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Tēnā koe Mike

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 17 March 2026, in which you asked for information regarding Next Generation Critical Communication's (NGCC) Public Safety Network (PSN) Land Mobile Radio (LMR) network.

My response to each part of your request can be found below.

NGCC's primary purpose is to develop and implement a new, secure, and resilient digital communication ecosystem of solutions for frontline emergency services responders, the PSN. NGCC was created in 2021 to deliver the PSN for the four core emergency service agencies (New Zealand Police, Fire and Emergency New Zealand, Hato Hone St John, Wellington Free Ambulance). A key component of the PSN is the new Land Mobile Radio network. NGCC is responsible for managing the LMR network's vendor, Tait Systems New Zealand, on behalf of the emergency services, to deliver the LMR network. The emergency services are responsible for how the LMR network will be used.

1. Will PSN LMR still allow interoperability with the likes of forestry companies, Civil defence, industrial and airports fire brigades, with FENZ, recognised community patrols with police and PRIME units with Ambulance?

The PSN LMR network has been designed to enable improved interoperability for the emergency services' frontline responders including providing common channels to support multi-agency operations.

Today it is only the four core emergency service agencies in scope to use the LMR network. Each Agency is making their own decisions on how they will continue to communicate with the organisations they work alongside today once the new LMR network is in place.

It is possible other organisations playing key roles in public safety and emergency management will be considered for future use of the LMR network.

2. How will PSN fit with CIMS?

The PSN LMR network will replace existing radio networks used by frontline emergency services and will fill a critical communications role for any major incident that requires a CIMS response. Additional functionality introduced with the PSN LMR will allow emergency services to access liaison channels, where first responders in each of these agencies can communicate directly with one another. The use of these liaison channels will be governed by relevant process and standard operating procedures agreed by all agencies.

- 3. How will the logistics of PSN LMR work between agencies? Will response agencies talk on each other's channels, or will there be dedicated liaison channels, and how will they be assigned in a major incident, given historically emergency services have had their own communication plans for only their own agencies and in such situations as the Mosque attack in Christchurch, that communications were confused and frantic as per the Royal Commission be prevented on the new system?**

Emergency services will use their own radio channels for day-to-day operations. Where the use of liaison channels is required for multi-agency events, then their use will be subject to process and standard operating procedures that are agreed by all agencies. Details of how these processes will work on PSN LMR are still being worked out between the agencies involved.

- 4. Will NGCC mandate the use of plain voice on PSN LMR, given that the prowords and radio voice code structure used by Police, Fire and Ambulance are all very different? How will NGCC ensure confusion will not occur when interagency communications are in use?**

The use of liaison channels will be agreed by all agencies to ensure there is clear line of command, no confusion and communications are clear. Details of how these processes will work on PSN LMR are still being worked out between the agencies involved.

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the public. An anonymised version of this response may be publicly released on the New Zealand Police website.

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.

Yours sincerely



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