

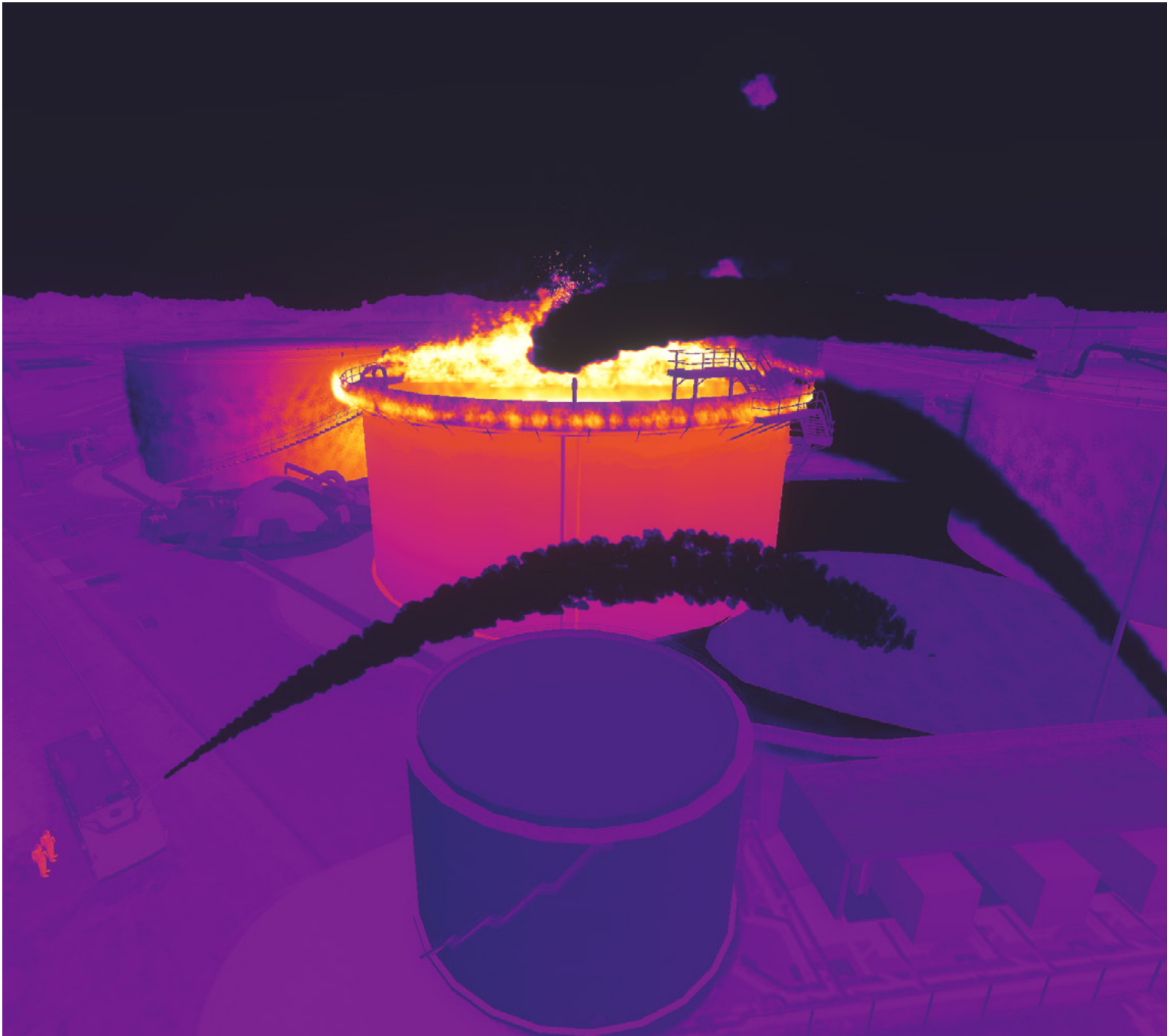
IGNITE

Te Hiringa o te Tangata | Issue 31 | Takurua 2024

OUR NEW CODE OF CONDUCT:
READ > LEARN > THRIVE

LAUNCHING OUR
RAUTAKI MĀORI

SIMULATION TECHNOLOGY USED
IN BULK FUEL EXERCISE



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 people across the country who dedicate themselves to protecting life, the environment and property in their communities.

It is produced by the Fire and Emergency Communications and Engagement Team, National Headquarters, Spark Central, 42–52 Willis Street, Wellington 6011.

Contributions to Ignite

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 **Kia tika** | We do the right thing

 **Manaakitanga** | We serve and support

 **Whanaungatanga** | We are better together

 **Auahatanga** | We strive to improve



Kia ora koutou

Welcome to the July edition of Ignite, which provides a snapshot of the recent mahi that is happening across the organisation.

'At Fire and Emergency New Zealand, we strive to be a place where you are supported to thrive as an individual so that, collectively, we can serve our communities and each other.'

That's a quote from my introduction in our new Code of Conduct, which launched this month. It sums up why a new Code of Conduct is an absolute priority to me as Chief Executive, to our Board and Executive Team, and to our organisation.

The Code, and the policies that support it, state the behaviour and actions expected from every one of us, they support us to make the right decisions and judgements, and they set out what may happen if any of us act outside of those expectations.

The following pages of Ignite mark this milestone in our mahi to create a safe, positive and inclusive environment for all of us.

The responsibility for creating this environment is one we all share collectively; we can all make a positive contribution by reflecting on our own actions and by calling out, and putting a stop to, unacceptable behaviour.

There is an online module to help you understand the Code and your responsibilities. You can access this via the Learning Station on the Portal.



Also in this issue we talk about the launch of the Rautaki Māori | Māori Strategy and the closing of Hiwa-i-te-Rangi, which has been nominated for a Diversity Award.

There is an update on our new external, independent enquiry and complaints service – Speak Safe @ Fair Way. Samantha de Coning, Head of Practice at Fair Way, discusses what services are available and why the new service was established. Information about contacting the service is available too.

We talk to Volunteer Support Officers Colin Leighton and Marilla Swift about the important work they do helping their brigades and what they love about their role. We also hear about our showing at the Saudi Aramco International Firefighters Games; awesome Steve, Edward, Rupert and Rowan.

There is an important update on the Decontamination Project, and we showcase Fire and Emergency's Urban Search and Rescue (USAR) team NZL-01 achieving their International Exercise Reclassification (IER) in May.

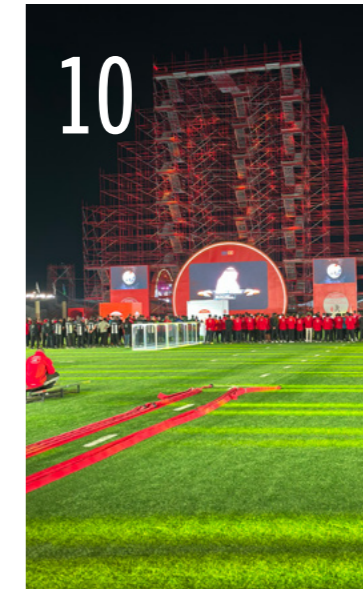
Happy reading!

