



**National Headquarters**  
Fire and Emergency New Zealand  
National Headquarters  
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6 December 2024

Ref: 16323

Harwood Wilson  
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Tēnā koe Harwood

Thank you for your request of 17 November 2024, to Fire and Emergency New Zealand requesting the following information under the Official Information Act 1982 (OIA):

- *Can I please request the CAD Incident report for the following:  
F4089380  
17/11/2024  
Kainga  
Can you also advise how many 111 calls were received for this.*

Please find attached a copy of the SMS Incident Report (SMS Report). Some information has been withheld from the SMS Report under section 9(2)(a) of the OIA, to protect the privacy of natural persons. In making this decision, we have considered the public interest considerations in section 9(1) of the OIA.

We have also redacted the names of personnel involved with this incident and these have been labelled as *out of scope* in the attached PDF. However, if you want their names, please let us know. We may need to consult with the individuals concerned, which may take some time.

Please note the SMS Report provided to you is generated by Fire and Emergency New Zealand's electronic station management system. In SMS Reports, 'Notifications' and 'Message Log' fields are reported in real time as fire crews and our communication centres communicate with each other during the incident. They are not the official final records of incidents but word for word transcripts of 'live' situations as they occur. They may contain spelling errors or commonly used abbreviations.

We can confirm that three 111 calls were received regarding this incident.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

We trust that the information being provided is of assistance. If you require further information, please email [officialinformationrequests@fireandemergency.nz](mailto:officialinformationrequests@fireandemergency.nz).

Nāku noa, nā



Aidan Saunders  
Manager, Information Requests

