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Fire and Emergency New Zealand
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Ref: 21435

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Tēnā koe Mike

Thank you for your request of 13 April 2026 to Fire and Emergency New Zealand requesting the following information under the Official Information Act 1982 (OIA):

- 1. Can Fire and Emergency confirm that all helicopter contractors to FENZ made themselves unavailable to Airdesk for response at one point as a form of strike against Fire and Emergency for refusing to increase payments for fuel for firefighting, given the large increases in aviation fuel prices?*
- 2. If so, how long did this action last?*
- 3. Has this now been resolved?*
- 4. Did FENZ have any helicopter requests disrupted by this action? If so, what incidents were they?*

We can confirm a small number of the helicopter contractors 'went offline' and were temporarily unavailable, as they considered continued operation unsustainable due to the global increase in aviation fuel costs.

Helicopter service providers operate under a fixed rate model where a baseline fuel cost was factored into the fixed operating charge. Accordingly, Fire and Emergency has agreed to respond to the recent spike in fuel prices through a targeted and time limited fuel support mechanism which will be assessed on a weekly basis.

The period of unavailability of these helicopter contractors did not impact our ability to respond to incidents and has now been resolved.

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