Ngā manaakitanga

Kerry Gregory
Tumu Whakarae/Chief Executive

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KO TĀ MĀTAU TIKANGA WHANONGA HOU:
PĀNUITIA > AKO > PUĀWATIA

OUR NEW CODE OF CONDUCT

read
learn
thrive

Fire and Emergency New Zealand is focused on creating a safe, positive and inclusive environment; a place where people feel they belong, and are supported to and enabled to thrive, so collectively we can deliver service to our communities and to each other.

Te Tikanga Whanonga our new Code of Conduct is a key foundation of this work.

It sets out the behaviour and actions expected from all Fire and Emergency people, supports them to make the right decisions and judgements, and sets out what will happen if they act outside those expectations.

It is supported by our revised Bullying, harassment and victimisation policy and new Unacceptable behaviours schedule.

‘People are at the heart of Fire and Emergency New Zealand,’ says Kerry Gregory, Chief Executive.

‘Their safety, in the broadest sense, is a top priority for me. Every day that we don’t get it right, we’re hurting people and that doesn’t sit comfortably with me.

‘We’re working to provide a better environment for our people in the future than we have provided them in the past, building on the strengths we already have.

‘Our new Code of Conduct is a critical foundation piece in our culture change journey,’ he says.

‘It’s my job as Chief Executive to set standards of behaviour and conduct for Fire and Emergency. Those standards apply to me, to all of our leaders across the organisation, and to all of our people - no matter what their role.’

The Code of Conduct is one of a number of changes being delivered by the Eke Taumata programme in response to the Te Kawa Mataaho | Public Service Commission review into Fire and Emergency’s workplace culture released in December 2022. Collectively, this work is intended to support a better future for our people, the communities we serve and for Fire and Emergency New Zealand.

Our new Code of Conduct: three pillars to guide us

Until now, we’ve been guided by several different codes and standards, with varying descriptions of expected behaviour and conduct within Fire and Emergency.

The Te Kawa Mataaho | Public Service Commission review identified the need for a single, unifying Code of Conduct.

‘Unless we are all clear on what is expected of us, it is hard for each of us to play our part in creating an organisation where we all feel we belong and supported to thrive,’ says Janine Hearn, Deputy Chief Executive People.

Eke Taumata

Eke Taumata is the programme of work supporting Fire and Emergency to achieve long-term positive change in the experience our people have working or volunteering for us.

Part of the Eke Taumata remit is to respond to the 20 recommendations in the Te Kawa Mataaho | Public

Service Commission review, which Fire and Emergency accepted in full.

The name “Eke Taumata” is abbreviated from ‘Kia eke ki ngā taumata’ – to aspire to a greater level. ‘Taumata’ refers to a pinnacle or higher level. ‘Eke’ in our context means to climb or embark upon. Together the two words describe our journey to our desired improved state.



Find the Code here:



‘Our new Code of Conduct gives us those goal posts,’ she says. ‘It is deliberately a positive, affirming document that explains what good looks like.’

The three pillars of the Code are:

1. The standards of integrity and conduct that apply to all of us as part of the public service.
2. Ngā Uara - Our Values and what they mean in practice for our behaviour and conduct.
3. Our individual and collective responsibilities in ensuring we provide a safe, positive and inclusive environment for everyone who is part of Fire and Emergency, paid and volunteer.

It also outlines how Fire and Emergency will manage breaches of the Code.

This Code of Conduct applies to everyone who is a part of Fire and Emergency, including all staff, volunteers, contractors, and Board members. It replaces all other codes and standards, including the Code of Behaviour and Standards of Conduct.

It was finalised with input from our people during consultation in February and March 2024.

‘We expect you to seek out, understand and comply with all the policies that are relevant to you and your work at Fire and Emergency.’

— Code of Conduct (p6)

Check out the video and hear our people talk about what the Code of Conduct means to them



‘I hope that in general people feel safer to express things that they do feel uncomfortable about or seek out support for experiences they’ve had that they’re unsure about or have been negative – a safer environment more generally.’

— Hamish McEwen, Chief Data and Analytics Officer

Revised Bullying, harassment and victimisation policy and new Unacceptable behaviours schedule

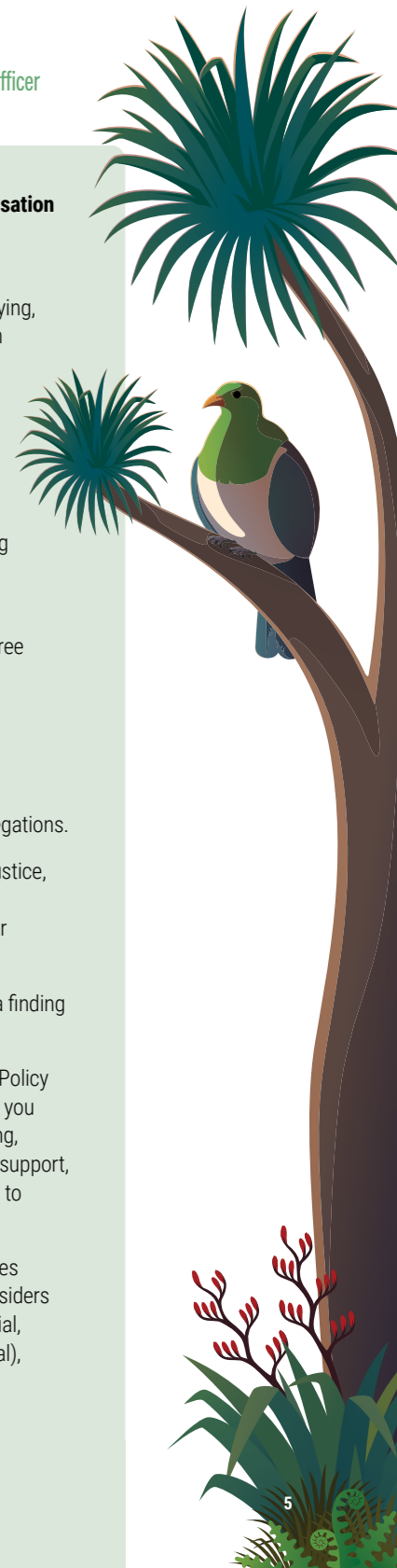
Alongside our new Code is the revised Bullying, harassment and victimisation policy, which defines what we mean by “bullying”, “harassment” and “victimisation”, and what you must do if you experience or witness any of them.

This Policy states six clear rules:

1. We are all responsible for understanding what bullying, harassment and victimisation mean.
2. You must not engage in any of these three behaviours (bullying, harassment and victimisation).
3. You must act on or report any of these three behaviours.
4. You must not knowingly make false allegations.
5. We will apply the principles of natural justice, treat all parties fairly and with respect, and support them through any formal or informal process.
6. Any formal investigation might lead to a finding of misconduct or serious misconduct.

