

---

**From:** Out of Scope  
**Sent:** Thursday, 28 November 2024 12:56 pm  
**To:** Out of Scope  
**Subject:** Fw: Incident F4083978

---

**From:** Out of Scope  
**Sent:** Tuesday, 12 November 2024 12:09 pm  
**To:** Out of Scope  
**Subject:** RE: Incident F4083978

Hi Out of Scope  
Thanks for looking into this for me.

Out of Scope

---

**From:** Out of Scope @fireandemergency.nz>  
**Sent:** Monday, November 11, 2024 3:57 PM  
**To:** Out of Scope @fireandemergency.nz>  
**Cc:** Out of Scope @fireandemergency.nz>  
**Subject:** RE: Incident F4083978

Kia ora again, Out of Scope

The Shift Manager was at work today conducting an assessment. When I spoke to them about it, it was a Dispatcher error that was dealt with at the time. 9(2)(g)(i)

Please let me know if you need more.

Ngā mihi nui,

Out of Scope

**Out of Scope**  
Communications Centre Manager (Kaiwhakahaere Pokapū Whakawhiti Kōrero)  
Northern Communications Centre  
Level 2 – Piki Ki Te Ao  
482-486 Great South Road, Otahuhu, Auckland 1062



W: Out of Scope  
M: Out of Scope  
Out of Scope @fireandemergency.nz  
[www.fireandemergency.nz](http://www.fireandemergency.nz)

\*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

**Our Values**

<b>We do the right thing</b> Kia tika	<b>We serve and support</b> Manaakitanga	<b>We are better together</b> Whanaungatanga	<b>We strive to improve</b> Auahatanga

**THIS NOVEMBER, I'M RAISING FUNDS FOR**

# MEN'S HEALTH

**STOP MEN DYING TOO YOUNG**

**DONATE NOW**

**From:** Out of Scope  
**Sent:** Monday, November 11, 2024 12:44 PM  
**To:** Out of Scope [@fireandemergency.nz](mailto:@fireandemergency.nz)>  
**Cc:** Out of Scope [@fireandemergency.nz](mailto:@fireandemergency.nz)>  
**Subject:** RE: Incident F4083978

Kia ora,

There are time requirements for volunteer stations.

- 1<sup>st</sup> appliance from each station – five minutes from the time of turnout (Siren, pagers and AMS) to go K1. At five minutes, the dispatcher should call to confirm they have a crew.
- 2<sup>nd</sup> appliance from the same station is ten minutes to go K1. It's the same rules to check if they have a crew.

If it is a two-pump call, and the two pumps come from two different stations, it's five minutes for each appliance.

I need to follow up with the Shift Manager for this incident, as the call was received at 00:41:44; HUNT321 and HUNT327 were turned out at 00:42:28, but HUNT321 did not go K1 until 00:53:18, so almost ten minutes later. There is nothing to explain what action had been taken in the meantime, but I note that NGAR331 were turned out at 00:53:50 (and went K1 at 00:58:19 – so within the five minutes).

The watch is working again on Wednesday, so I will follow up then.

Ngā mihi nui,

**Out of Scope**   
Communications Centre Manager (Kaiwhakahaere Pokapū Whakawhiti Kōrero)  
Northern Communications Centre  
Level 2 – Piki Ki Te Ao  
482-486 Great South Road, Otahuhu, Auckland 1062




W:   
M:   
 [@fireandemergency.nz](mailto:@fireandemergency.nz)  
[www.fireandemergency.nz](http://www.fireandemergency.nz)

\*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

Te Manatū o ngā ratonga ohotata kia haumarū ake ai a Aotearoa. | Leading integrated fire and emergency services for a safer New Zealand.

**Our Values**

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

 THIS MOVEMBER, I'M RAISING FUNDS FOR  
**MEN'S HEALTH**

STOP MEN DYING TOO YOUNG  
[DONATE NOW](#)

From: **Out of Scope** <[@fireandemergency.nz](mailto:Out of Scope)>

Sent: Monday, November 11, 2024 10:49 AM

To: ComCen Northern - Managers & RSMs <[NorthComRSM@fireandemergency.nz](mailto:NorthComRSM@fireandemergency.nz)>

Subject: FW: Incident F4083978

Hello,  
With **Out of Scope** away could someone please help out with this question?

Hello **Out of Scope**  
I have had a Brigade enquire about the attached incident.

Can you please tell me if there is a com-center procedure to notify a neighboring Brigade if an initial Briagde hasn't turned out in a set timeframe?

It was over ten minutes from the Station alert for Huntly to go respond.

We thought the neighboring Brigade would have been alerted at 5-7 minutes.

Ngā mihi,

**Out of Scope**

**Out of Scope**

Group Manager  
Kaiwhakahaere Rōpū  
Waikato District

Ngā Tai ki te Puku (Region 2)  
Hamilton Fire Station,  
189 Anglesea Street,  
Hamilton  
PO Box 1343, Hamilton, 3240



Work Mobile: Out of Scope

M: Out of Scope

Email: Out of Scope [@fireandemergency.nz](mailto:Out of Scope@fireandemergency.nz)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982