mid-2011 I had a moment of clarity where I realised I had two choices – just keep rolling along in life or step it up a notch.

I have never been one to attend memorials unless in an official capacity so I decided that the best way I could honour those who lost their lives on the day, or lost loved ones, was to try and become the best at what I do; manage emergencies and reduce the



consequences of those events on our communities. I also realised, after talking to a close friend, that I was not just an emergency service worker, I was "a dealer in hope" for those who were scared and frightened with nowhere to turn.

In the years since Black Saturday I have trained hard in my profession and returned to PNG numerous times with medical teams to help those in remote rural areas with no access to health care. With a group of close, like-minded friends, we have set up The No Roads Expeditions Foundation (Aust) Ltd. I have the privilege of immersing myself in a rich culture and providing "hope". We have built a health center and find children who need medical attention and work with other foundations to bring them to Australia. I have reconnected with my family and, although we face challenges, we make it work.

Unfortunately, some of those who I worked with have had to continue to deal with the demons of Black Saturday. They struggle day-to-day with conditions such as Post Traumatic Stress but I have been lucky.

I truly believe that I have had Post Traumatic GROWTH and the person that I have become is a far better one than the man I once was who, in all honesty, was pretty selfish and self centered.

What advice would I give to others when faced in a similar set of events?

- Sometimes life smacks you in the face and a good result is just getting through the day. If you can't run, walk. If you can't walk, then crawl. Just keep going!
- There are people around you that love you and are there to support you. Use them.
- Remember this phrase by Jalaluddin Rum, "The wound is the place where the light enters you".

- Stewart 'Sooty' Kreltzheim

"Operations Manager/Officer in Charge for CFA District 23/Hume Region, Sooty is a father of four from the Wangaratta in Victoria's north east who has had the privilege to lead and undertake some key roles in Victoria and Australia's biggest emergency events including the North East Campaign Fires in 2002/03 & 2006/7 and Black Saturday in 2009."



If you would like support and/or someone to talk to, please contact your Region Safety, Health and Wellbeing Advisor. More information can be found on the Portal under Staying Well Promoting Wellbeing and Resilience.



REGENERATING THE HILLS

The 2017 Port Hills fires were among the biggest, most complex and severe in New Zealand's history. The fires burnt 1,661 hectares and caused mass evacuations and significant threat or loss to infrastructure. Steve Askin, helicopter pilot and decorated soldier, died while fighting the fires. Nine homes were lost, with a further five damaged.

Adding to the intensity and fuel of the fire was the amount of exotic forest, which essentially means non-native plants such as pine trees. These plants, the grassland and gorse all have a high flammability and made up nearly 90% of the Port Hills area that was burnt.

Scars of the fire still show, but from the blackened trees a regeneration project involving the community grows.

"The *Poroporo for the Port Hills* project started in response to the huge amount of interest we had from schools wanting to help following the fires. Teachers wanted to bring the whole school to plant, however with only 12 public planting days and 80 volunteers per planting we didn't have capacity. So began the project to provide the opportunity for schools to take part in the post-fire recovery process," said Di

Carter, Regional Parks Ranger, Port Hills/Banks Peninsula, Christchurch City Council.

"I was air attack supervisor during the fires and saw some of the ecological reserves, which people had spent so long building up, completely destroyed," said Mac McNamara, Regional Manager Rural, Fire and Emergency. "It's special to see the community replanting a lot of the trees we lost, and teaching the next generation about making sustainable and fire safe choices for our properties and shared land spaces.

"Natives like poroporo are a low flammability plant so there is an opportunity here with the choices we make for replanting and education.

"The fire risk, especially along the east coast of New Zealand is only going to increase. Climate change is creating extreme weather and dryness, and urban development is pushing into previously rural areas. As a nation, we all need to own the responsibility for reducing the risk of vegetation fires. Initiatives like *'Poroporo for Port Hills'* are great examples of how we can work with our communities to educate and take steps to reduce the risk of fire in our areas," said Mac.

Port Hills Fires Operational Review

Fire and Emergency recently released the Australasian Fire and Emergency Service Authorities Council (AFAC) operational review into the Port Hills fires. "We accept the Review's findings and have developed an action plan to set out how we will respond to meeting each of the recommendations," said Rhys Jones, CE Fire and Emergency New Zealand.

Go to www.fireandemergency.nz/port-hills for more information and videos about the fires and the operational review.