Additional guidance under each rule in the Policy describes your responsibilities to act, what you should do to report any instances of bullying, harassment or victimisation, ways to seek support, and the steps Fire and Emergency will take to investigate any reports of this behaviour.

The Unacceptable behaviours schedule gives examples of what Fire and Emergency considers bullying, harassment (including sexual, racial, gender-based, psychological, and emotional), discrimination and victimisation.



Expectations of all Fire and Emergency personnel

'It is my expectation that everyone is familiar with the Code,' says Kerry. 'That way, we can all make sure our actions align with Fire and Emergency's values and behaviours.'

Look out for hard copies of the Code of Conduct at stations and workplaces or use the QR Code to read it online. Then, complete the Code of Conduct e-learning module on the Learning Station on your own or with your team.

There's more information about the Code of Conduct on the Portal – search "code of conduct".

'I think to thrive in this organisation, we have to be there to uplift people. And we have to be able to say to them, this is our standards, this is what we should be doing. You know, if it's not reflected in our values, well then, you know, that's not a place for you.'

—Rik Tauroa, Station Officer, Whakatāne Volunteer Fire Brigade.

Our Code of Conduct online module

The Code is not just a set of rules; it is a foundational document that helps us uphold our values, create a supportive work environment, and guide our behaviour. Te Tikanga Whanonga | our Code of Conduct online module has been created to help us understand the Code, the behaviours expected of us, and how to be an upstander.

The online module supports you to:

- understand the key principles and values outlined in the Code,
- recognise behaviours that violate the Code,
- know how to address or report violations appropriately,
- find additional help and guidance.

It takes 15 – 25 minutes to complete the online module and you can complete it individually or as a team.

You can access the online module via the Learning Station on the Portal.

'We have been really privileged in the way that the public has perceived us. We've had the reputation for being so well trusted. This Code is part of enabling us to really live that reputation and for others within the organisation to see that reputation and experience. And in particular, that manaakitanga, that service to each other, not just to the community.'

—Katie Pocock, Group Manager, Waitematā District



Pānuitia read

Understand what's expected of you – read the Code.

The Code:

- 1 describes the minimum standards for appropriate behaviour and actions for all employees and volunteers
- 2 helps our people make appropriate judgements and decisions about their actions and behaviours
- 3 sets out how we will manage breaches of these standards
- 4 is supported by the Bullying, harassment and victimisation policy and the Unacceptable behaviours schedule

Ākona learn

Learn how to apply the Code – complete the e-learning module.

You can do the module with your team or individually

It takes approx 15 minutes to complete

Remember, **creating a safe, positive and inclusive environment** is not just a task for a select few – it's a **duty we all share.**

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

Puāwaitia thrive

At Fire and Emergency New Zealand we strive to be a **place where you belong** and where you are **supported to thrive** so that, collectively, **we can serve our communities and each other.**

KIA HAUMARU TE KŌRERO @ FAIR WAY

SPEAK SAFE @ FAIR WAY

If you experience an issue or concern while working or volunteering for Fire and Emergency, you can contact Speak Safe @ Fair Way for a range of external support options.

Samantha de Coning, Head of Practice at Fair Way, has a background as a mediator, adjudicator and arbitrator, supporting people in conflict to move forward. She's been involved in co-designing and developing Speak Safe @ Fair Way with Fire and Emergency, looking at the ins and outs of the process from every angle and then bringing it to life.

Samantha says the service was introduced because 'speaking up can be difficult. Fire and Emergency has partnered with Fair Way so staff, volunteers and contractors can access an independent and impartial service for support. Speak Safe @ Fair Way removes barriers and empowers people.'

Speak Safe @ Fair Way offers a range of pathways. Samantha explains, 'Kāpehu

provides one to one coaching. If you have a complaint, Fair Way can guide you through the options, including supporting you to manage it yourself or facilitating a resolution with our help.

If there's an allegation of bullying, harassment, sexual harm or a power imbalance, Fair Way will determine whether an investigation is needed. If it is, they'll discuss next steps with the person making the complaint and get their permission to proceed with the investigation.'

You don't need to have a complaint to access Speak Safe @ Fair Way. You can call for advice about a work issue or concern. It's self-led, so you're in charge of how far things go. Arrive with an issue and leave with a plan.

Speak Safe @ Fair Way provides confidential, informal, independent, and impartial support to help navigate your workplace concerns.

Get in touch

Freephone **0800 677 697**, or email speaksafe@fairwayresolution.com.

Or use the QR code to access via the webform:



KO TĒTAHI RĀ I TE AO O TE ĀPIHA TAUTOKO TŪAO

A DAY IN THE LIFE OF A VOLUNTEER SUPPORT OFFICER

Whanganui Volunteer Support Officer (VSO) Colin Leighton has been in his role for 20 years and says his main focus is ‘to do the best I can for the volunteers so they can respond to incidents without any issues.’

And that means he has a lot to do. Colin looks after 10 brigades in the Manawatu-Whanganui District and his typical day involves anything from supplying equipment, assisting with recruit training, fire safety, fleet and property to giving advice and being a confidant.

‘I am based at Whanganui Fire Station and support Taihape, Mangaweka, Hunterville, Marton, Rangitikei, Bulls, Koitiata and Rātana brigades, Whanganui Rural Volunteers, and Whanganui Operational Support.



Marilla Swift and Colin Leighton.

‘The brigades share equipment, so I drop off and pick up what they need. I also deliver uniforms and Level 2 PPE, get broken equipment fixed, look after their BA, and help with vehicle testing. I also like to catch up with the crews at training nights on Mondays.

‘I know everyone so well that they also tend to confide in me if they need someone to talk to.’

Colin says there are five VSOs in the District, and they meet weekly to see if anyone requires assistance or has something to share.

‘Marty Webb, Tim Rees, Leanne Kruger, Marilla Swift and I support each other and work together as much as we can.’

Marilla is not only a VSO, she is also Chief Fire Officer at National Park. Marilla has been a VSO for seven years and says she too does whatever is needed to make the volunteers’ job easier.

‘Wearing both hats is helpful as it provides insight into the reality of running a brigade, the workload and the support needed, but as VSO I see the bigger picture that informs why some things happen the way they do and I have a heads up on initiatives that are coming out that can be useful.

‘I am part time, so I have fewer brigades than some VSOs. My brigades are Ōwhango, Manunui, and Taumarunui. Marty, my Ruapehu VSO work mate, and I share the rural brigades of Kirikau, Ohura, and Ruapehu because the drive time between Ohura in the North and Palmerston North and Whanganui (our District and logistics bases) is about four hours and three hours respectively which can mean a lot of driving.’

Marilla says her brigades train weekly on a Wednesday, and she visits as often as she can.

