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Fire and Emergency New Zealand
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17 February 2025

Ref: 16829

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Tēnā koe Mark

Thank you for your request of 19 January 2025, to Fire and Emergency New Zealand, requesting information relating to the Incident Report for F4130566. Your request has been considered under the Official Information Act 1982 (OIA) and our response is below.

1. *Incident Report for F4130566;*

Please find attached, as **Appendix One** to this response, a copy of the SMS Incident Report (SMS Report). Some information has been withheld under the following sections of the OIA:

- 6(c), as the making available of that information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial; and
- 9(2)(a), to protect the privacy of natural persons; and
- 9(2)(ba)(i), to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

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.

2. *Total number of 111 calls received by the Communications Centre;*

Between 2116 hours on 18 January 2025 and 0200 hours on 19 January 2025, we can advise that 330 calls for this incident were received.

3. *Total number of personnel who attended;*

We believe there were 73 personnel in attendance which consisted of both volunteers and career staff. Please note, these personnel were not all present at the incident at the same time as a crew change over occurred around 0100 hours on 19 January 2025.

4. *Total number of Communications centre personnel who were on duty, broken down by centre;*

The total number of Communications Centre (ComCen) staff on duty were as follows:

- Northcom – One Shift Manager with four dispatchers.
- Centralcom – One Shift Manager with three dispatchers.
- Southcom – One Shift Manager with three dispatchers.

5. *What Fire and Emergency resources attended this incident?*

The following person(s) and appliance resources that attended this incident are as follows:

<ul style="list-style-type: none"> • Assistant Commander Auckland City District • Assistant Commander Counties-Manukau District • Assistant Commander Counties-Manukau District • Auckland Operational Support • Auckland Operational Support • Auckland Operational Support Catering Unit • Awhitu Rural Appliance • Balmoral Appliance • Clevedon Tanker • Fire Investigator Counties-Manukau District • Hunua Appliance • Hunua Rural Appliance • Laingholm Rural Appliance • Mangere Appliance • Manurewa Appliance 	<ul style="list-style-type: none"> • Hunua Rural Appliance • Laingholm Rural Appliance • Mangere Appliance • Manurewa Appliance • Mount Roskill Appliance • Onewhero Rural Appliance • Otahuhu Appliance • Otaru Hazmat Command Unit • Papakura Tanker • Papakura Pump Rescue Tender • Remuera Appliance • St Helliers Appliance • Papakura Tanker • Papakura Pump Rescue Tender • Remuera Appliance • St Helliers Appliance • Volunteer Support Officer Counties-Manukau District • Volunteer Support Officer Counties-Manukau District
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<ul style="list-style-type: none"> • Mount Roskill Appliance • Onewhero Rural Appliance • Otahuhu Appliance 	<ul style="list-style-type: none"> • RNZAF Whenuapai Tanker • Otara Hazmat Command Unit • RNZAF Whenuapai Appliance
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6. *What 'external' resources, agencies or contractors attended this incident?*

According to the SMS Incident Report (SMS Report), agencies that were advised of this fire, and / attended, included representatives from:

- Department of Conservation
- Civil Defence Auckland Council / Auckland Emergency Management
- Tupuna Māunga Authority
- Auckland Airport
- New Zealand Police; and
- Hato Hone St John

7. *What 'coverage' was maintained by Fire and Emergency while resources attended this incident?*

The standard operational coverage was maintained throughout the incident to ensure adequate coverage. The coverage included "cover moves" from other stations:

- Henderson Pump Rescue Tender to Papakura Station
- Henderson Volunteers moved onto Henderson Station
- Papatoetoe Aerial appliance to Mangere Station

8. *Were any personnel called back or were trucks moved from other stations?*

Please see the answer in response to question 7 for truck movements from other stations. In relation to personnel 'called back', this is a specific term we use if career staff were called in to work to provide a response essentially on overtime. We can advise that no paid staff were 'called back' to work for the duration of this incident.

9. *What is the process for maintaining coverage for significant incidents which are resource heavy?*

ComCen will continuously maintain coverage for all incidents by relocating appliances and crews to maintain adequate fire cover for stations operating at incidents. If greater resourcing needs are required, we will activate Regional Coordination Centres (RCCs) to mobilise and provide adequate resourcing from within their Region to high demand incidents and if this is not adequate, we will activate the National Coordination Centre (NCC) at National Headquarters where we will direct all National resources to provide coverage and resourcing nationwide.

10. *What is the process for issuing Emergency Mobile Alerts? Does this require approval? Is there consideration around time of day, affected location and type of incident?*

Please find attached, as **Appendix Two** to this response, a copy of the procedures to follow when requesting, approving or transmitting an emergency mobile alert (EMA).

There are considerations around time of day, affected location and type of incident with the safety of the public as always, the primary consideration.

11. What is the process for notifying Iwi, Hapu or the Tūpuna Maunga o Tāmaki Makaurau Authority about fires on their land?

Iwi and hapū are informed of fires via our Pou Takawaenga Māori team who are notified by the relevant ComCen. Otherwise, local business and engagement plans will determine notification based on mana whenua status.

Long duration wildfires will automatically trigger engagement with iwi/hapū when an Incident Management Team is stood up. This is a function of the Iwi liaison role. Fire and Emergency has recorded all marae, iwi and hapū onto Te Kapehu (Smart Map) and is useful in identifying who has mana whenua.

If the fire is on Public Conservation Land, the Department of Conservation (DOC) is informed of who have local agreements to notify iwi/hapū, particularly when on culturally sensitive whenua of interest to them. This is done by ComCen alerting the on-call DOC Duty Manager.

The process for notifying the Tūpuna Maunga o Tāmaki Makaurau Authority, is outlined in a North ComCen standard operating procedure. ComCen notify the Duty Officer as soon as practicable about fires on their land.

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 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

Nāku noa, nā



Aidan Saunders
Manager, Information Requests