"The main difference is, next time, it will be one organisation responding to the fire. Fire and Emergency New Zealand has brought together urban and rural firefighters from 40 different fire agencies into one organisation, under one piece of legislation. The lessons from these fires and this Review will help us build our new organisation into one that serves our communities best" - Rhys Jones.



Rural Fire Crew Leaders 2017 Workshop

- Trust is key at this workshop!

Practise. Practise. Practise – and then practise some more.

Forty of our finest rural fire crew leaders converged onto the Nelson Parks region for four days to attend the Team Leadership Training in late October. Aimed at training our people for national and international deployments, Search and Rescue Institute New Zealand (SARINZ) put the team through their paces. They learned skills in GPS mapping, drone use for infrared hot spotting or revisited old favourites like pulling trolleys...up hills...with people in them...at night. Awesome.

The importance of this training is to establish effective

functional leadership for critical or reactive small teams for use on deployments. According to Deputy Principle Rural Fire Officer, Steve Oschner, Region 4, "leadership is an essential part of this [training]... It prepares our people not only for leading crews in dynamic environments, but also gives them the tools required to cope with incident stress, managing fatigue, and maintaining team morale during arduous deployments."

Providing the opportunity to upskill our people and ensuring they can operate safely and efficiently in a variety of situations allows our teams to have the knowledge and confidence to face those conditions where we need them the most.

Taradale S.A.F.E Smoke Alarms For Everyone

Imagine every household in a community owning a working smoke alarm in their home. A big task maybe, but when you have the backing of a strong leader and the assistance of community members, that small idea can become a massive achievement.

At the Taradale Volunteer Fire Brigade, Senior Station Officer, Paul Hughes, developed this concept to grow strong partnerships to address community needs and risks. Forming a relationship with Napier Community Patrol and Napier City Council, Paul initially found 12 community patrol volunteers who were keen to take up the challenge to deliver our key fire safety messages and Home Fire Safety checks to all homes in Taradale.

Made up mainly of retired folk who had the capacity to do meaningful work, these folks beat the path so much they have nearly hit 1000 houses – and are only getting stronger! The workers have become so motivated and enthusiastic for



- Taradale volunteers with SSO Paul Hughes and AAM Nigel Hall

more work that they now take referrals for Home Fire Safety checks from neighbouring brigades and fire forces.

A first for Hawkes Bay and an innovative approach that engages our brigades, fire forces and community together, S.A.F.E has been an absolute success thus far and is now reaching community schools, businesses and more targeted work to meet our key risk groups. Bravo Taradale!

NZTA Credible Voices

The New Zealand Transport Authority recently launched a new speed advertising campaign targeting a tough audience of competent drivers who like driving fast.

Credible Voices puts a twist on previous campaigns which have focused on the consequences of more speed. This time it looks at the benefits of less speed.

The campaign aims to get competent drivers, who like driving fast, to realise that speed is not just a personal choice, because other people get hurt as well. Routinely driving at speeds above the limit, they're the people who travel faster than the traffic around them; they frequently overtake, tailgate and cut corners.

Invercargill Senior Firefighter, Jodi McHugh, was the Fire and Emergency NZ credible voice for the campaign, alongside a St John paramedic and an emergency physician. Filmed at Avalon Station, Lower Hutt, Jodi shared her experience of the impact of speed she has seen first-hand. "It all comes down to speed, even just a couple of Ks can make a difference. That's the choice you make when you are the driver, is the speed that you are going to go. You're not only making that choice for yourself, but you're making it for everyone else," said Jodi.

You can view the Credible Voices campaign at: <http://www.nzta.govt.nz/safety/driving-safely/speed/speed-ads/thank-you-for-your-speed/>



- Senior Firefighter, Jodi McHugh on set



- Josh Young (NZ), Jozien Hannah (NZ), Kelly Melton (Seattle), Joe Gonzalez (Seattle) and Laura Andrews (NZ) in hurricane-afflicted Texas

Hurricane Holiday

Most of us don't set off on holiday thinking, "I hope I can volunteer to help with the Hurricane Harvey clean-up." But Opunake Volunteer Firefighter, Jozien Hannah, doesn't go for the traditional holiday. "I'm not one for poolside holidays really, I'm much happier stair-climbing or sweating in a Tyvec suit!"

Jozien was in the United States for the 9/11 memorial stair-climb, along with some Kiwi and international stair-climb buddies. "I didn't think we would be able to help out with the Hurricane Harvey clean-up as we just assumed you had to be part of an agency, particularly in the US. But we were with a firefighter from Seattle who is part of a volunteer organisation of mainly emergency responders that deploys to help with disasters.