‘I support brigades with paperwork when needed for example, signing up recruits, measuring up for uniform and PPE, and whenever I attend training nights, I leave

with a list of jobs to do. We know our brigades well and we have a lot of insight about how each is best supported.

‘A lot of the work is about relationships. We spend time listening to our firefighters about all sorts of things and of course, being mindful of what they experience, we encourage them to get help if we believe they need it. I have used the services available and find them useful so it’s easy for me to normalise that with others.’

‘No two days are the same and there is no definite job description. Some of the daily jobs are quarterly station checks, reviewing risk registers, ensuring paperwork is in place for audits or replacing or fixing broken equipment. I also support brigades during and after incidents with things like refilling air cylinders and bringing food and drink for longer duration jobs. I recommission trucks with items that have been used like first aid, defibrillation pads, and decontamination equipment.’

Marilla says she loves the job and because it is part-time it fits in well with school hours as she has four children.

This could be you! If you want to talk about how you or someone in your team is making a difference at Fire and Emergency, let us know by emailing strategiccomms@fireandemergency.nz.



KA WHAKARŌPŪTIA HOUTIA TŌ MĀTAU KAPA USAR HEI KAPA USAR TAUTŌHITO

OUR USAR TEAM IS RECLASSIFIED AS A HEAVY USAR TEAM

Fire and Emergency’s Urban Search and Rescue (USAR) team NZL-01 achieved their International Exercise Reclassification (IER) in May.

Deputy National Commander Steph Rotarangi said she was very proud of the team’s success.

‘This means our team NZL-01 has successfully met all the criteria established in the International Search and Rescue Advisory Group’s (INSARAG) Guidelines and maintains classification as a Heavy USAR team. This requires a lot of dedication, adaptability and skill and is vital to enable our USAR personnel to deploy overseas to assist in emergencies and for New Zealand to receive reciprocal support.’

National and International Response Manager, Ian Duncan, said the team was put through its paces over 36-hours at the New Zealand Defence Force’s Ardmore military training area in Auckland in May under the eyes of INSARAG classifiers who came to Aotearoa from Australia, China, France, Japan, Malaysia, the Netherlands, Singapore, the United Kingdom, the United Arab Emirates, and the United States.

‘In an already intense and challenging environment, including developing a deployment of six people to support Papua New Guinea, they also had to deal with the effects of severe weather that came through the exercise site causing significant damage and power outages.’

The scenario was a magnitude 7.4 earthquake, later upgraded to 8.2, that struck the fictional country of Te Motu Islands. Due to the level of damage sustained, Te Motu asked for international USAR assistance, to which the NZL-01 team responded. The response was a full heavy team of 71 people, including doctors, medics, search dog teams, and engineers.



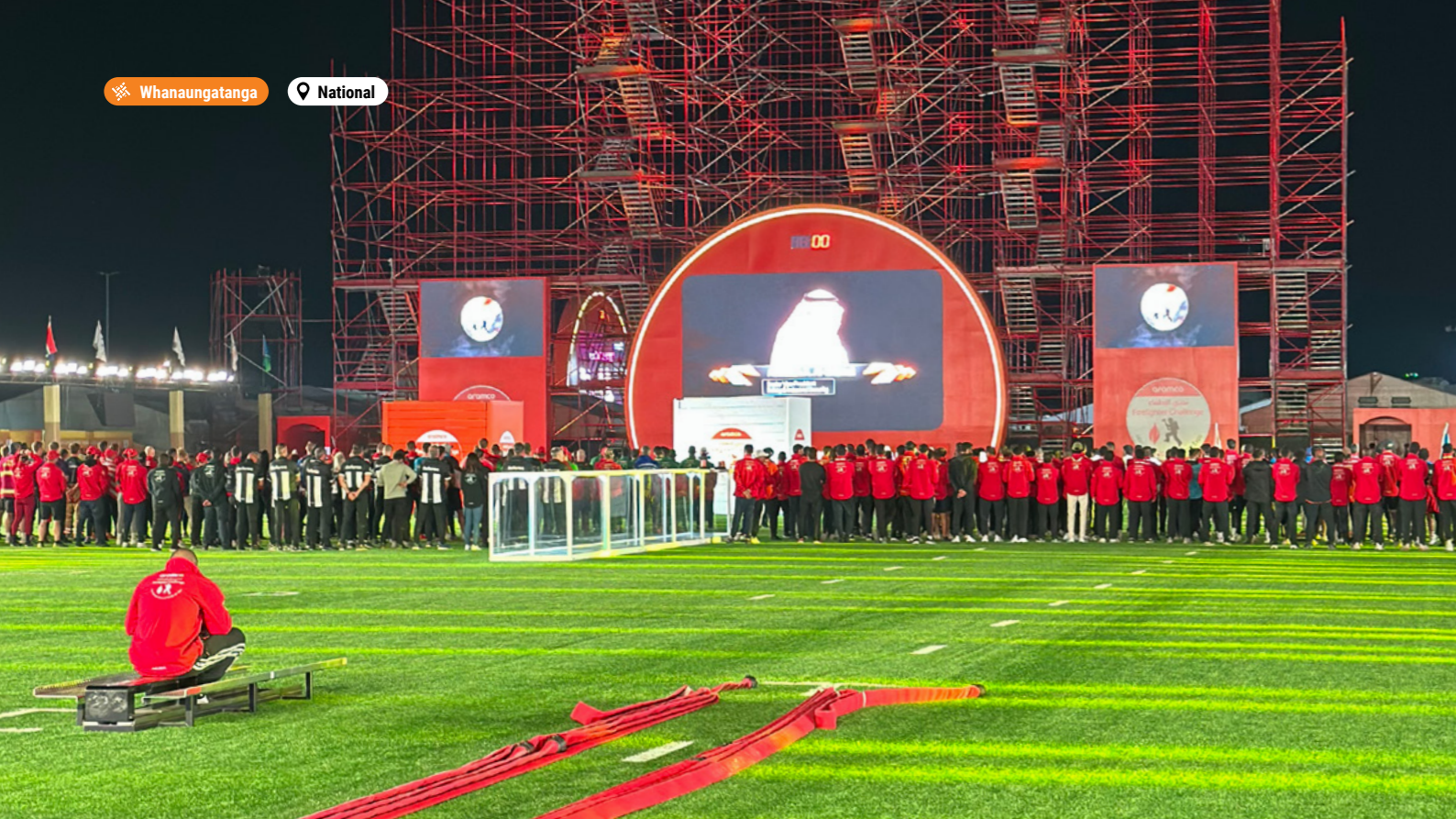
On arrival, the team went through Te Motu Customs, Immigration and Quarantine before meeting the Local Emergency Management Team (LEMA), a role played by National Emergency Management Agency colleagues, setting up a Reception Departure Centre and then heading to the worksites to start effecting rescues.

Whilst setting up the Base of Operations, the team also set up a USAR Coordination Centre to coordinate the overall USAR effort tasking NZL-01 and ghost teams and staffed that for the duration of the scenario.

