



National Headquarters
Fire and Emergency New Zealand
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13 December 2024

Ref: 16320

Mark Grayson
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Tēnā koe Mark

Thank you for your request of 15 November 2024, to Fire and Emergency New Zealand requesting information in relation to a fire in Huntly on 9 November 2024, under the Official Information Act 1982 (OIA).

Thank you for your correspondence with us on 18 November 2024, where you advised you do not require the names or contact details of our staff or volunteers. Where these appear in the attached appendices, they have been labelled as *out of scope*. We copy and respond to each aspect of your request below.

1. Incident Report for F4083978;

Please find attached, as **Appendix One** to this response, 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.

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 made for this incident;

There were four 111 calls received that related to this incident.

3. Audio recordings of all related 111 calls;

We consider emergency calls received by Fire and Emergency to be subject to a high obligation of

confidence. We consider that there would be a chilling effect if callers were aware that recordings of their phone calls may be made public without their consent. Callers may be less forthcoming with the information they provide to Fire and Emergency or may simply choose not to call.

For this reason, we have decided to withhold the recordings of all 111 calls in full under section 9(2)(ba)(i) of the OIA, to protect information which is subject to an obligation of confidence, 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.

4. Audio recordings of all related radio messages;

Please find attached, as **Appendix Two** to this response, all recordings of radio traffic for this incident. Where the names of individuals have appeared in the recordings, we have transcribed them, which you will find attached as **Appendix Three**.

5. Total number of volunteers who responded to this incident;

A total of 30 volunteer firefighters attended this incident.

6. Total number of communications staff who were on duty at the time of this incident;

The total number of communications staff on duty were three shift managers and 11 dispatchers.

7. Any communications (E.G. Teams, Emails, Messaging) related to this incident;

Please find attached, as **Appendix Four** to this response, all communications identified as relating to this incident. Some information has been withheld under the following:

- section 9(2)(a) of the OIA, to protect the privacy of natural persons; and
 - section 9(2)(g)(i) of the OIA, maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any public service agency or organisation in the course of their duty.
- 8. What is the standard, or required timeframe that Fire and Emergency resources have to respond?;*

Our Statement of Performance Expectations (SPE) details our performance measures for responding crews and communications centres. It can be found online [here](#). Pages 50-57 provide further detail.

Our volunteers have an 11-minute target response time for arriving at a fire incident in an urban setting.

9. Is there any follow up process that may be initiated by either the crews or the Communications Centres, in order to dispatch the next nearest resources?;

Yes, our normal process is to dispatch the nearest resources when required.

10. Is there a performance measuring standard (such as KPIs) that Fire and Emergency use in either the organisational operations or in the Communications Centres?;

Please see our reply to question 8. The SPE also contains information about performance measures for our Communications Centres.

11. Is there a lack of Fire and Emergency resources or operational coverage in the Huntly township?;

Huntly Volunteer fire brigade is well resourced. They have two modern appliances, a tanker, and a brigade ute. Membership is also at 100 percent establishment.

12. Does Fire and Emergency accept that this incident was a failure, or did not meet the expected standards with regard to the operations and commitment to the Fire and Emergency Act 2017?

We consider this to be a request for an opinion. The primary purpose of the OIA is to allow requesters to seek information that is *held* by an agency. It is not a mechanism for requesters to seek an agency's explanation or opinion. These are not covered by the OIA as they are considered the creation of new information. However, in terms of the SPE measures described above, our response did not meet Fire and Emergency's target response time for volunteer brigades.

In making the above decisions, we have considered the public interest considerations in section 9(1) of the OIA.

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