"We met up with the Cajun Army who we thought were a government agency but, no, they're just normal people volunteering resources and time."

For three and half days, the team of Jozien, her husband Josh Young, Auckland firefighter Laura Andrews and two Seattle

firefighters, were tearing people's houses down or 'constructive demolition'. "People's homes were just completely destroyed. Many of them had been through this before and knew the hard road ahead. So to have people just turn up and help with that initial hard work helps lift them from, 'I've lost everything', to, 'I can deal with this, and see a way forward'."

People helping people in a time of need really struck Jozien. "Families who had lost everything in Louisiana volunteered, people were just knocking on doors asking if they could help, and the local church played a big part. We were put up in the church and you could turn up with the clothes on your back and they would provide everything for you. Even PPE!"

Jozien was also involved in the Edgumbe flood response, "I led an emergency response team and station for Fonterra so I deployed to Edgumbe. The damage and work we were doing in Texas was similar, just on a much larger scale."

And did she miss that poolside time? "In a heartbeat I would jump at the chance to do it all again. As a volunteer, it's already in your blood to help people. To us it's nothing, but to them it means the world."



- Senior Volunteer Firefighter, Scott Rees

PROSTATE CANCER - an old man's disease, right?

From age 40, Scott Rees started getting regular check-ups and blood tests from his GP. At 45, the doctor turned to him and said, "your prostate-specific antigen (PSA) result is a bit high for your age. I think you need to see a urologist." His first thought - oh crap. An MRI scan and a prostate biopsy later and he was diagnosed in September 2016 with low grade prostate cancer.

"It was a shock to hear that, especially as my dad had been treated 3 years before, and he was in his 70s." Thankfully, Scott found the support he needed from friends, work, the brigade and his wife and kids especially. The surgeon really helped Scott understand what it all meant and as it was detected early and contained, with removal he would have a normal life expectancy.

Scott told his volunteer brigade about his cancer when he presented the carcinogen exposure training material adding his own circumstances during the 'monitoring your health' section. As he says, it was "quite a shock for them."

The day before his 46th birthday, Scott had his prostate removed and five months later is well into his recovery. As we can see, prostate cancer is no longer seen as an 'old mans' disease. Symptoms can be undetectable so it's recommended that from 35 years old you get a regular PSA blood test as it is the easiest way to monitor this very treatable cancer and to save your life.

Gone are the days where the old 'digit' examination was the norm, so there's no excuse to not get tested.

Accolades for Escape My House

Since its launch, we have been inundated with requests from international fire brigades and other government agencies to share the Escape My House Virtual Reality technology.

Its success has also been recognised here in New Zealand, winning multiple awards for effectiveness and innovation.

The New Zealand Innovation Awards, run by the Innovation Council, recognises and celebrates innovation in all of its forms. Escape My House was up against eight other finalists but took out the gold in the category of Innovation in Media, Marketing & Communications.

Escape My House was also nominated for five Effie Awards held by the Commercial Communications Council. From Europe to New Zealand, Effie Award programmes are held in 25 countries on five continents. Effie represents the pinnacle in advertising effectiveness and is the only award that honours creative achievement in meeting and exceeding advertising objectives.

Escape My House was awarded gold in every category it was nominated for. Fire and Emergency was also recognised as being the Most Effective Client of the Year.

You can check out more info on the Innovation Awards at:
<http://www.innovators.org.nz/>

And the Effie Awards at:
<http://commsCouncil.nz/awards/new-zealand-effie-awards/>



111 CALLS*



3,446

WEATHER RELATED EVENTS



5,469

RESCUES



13,004

STRUCTURE FIRES INCLUDING PRIVATE FA



5,908

MEDICAL



325,990

PHONE CALLS



242,129

RADIO TRAFFIC - ROUTINE/PRIORITY



495

HAZARDOUS SUBSTANCES



350 hits

PROBABLE CALLER LOCATION



3 3

SHIFT MANAGERS

14 11

COMMUNICATORS



76

seconds

AVERAGE LENGTH OF A 111 CALL

*AS OF 01 JAN 2017 - 03 NOV 2017

First Contact

"ComCen is the first point of contact for New Zealanders and we're the ones that say help is on its way when things have gone bad" said Gavin Travers, National ComCen and Medical Response Manager.

It's been a busy year for us with fires in February, to storms in March, and everything else in between that comes with being Fire and Emergency.

"Our Communication Centres receive a range of phone calls. From very serious emergencies where we are dealing with distressed people, through to animal rescues or even providing people with advice.