USAR Central team leader Ken Cooper was team leader for the IER exercise and said he had confidence in his team and the outcome was never in doubt.

‘There is a lot of planning, dedication, commitment, and sacrifice that goes into being an urban search and rescue team member and it’s a privilege to work with such amazing people.

‘All of our USAR capability is based on voluntary inclusion; our people and those from other agencies we draw on perform their search and rescue duties on top of their already busy permanent roles for Fire and Emergency or the agency they work for.’



KA POHO KERERŪ MĀTAU I TE KAPA O WHAKARATONGA IWI I Ā RĀTAU MAHI KI NGĀ WHAKATAETAE KAIPATU AHI ARAMCO

FIRE AND EMERGENCY TEAM DOES US PROUD AT ARAMCO FIREFIGHTERS GAMES

In the lead up to this year’s World Firefighters Games in Aalborg Denmark, four of our firefighters took part in the Aramco Firefighters Games held in March in Dammam, Saudi Arabia.

Station Officer Steve McSweeney (Hamilton Station), Senior Firefighter Edward Jackman (Christchurch City), Firefighter Rupert Jackman (Christchurch City), and Qualified Firefighter Rowan Jackman (Auckland City), were four of 120 firefighters from 20 countries invited to participate.

Steve said the Aramco Games held every two years are where firefighters compete in events such as the fire truck driver’s challenge, stair challenge, vehicle extrication, high-angle rescue, and the toughest firefighter challenge.

‘We all competed in the toughest firefighter challenge in our age groups, Edward, Rowan and Rupert entered the stair challenge, and Rowan also competed in the driver’s challenge.

‘We faced stiff opposition from other competitors including the current World toughest firefighter champion, the European toughest firefighter champion, English and Canadian Firefit champions, American fire combat champion, and stair challenge competitors.

‘We claimed success in the toughest firefighter event with Steve winning Gold and Rupert winning Bronze in their age groups. Rowan qualified (having to run twice) for the finals, finishing 5th overall, and Edward placed 16th overall.



‘This was a credible result as we were not only competing against some very good opposition, but we also participated in the stair climb prior and toughest firefighter runs spread over four days.’

Steve said approximately 80,000 people visited the free event over five days with the events starting at 4pm as this is the time when most Saudi people shop and socialise.

‘Alongside the event were numerous interactive activities for children. Around 10,000 children passed through a Firewise type programme that included face painting, keeping safe education and dressing up in firefighting gear, then riding a “Golf Buggy” fire truck responding to extinguish a two-storied house fire using hose monitors directing water at interactive tv screens.’

Steve said the hospitality and generosity offered by Saudi Aramco and the public were second to none.

‘Saudi Aramco are looking to host the 2026 World Firefighter Games. If they are successful, and based on what this year’s has been like, it will be something well worth thinking about. Especially if any of our people are contemplating combining a competition and a holiday in a largely unknown tourist destination where it is safe to walk around and be welcomed.’

In the meantime, the World Firefighter Games will take place in Aalborg Denmark from 7 - 14 September 2024, and the team encourages anyone to participate. Please reach out to Steve who is more than happy to share pamphlets and information on these Games.

The Toughest Firefighter challenge, which is specific to the World Firefighters Games, is carried out in full firefighting kit and tests competitors in several disciplines. There are four parts:

1. The hose run, carrying a BA set.
2. The obstacle course – competitors are required to carry various pieces of equipment whilst negotiating tunnels and walls.
3. The tower – competitors are required to handle and pitch ladders and to carry firefighting equipment up ropes.
4. The stair climb – competitors are required to climb to the top of a tower, the height of which can vary depending on the country but will normally be from 100-200m.

TE WHAKAREWA I TĀ MĀTAU RAUTAKI MĀORI ME TE WHAKAMUTU I TE HŌTAKA O HIWA-I-TE-RANGI

LAUNCHING OUR RAUTAKI MĀORI | MĀORI STRATEGY AND CLOSING THE HIWA-I-TE-RANGI PROGRAMME



Rautaki Māori, an enduring Māori strategy for Fire and Emergency New Zealand, was officially launched on 27 June.

Māori are disproportionately impacted by unwanted fires and emergencies and almost half of the asset base of iwi and Māori are invested in climate sensitive industries (forestry, agriculture, fishing and tourism) which are highly impacted by climate change-related fires.

The need to strengthen our service to deliver better outcomes for Māori is compelling and the Rautaki Māori is our strategy to create safer and more resilient Māori communities.

The four pou (pillars) of the Rautaki Māori outline the work we will do to achieve this as well as detailing why it's important and what will be different.

Two of the four pou are externally focused on hapori Māori becoming safe and resilient from fire. The other two pou are

internally focused on our leaders driving the initiative and our cultural capability uplift, a continuation of the mahi begun by the Hiwa-i-te-rangi programme.

It is the responsibility of everyone who belongs to our organisation now and in the future to realise the intentions of this rautaki and we encourage our people to start factoring the Rautaki Māori into your business plans.

The Rautaki Māori is the culmination of the work of Hiwa-i-te-rangi, our three-year programme to bring to life our commitment

to working with Māori as tangata whenua.

On the 2 July 2021, in time with the appearance of the Matariki star cluster in the sky, Hiwa-i-te-rangi was launched. At the launch our former Chief Executive, Rhys Jones spoke about the programme being a watershed moment for Fire and Emergency as it signalled that we will do better by Māori. Piki Thomas, then National Manager Kaupapa Māori, spoke about the importance of needing everyone in our waka doing their bit, no matter how big or small their contribution.

Three years on, and once again under the presence of Matariki, we acknowledged the successes of Hiwa-i-te-rangi to research, pilot and implement ways our organisation can improve the way we serve and connect with Māori communities.

Use the QR code to access Rautaki Māori:



About our name

Hiwa-i-te-rangi was originally named our "Māori Outcomes Programme", but prior to its launch it was gifted the name Hiwa-i-te-rangi, after one of the stars of the Matariki cluster which represents our hopes and aspirations.

We recognise the contributions of all our people involved in the success of Hiwa-i-te-rangi, which has carried our cultural aspirations for the last three years, laying a foundation for the future.

The work of Hiwa-i-te-rangi includes:

- two cultural capability resources, created by our people for our people: "He Timatanga Kōrero", an introductory guide to Kaupapa Māori for Fire and Emergency New Zealand, and Te Tūāpapa, Foundational Knowledge of Tikanga when engaging with Māori
- a Tohu for our people to wear, symbolising their commitment to working with Māori as tangata whenua
- 'Te Aho Tapu', our cultural capability framework
- two pilots of Te Aho Tapu with over 180 of our people, of which 100% saw an increase in their cultural capability
- the installation of over 600 Smart fire alarms into 200 marae across the motu.

Launch of Rautaki Māori, Māori Strategy animation



HE TOA TAKITINI

THE SUCCESS OF MANY

Three years ago, our Kaupapa Māori and Cultural Communities branch launched "He Timatanga Kōrero" an introductory guide to kaupapa Māori for Fire and Emergency New Zealand, to support our people to become more culturally capable when serving and partnering with hapori Māori. We also launched the Tohu, a pin for our people to wear after reading He Timatanga Kōrero and passing the online knowledge check.

This month, nearly 3,000 of our people across the motu (country) have engaged voluntarily and wear their Tohu proudly, showing their commitment to working with Māori as tangata whenua and improvement in their cultural education.

We are proud of this work and of the results, so Fire and Emergency submitted He Timatanga Kōrero for a Diversity Works Award in the "Ngā Āhuatanga o Te Tiriti Tohu" category. We're humbled to learn that our entry for this kaupapa has been shortlisted as a finalist. Winners will be announced at the end of August and the team behind this mahi are incredibly grateful to everyone who has taken that step to attain their Tohu and support our commitment to working with Māori as tangata whenua.

If you're yet to read He Timatanga Kōrero and attain your Tohu, you can access the resource by searching for it on the Portal or emailing kaupapamaori@fireandemergency.nz for guidance.

Diversity Works Awards NZ finalists announcement.



KA ĀWHINA NGĀ PŪRĀKAU MĀORI I NGĀ TAMARIKI KI TE AKO I TE HAUMARU AHI

LOCAL MĀORI MYTHS AND LEGENDS HELP TAMARIKI LEARN ABOUT FIRE SAFETY

Senior Advisor Community Readiness and Recovery, Zak Neale has taken a new approach to teaching fire safety to kids on the West Coast.

After discovering his Ngāi Te Rangi whakapapa, Zak's been on a journey to learn more about Te Ao Māori as well as practise his Te Reo Māori. Taking elements of the Māui-tinei-ahi programme to the local school children presented him the perfect opportunity to do just that.

Zak has figured out pretty quickly what works in the classroom. He says, 'the first time you meet a class, stories are the best way to engage with them. I've tried books about fire engines but they didn't have much meaning behind them.'

'The Māui-tinei-ahi story is interesting and unique to Aotearoa. Plus, it's relevant to fire safety and is heaps of fun to perform to the kids.'

Zak decided to research a few different narratives of Māui-tinei-ahi and find out whether 'he could make it a bit more relevant to who and where we are.'

'I've had preliminary discussions with members from each of our local hapū, to find a local version of the story. One of our local Kai Tāhu Hapū, Ngati Mahaaki o Makaawhio, has supported me to tell the myth of Māui and Mahuika to the kids.'

'The feedback from the kaiako (teachers) has been positive and 'it's great to see that many of the teachers have been inspired to incorporate Māori legends into their own work with students.'

'Some kids even do their own story books and animations to bring the Māui-tinei-ahi pūrākau (story) to life.' Zak says that telling the story helps 'form a connection with tamariki (children), while supporting Fire and Emergency's commitment to work with diverse communities.'

'I encourage everyone to take ownership of their own journeys to discover Te Ao Māori and practise Te Reo Māori. Give it a go. It's part of who we are.'

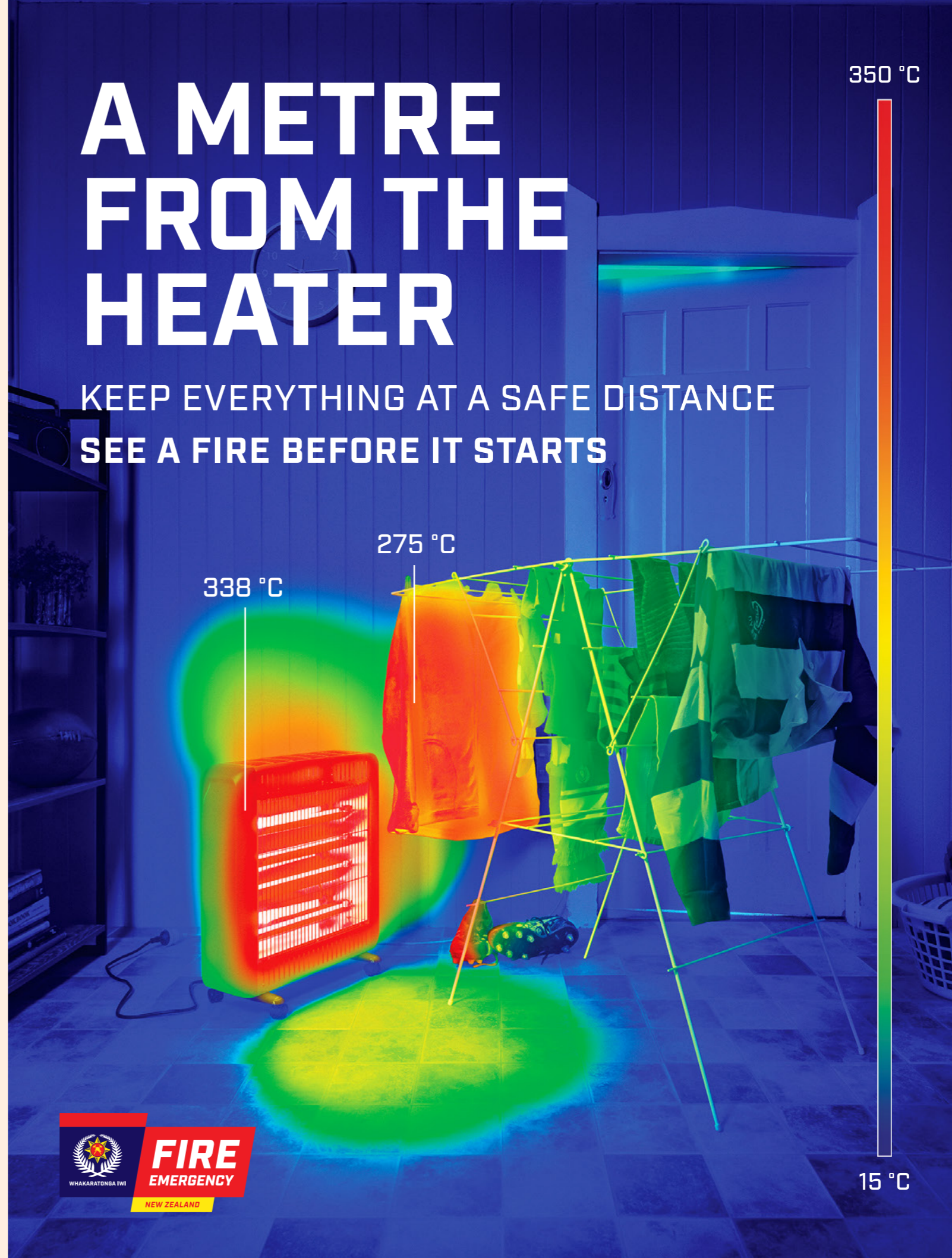


Zak presents Māui-tinei-ahi to local school

Interested in taking Māui-tinei-ahi to your school? Reach out to māori@fireandemergency.nz

A METRE FROM THE HEATER

KEEP EVERYTHING AT A SAFE DISTANCE
SEE A FIRE BEFORE IT STARTS





HE HANGARAU WHAIHANGA KA WHAKAMAHAIA KI TE NGOHE PUTUNGA KORA SIMULATION TECHNOLOGY USED IN BULK FUEL EXERCISE

Simulation technology was used for a bulk fuel exercise held at our National Training Centre (NTC) in April.