"What people don't realise is of all the 111 calls presented to the ComCen, there are approximately 40% which never come to us due to any number of reasons. Pocket dialling, children, requests for the wrong agency and malicious calls are all intercepted by the Spark operators.

"Across the three Communication Centres, we have between 11 and 14 communicators taking calls for the entire country, plus a shift manager

in each centre. From the minute our operators walk in the door, they're on. We make split second decisions, prioritising the threat or risk to life first, and property second."

The average phone call takes about 76 seconds. "Within this time, we have got the location of the caller, the nearest intersection and the nature of the emergency. This is quickly followed by locating the nearest available appliance and dispatching it."

A recent and exciting development is the enhancement to Emergency Caller Location Information. "Callers still need to tell us their address, but if a caller is using a mobile phone - which 80% of 111 calls were last year - the new system can automatically tell us where they are calling from by providing a GPS location.

"It's a fast paced and sometimes stressful job, but our team love the work and know they are making such a difference for New Zealand," said Gavin.

- Southern ComCen - Karl Paterson, Chris Munro, Tim Reynolds and Andrew Norris, who is also CFO of Governors Bay Volunteer Brigade.

- Northern Communication Centre hard at work and showing off ergonomically designed desks.



SOS: We need your help to find recalled Samsung washing machines



Peter Wilding, National Fire and Emergency Manager of Fire Investigation and Arson Reduction, is calling on firefighters to help keep their

friends and families safe by checking for Samsung top loader washing machines that were recalled in 2013 due to fire risk.

"Samsung has done an exceptional job of finding and sorting out 93% of the 360,000 affected washing machines, however, there are still machines out there that pose a fire risk and we want to get every machine back."

While fortunately no one has been hurt, a number of fires have been caused by the machines.

Samsung has identified the following areas that have returned fewer machines and therefore may be at higher risk: Auckland (South & West), Waikato, Bay of Plenty, Wairarapa Bush, Taranaki, Whanganui, Manawatu, Kapiti, Wellington and the West Coast.

This recall only affects four models of Samsung top loader washing machines manufactured between February 2010 and February 2013. You can easily check the model on the back of the

machine. If it matches the model numbers below it's important to report the machine to Samsung.

- SW75V9WIP/XSA
- SW65V9WIP/XSA
- SW70SPWIP/XSA
- SW80SPWIP/XSA

"Older people, people who are flatting, those who are less mobile or those with English as a second language may have missed the various recall messages so we are urging firefighters to check their neighbours, friends, elderly parents and families machines to make sure they keep safe. For those who have a bach, it's worth checking them too," Peter said.

If you, or someone you know, has one of the recalled machines call 0800 SAMSUNG or email productrework.senz@samsung.com

Go to www.samsung.com/nz/support/rework/ for more information.

EMERGENCY MOBILE ALERT

The public will now get emergency notifications on their mobile phones, thanks to an 'Emergency Mobile Alert' (EMA) system, which has just been launched in New Zealand.

The mobile alert system is a Ministry of Civil Defence and Emergency Management (MCDEM) led initiative involving New Zealand

telecommunication providers and mobile phone manufacturers.

Fire and Emergency has partnered with MCDEM and other agencies including Police, Ministry of Primary Industries and Ministry of Health to use the EMA system.

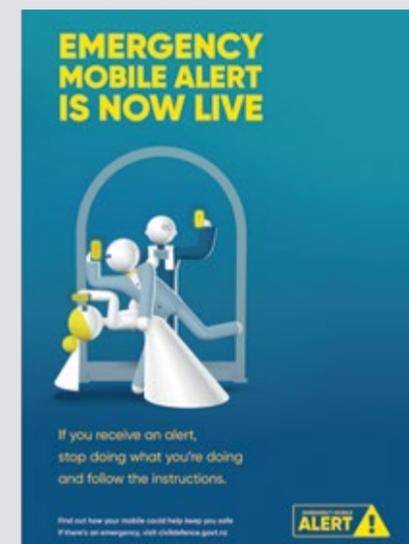
"In a serious emergency event, the EMA will allow the Incident Controller (through the lead agency) to transmit a safety message to mobile phones within a defined geographical area. A Fire and Emergency EMA will require approval from the on-duty National Commander Urban/National Manager Rural," said Gavin Travers, National ComCen & Medical Response Manager.

"The EMA system is another way for us, and other emergency services, to provide timely safety alerts to residents in a particular area if lives, property or health are at serious risk," said Gavin.