Our National Bulk Fuel and Multiple Hazard Facilities Advisor, Denis O'Donoghue said once it was decided to run a simulation for officer training based on a typical bulk fuel installation (a facility designed for the storage and dispensing what can be millions of litres of highly flammable fuel), he approached the XVR Simulation team.

'XVR is a high-level application that provides a digital training environment to help emergency services improve their incident management. Damien Southorn, the XVR Simulation group at NTC

and I worked together to build a very credible scenario, based on an actual bulk fuel facility in the North Island.

'Fire and Emergency Commanders from Auckland, Hamilton, and Tauranga role – played the incident command roles from Incident Commander to Operations, Logistics, Planning and Intelligence, and Safety Officer alongside fuel installation partner agencies.'

Denis said an audience of 29 people from the bulk fuel industry participated in the scenario as it rolled out, while other facility representatives played the roles that they would undertake on the day. Police and Ambulance played their part too.

'The incident was based on a large (40 m) tank overfilling, spilling product into the bund (containment area), following a transfer from one tank to another. This resulted in a flash-back fire from an adjacent ignition source culminating in a well-involved tank top and bund fire.'

'Following a safety briefing and a description of how the exercise would run, the industry representatives were moved to an observation room, showing the Command screens in the Command Unit as well as the drone view and ground video pictures generated by the XVR software. The incident was portrayed by the XVR graphics and the predetermined injects developed by the XVR team. This resulted in a very realistic and credible scenario running in real time.'

Denis said Fire and Emergency personnel stayed with the audience and added descriptions on what was taking place and opened discussions on what they were seeing. The simulation exercise (SimEx) was paused twice allowing the actors to attend and discuss their roles and what they took into consideration.

'The exercise ran for three hours and included the initial first attack using the facility-fixed installations and the preparation for the second manual attack from mobile equipment.'

'The facility representatives and our personnel all quickly became aware that an incident of this magnitude could have major consequences.'

'All of the representatives from the eight bulk fuel facilities considered that, as part of their



business continuity plans, they would also recommend closure of their facilities, thereby potentially compounding fuel supply chain shortages, leading to large financial impacts.'

Denis said it was a very worthwhile and successful day and fuel company representative sent an email after the exercise to say thank you.

'Having been involved in similar exercises in the past, I can confidently attest that the level of detail, realism, and the pressure applied to stress-test emergency plans and staff competencies rivalled those conducted by the global petroleum company I worked for. For our terminal personnel, this experience was invaluable. It provided them with a new-found appreciation for the management of major emergency responses and the crucial role they can play in such situations' Denis said.

'As a training opportunity for our terminal personnel – money could not buy this experience. I sincerely hope that Fire and Emergency continues to undertake such exercises, where Major Hazard Facilities can actively participate. They not only serve as invaluable training opportunities but also foster stronger relationships between all parties involved – they are invaluable!'

KO TE WHAKAPAI HAERE I TĀ MĀTAU URUPARE KI TE AITUĀ PUTUNGA KORA MURAMURA

IMPROVING OUR BULK FLAMMABLE FUELS INCIDENT RESPONSE



Fire and Emergency Commanders gathered in Auckland Tamaki Makaurau earlier this year, for a workshop on bulk flammable liquids. The subject of the workshop was tactical incident command for fires and spills at bulk fuel storage terminals, with a particular focus on large tank fires.

The workshop participants included our Flammable Liquids Reference Group, comprising Group Managers from each Region as well as representatives from other Districts with bulk fuel terminals.

Our Flammable Liquids and Bulk Fuel Advisor, Victor Lenting, who organised the workshop, said the aim was to further build our organisational knowledge of bulk fuel storage incident response and tactics and establish a pool of subject matter experts who can support an incident management team (IMT).

'This was the first time that we have run intensive training for our Commanders on this subject and supports the overall objectives of our National Flammable Liquids Incident Readiness and Response Strategy.

'The workshop was led by an experienced trainer and consultant to the oil industry in Southeast Asia, who shared a wealth of experience and knowledge in bulk flammable liquids firefighting and valuable insights into the use of the new fluorine-free foams.

'On the first day, the group visited the Wiri Oil Terminal in South Auckland which set the scene for the week. Topics during the week included fuel chemistry and fire characteristics, bulk storage tank construction, tank fire behaviour, firefighting tactics, foam application techniques and equipment, as well as tactical plans.'

Victor said while major incidents are rare, they are not unprecedented, even in Aotearoa New Zealand.

'We have around 45 bulk fuel storage facilities with more than 250 bulk storage tanks currently in service and the Wiri terminal has over 200 tanker movements every day. During the week of the workshop, a road tanker rollover occurred near Levin spilling a significant volume of petrol. Further afield, there was a major fatal bulk storage tank fire in eastern Thailand and Steve, our consultant, was able to offer his insights into that incident as it unfolded. Both incidents reinforced the importance of this work.

'Participants also had the opportunity to view first-hand the behaviour of tank fires at a small scale and see the effect of foam application on these fires. On the final day we got to put it all together with an XVR simulation exercise (SimEx) of a large tank fire at a terminal in Mt. Maunganui. This was the same SimEx that was used very

successfully with industry participants at NTC earlier in the year.'

Victor said that having developed and successfully trialled the SimEx, combined with what was learned from the workshop, Fire and Emergency now has a great opportunity to further build our level of preparedness and tactical planning around the country.

'The workshop is a major milestone in the implementation of our National Flammable Liquids Strategy and gives further momentum to the work of the Flammable Liquids Reference Group to ensure that Fire and Emergency are as prepared as we can be for any incident in the future.'



Photography by Carena

KA TAUTOKO TE KOMITI TOHUTOHU Ā-ROHE O TE MATAU-A-MĀUI KI TE WHAKATIPU I TE HONONGA KAHA KI WAENGA I A NGĀTI KAHUNGU ME TE WHAKARATONGA IWI

HAWKE'S BAY LOCAL ADVISORY COMMITTEE HELPS FOSTER STRONG BOND BETWEEN NGĀTI KAHUNGU AND FIRE AND EMERGENCY

Following the impact of Cyclone Gabrielle last year, Fire and Emergency and Ngāti Kahungunu have been working together to support iwi, hapū and whānau to recover and thrive.

Former Hawke's Bay District Manager, Ken Cooper said this was the resounding sentiment shared by Ngāti Kahungunu Chief Executive Officer Chrissie Hape.

It comes as a result of the work Fire and Emergency's USAR crew has carried out to clean up and support marae to open their critical facilities in the middle of devastation caused by the cyclone, and subsequent severe weather events.

Ken said the work USAR carried out with Ngāti Kahungunu was possible largely because of the relationships and connections held by Hawke's Bay Local Advisory Committee Deputy Chair, Monique Heke.

'Monique made it possible for our USAR team to meet with iwi representatives and understand the extent of the cyclone's

impact. This made it simpler for us to determine the most pressing issues and assist Ngāti Kahungunu in the best way we could.'

Fire and Emergency's USAR team worked closely with Ngāti Kahungunu who had a number of marae, kaumātua housing, papa kāinga and urupā extensively damaged.

Ken says, 'by establishing a connection with the iwi, we were able to step in and work together to provide tangible support and create a positive enduring legacy.'

Ken said USAR's work included drones being flown over affected areas, an extensive clean-up of debris and silt-damaged items to make housing and a marae available at Waiohiki Marae as a community hub, geospatial data being shared between Fire and Emergency and iwi, and arranging to get

the Ōmāhu marae generator replaced so it could service the surrounding housing.

'The end result is more than cleaning up – it has established respect and trust between Fire and Emergency and Ngāti Kahungunu so we can collaboratively work together to ensure this community is resilient and prepared for future events.'

Ngāti Kahungunu recognised the work of USAR responders by welcoming them onto Ōmāhu marae for an evening of storytelling, kai and waiata.

Ken said Fire and Emergency is building on the strong bond that has been created with iwi. A meeting has already been set to review our response and learn what we can to inform our approach to severe weather events in the future.

HE AHA NGĀ MAHI... WHAT'S HAPPENING WITH...



NGĀ WHAKAHOUNGA RAWA MŌREAREA – NGĀ WHAKAMĀTAUTAU PURETUMU HAZMAT UPDATE – DECONTAMINATION TRIALS

The Decontamination Project held Working Group trials at Te Ūpoko Training Centre at Kilbirnie Fire Station, Wellington earlier this year.

The focus for the week was to refine the processes and equipment required for delivering low and no water decontamination, the use of detection equipment for confirming successful decontamination, and the recommission of operational equipment. This included a triaging process, contamination reduction, followed by a safe doffing procedure and clearance screening. Air and emergency decontamination was also worked through.

New Zealand Professional Firefighters Union Representative and Senior Station Officer, Clark Townsley said the Working Group, assembled from a selection of

frontline firefighters and Officers from around the motu, 'is developing a credible alternative to the current decontamination model and opening up tactical options for decontamination which we don't currently have'.

'I believe this is a step in the right direction with options for metro and provincial brigades all being considered. Ultimately, this is to keep our people and the public safe at hazmat incidents.'

National Advisor for Decontamination, Ben Colbert said only people who are actually contaminated should undergo

decontamination processes, and we need to be able to measure the effectiveness of our chosen method.

'We will be delivering evidence-based and appropriate levels of decontamination in an efficient manner.'

Hazmat subject matter expert and Station Officer Phil Hynd emphasised that 'decontamination is for your safety, not your inconvenience. Ensure it is conducted thoroughly'.

Following on from the final trial week, a Recommendations Report has been completed which will go to the Steering Committee for a decision on whether to proceed to Station Trials.

KANORAU Ā-RORO A NETWORK FOR NEURODIVERSITY



Fire and Emergency's Neurodiversity employee led network, Kanorau Ā-roro, was launched as part of Neurodiversity Celebration Week.

"Neurodiversity" is a word used to describe the unique ways some of our brains work. Everybody has different abilities and being neurodiverse means our brain works differently from the average or "neurotypical" person. We bring unique skills and valuable strengths to what we do, with this added diversity of thinking a real asset to making our teams stronger.

Kanorau Ā-roro means a neurological or brain diversity in te reo Māori.

The universal symbol for neurodiversity is the rainbow infinity symbol. The colours represent the broad spectrum of neurodiversity and the infinity sign represents the limitless potential of neurodiverse individuals.

A range of different conditions come under the term neurodiversity including Attention Deficit Hyperactivity Disorder (ADHD), Autism, Dyslexia, Irlen Syndrome and Tourette's Syndrome. The 2022 New Zealand Workplace Diversity Survey states that 63 percent of survey respondents who identified as neurodivergent said that their workplace did not know about their neurodiversity.

We want Fire and Emergency to be a place where diversity and inclusion is celebrated and part of what we do every day.

Establishing the Neurodiversity Network | Kanorau Ā-roro is a way we can help the organisation take the next step towards this goal.

It's early days for our network, but eventually we want this to be a safe space for our people who are neurodiverse, or those who

have neurodiverse people in their lives to come together, to find support and share their stories. The network is also a way to bring awareness to the vast spectrum of neurodiversity and help our neurotypical colleagues learn more about us.

If you're keen to explore more about neurodiversity, including how to support our neurodiverse whānau, check out the range of resources we've pulled together on our Portal page.

If you'd like to be part of our network, email NeurodiversityNetwork@fireandemergency.nz to find out more.

Visit the Kanorau Ā-roro Portal page



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HE NGIHA KUA WHAKAHOUTIA A REFRESHED IGNITE

Ignite is our magazine. It's an opportunity for us to celebrate our people, reflect on mahi happening across the motu, and share useful information.

Over the last few editions, our Ignite editors have been tweaking the look and feel of Ignite, as well as making sure stories you read are useful and interesting for your role.

Aligning to our long-term priorities

We have five long-term priorities at Fire and Emergency:

- Collaboration, partnerships and influence
- Building resilient communities
- Growing our people
- Keeping pace with change
- Intelligence-led, evidence-based decisions.

The stories and updates shared in Ignite will fit into one or more of these priorities.

Bilingual headings

We have committed to working with Māori as tāngata whenua and recognise that te reo Māori, the Māori language, is a taonga (treasure) and should be treated as such.

We first started translating story headings during Te Wiki o te Reo Māori 2023 and have committed to continuing this. It emphasises our commitment and supports people who are on their own te reo Māori journeys to learn new kupu (words).

Reflecting our values

Our values describe who we are as an organisation and guide how we should behave.

The stories and updates shared in Ignite show one or more of our values in action. In our main stories, you'll see an icon that points out which value or values are reflected:

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

What's happening with...

One of our newer additions is a section updating people on projects of interest. In the first iteration of this section we shared updates about decontamination, gas detection, fleet, and the Incident Capability and Payments Alignment project. Keep an eye out for more updates from projects that support our frontline personnel.

And there are more changes to come! Looking ahead, we will be publishing five editions each year, sharing more from our Regions, looking back at the archives and working to make sure Ignite shows the breadth of what is happening on the ground.

If you have a story idea or feedback, get in touch: StrategicComms@fireandemergency.nz

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