People don't need to sign up to receive alerts, or download an app, as alerts will be sent to every phone capable of receiving emergency alerts within a defined geographical area. A distinctive sound will be heard and a message displayed. A multi-media advertising campaign kicked off in November, led by MCDEM, to educate people on what to do when they receive an alert, and how to check if their phone is EMA-capable.

"We're pleased to be a part of this new system, alongside our partner organisations," said Chief Executive, Rhys Jones."

Communication with the community was highlighted as a key improvement area in the Port Hills' fire operational review and action plan. The new EMA system will help us and other agencies achieve this. If you would like more information, check out www.civildefence.govt.nz/emergency-mobile-alerts.





BA ENTRY CONTROL DURATION WHEEL

A new Breathing Apparatus Entry Control Duration Wheel is about to be rolled out to all appliances with an entry control board. It's a quick and easy way to do entry control calculations. The entry control officer just needs to line up the cylinder pressure with the minutes past the hour and the wheel tells you the Time Due Out and also the Relief Assembled and Relief In times.

Firefighters who have used the wheel during trials say that it is simple to use, easy to read and takes the stress out of doing entry control calculations on a busy incident ground.

The concept of the duration wheel is not new, as there are examples used in the dive industry and in some fire services overseas, but our new wheel has been designed to operate with our entry control boards and uses our terminology. The layout has also been tested at training centres and with a number of career and volunteer crews.

The wheel will be delivered to brigades and fire forces in December.



Share your story

*Do you have a story to share?
We're looking to profile our people who
have shown innovation or achieved
something that will inspire others.
Send your story to [ignite@
fireandemergency.nz](mailto:ignite@fireandemergency.nz)*



ESCAPE MY HOUSE REGIONAL KIT ROLL OUT

Earlier this year, Escape My House was launched. Escape My House is a virtual reality house fire experience where people can see first-hand how quickly fire becomes deadly.

There is now one Escape My House kit for each of the five regions. These kits can be used at a variety of community events to talk to people about the importance of having an escape plan and an agreed safe meeting place, directing people to www.escapeplanner.co.nz.

In the kits there is a training video and other supporting resources to help familiarise yourselves with the kit. Everything you need to know can also be found on the Portal; search 'promotional resources and events'.

To request a kit for a community event please contact the National Communications Team who will initially be managing the kits. The kits will then be available to book through your Regional Principal Advisor Fire Risk Management. More details will come when this change-over will occur.

Have fun using the kits and share your photos with us at VR@fireandemergency.nz.



WORKING TOGETHER TO KEEP MARLBOROUGH SOUNDS SAFE

The Marlborough Coastguard Open Day is a great chance for the community to find out more about the region's emergency services and how they work together.

Fire and Emergency New Zealand was invited again this year with St John Ambulance, Marlborough Marine Radio and the Harbourmaster.

Volunteer firefighter, Aaron Waters, has attended for the last three years and believes it's great to talk to parents while the kids are looking at the trucks.

"It's a fantastic day when the community can find out about fire safety from us, as well as boat safety and first aid - all in the one spot," said Aaron.

"The Marlborough Sounds long coastlines and little islands mean we and St John are not always able to drive to emergencies. We both rely on the Coastguard to get us to the incident.

"The Coastguard boat is not your average boat; it can carry all the equipment needed for a structural fire and is a fully fledged St John Ambulance."

To make sure Coastguard and Fire and Emergency are well prepared for any situation we hold several joint training sessions every year. This training helps strengthen the relationship and communications between the two services.



STARTING FIRES TO CHAMPION SAFETY AT HOME

Porirua was set ablaze recently, but all for a good cause. In the lead up to summer, safety in and around the home was the focus of an exciting event at Porirua City Council's popular community night markets.

Porirua Station's 311 and 317 Red Watch gave fire safety advice and showed delighted kids the tools of the trade.

The crews ran a series of fire demonstrations, setting alight a mobile kitchen that showed how quickly fire can spread and what it takes to put it out. People were also able to have a go with the popular Escape My House virtual reality experience.

"It's an amazing awareness raiser of what can go wrong. We are very thankful to the Porirua Station for their support with this important community education initiative. It's all about prevention and building a more resilient community," said Robyn Steel, Manager City Partnerships at Porirua City Council.

The demonstrations ran every 90 minutes and delivered three fire safety messages - Look while you cook, Working smoke alarms save lives and Have an escape plan.

The Kitchen Fire Demonstrator is a well-known resource and a very effective tool in demonstrating the need to keep looking while you are cooking. We can explain the dangers but the advantage of the demonstrations allows people to see it for themselves. Unattended cooking is still the biggest cause of house fires in New Zealand.

It was a great event with very positive feedback from the community. The two days were a good opportunity to educate a wide cross section of the community. We had a relaxed, captive audience and kids just love it.

CAUGHT ON CAMERA

Got a photo to share?
ignite@fireandemergency.nz

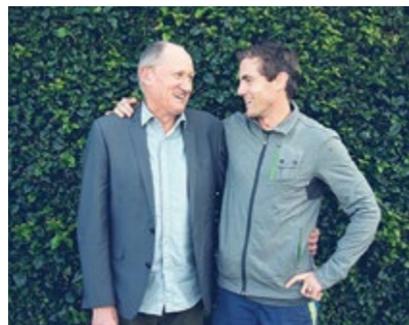


The Porirua City Council shared this snap of a young child's surprise at seeing what happens when you try to put an oil fire out with water. Demonstrations took place over two days at the Porirua Night markets.



A photo from one of the controlled house burns hosted by Te Awamutu Fire Brigade.

Congratulations to Jacson Klutz who came third after racing firefighters from around the world up the Sydney Tower Eye to raise awareness for Motor Neuron Disease. Jacson finished in 11 minutes and 47 seconds.



The NZ Heart Foundation teamed up with our emergency services to teach the public how to reduce the likelihood of death from cardiac arrests by 50%. As heart disease is New Zealand's biggest killer, it's important that we can administer help quickly and effectively.



Extreme Walk 2 D'Feet MND

On 10-12 November four firefighters walked 170km from Palmerston North to Wellington to raise awareness of Motor Neurone Disease (MND).

One of the firefighters, Chris Kennedy, said the walk was everything he had hoped it would be and more. "It was such a humbling experience. We want to give a massive thanks to all the firefighters who came out and supported us. We had firefighters helping with collection buckets through the towns and hosting us along the way".



The team fought through hot temperatures, sore bodies and huge blisters on their feet but they said it was all worth it when they got to Westpac stadium and saw the crowds of people who were there to welcome them. The team then dropped their gear and joined in on the 3km Wellington walk as well.

Overall \$16,000 was raised. Half of the funds raised will go towards supporting MND research and the other half will go towards providing support for people with MND.

Well done team!



Schools along the route cheered the team on as they walked past, some having mufti days and the money raised going towards MND. "The whole experience was so heart-warming, people would come out and share stories of how they have been impacted by MND, moments like that made all the hard bits of the journey worthwhile", said Chris.



"Daylight Saving was supposed to be my special night, instead all these politicians keep having parties everywhere."



HOW DO YOU COMPETE WITH COVERAGE OF THE GENERAL ELECTION?

More than 1.7 MILLION KIWIS saw our TV ads and were reminded to check their smoke alarms. For the first time, we partnered with The Warehouse, Bunnings and Mitre 10 to get Fire and Emergency information in store to help people be fire safe at home.



Is your property safe from fire?



Here's a guide to help understand the risk in your area

During the fire season, there are some risks you need to know about to help keep you, your family and your property safe.

Throughout New Zealand, there are different levels of risk, depending on where you live and what the area around you is like. As we build more and more homes in previously rural areas, the level of risk is different to properties built in a more urban setting. Make sure you check your property and are aware of your surroundings so you can be best prepared this fire season.

Steps you need to take to keep your property safe

1

Make sure you have a 'safe zone' around your property

- Clear vegetation close to your home. This could fuel a fire if one started.
- Choose plants with low flammability – native plants are often better.
- Keep your lawns mowed and green.
- Don't store firewood close to the house.
- Clear your gutters of dry leaves.
- Be careful when using any mechanical equipment in dry conditions.

2

Have an escape plan and an agreed safe meeting place

- Go to www.escapeplanner.co.nz to make a plan to get out of your home safely and agree a safe meeting place. Practise this regularly.
- Think about where you will meet if you need to evacuate the area.
- Have an emergency evacuation kit in case you need to leave quickly.
- If in doubt, leave early.

3

Good access for firefighters

- Fire trucks need a lot of space to manoeuvre. Make sure there are no overgrown trees or other obstacles that may prevent access to your property.
- We can pump from water supplies such as a pond, pool or tank.
- Make sure your address or RAPID number is clearly visible.

The fire risk applies to everyone, no matter where you live. For more information check, www.fireandemergency.nz

**CHECK THE FIRE SEASON IN YOUR AREA
Go to www.checkitsalright.nz**