

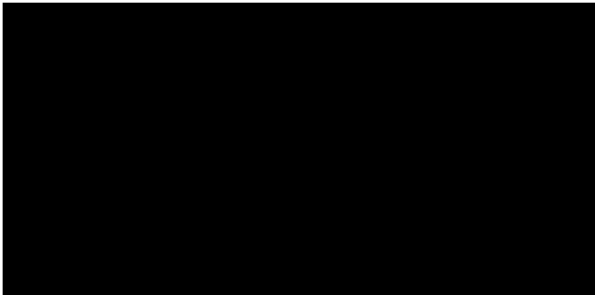


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9 November 2018



**Information Request – number of FENZ staff in Region 5 who used support services in 2018**

I refer to your official information request dated 26 September 2018 asking for the following information:

- *The number of FENZ staff in Region 5 who used support services in 2018, broken down by fire station (or alternatively town/area if this level of granularity isn't available), and noting whether each staff member is volunteer or professional.*
- *The proportion of FENZ staff in Region 5 using support services in 2018 as a percentage of FENZ staff in the region, and the same proportions for each of the other FENZ regions.*

The safety, health and wellbeing of our people is of paramount importance to us. Every person within Fire and Emergency has a right to work in a safe and supportive environment with the tools, equipment and skills that will protect them from hazards they encounter in their roles.

We recognise that the nature of our work means our people encounter a wide range of risks to their physical safety, work-related health or psychological wellbeing. We provide support services that cater for different levels of needs our people may have.

From the establishment of Fire and Emergency on 1 July 2017, external independent confidential counselling and support services were opened up to all personnel, and their immediate families, at no cost to them. These services can be accessed for both work-related and non-work-related issues. We know this support helps our people who respond to critical incidents recover better. People who require additional support are referred through appropriate pathways.

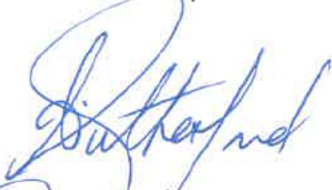
The following tables show the use of support services in our five Regions in the first half of 2018, broken down by support type. We have not provided you with a breakdown by station as the numbers may enable individual staff members to be identified.

Fire and Emergency does not consider that, in the circumstances of this particular case, the withholding of this information is outweighed by other considerations which render it desirable, in the public interest, to make the information available.

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.

Note also that this response (with your personal details removed) may be published on the Fire and Emergency website.

Yours sincerely



Bella Sutherland  
Director, Office of the Chief Executive

encl

## Peer Support: 1 Jan - 30 Jun 18

	Role	Nos. offered support	Nos. in the Region	Percentage accessing support
Region 1	Volunteers	32	1994	1.6%
	Career staff	48	642	7.5%
	<b>Total</b>	<b>80</b>	<b>2636</b>	<b>3.0%</b>
Region 2	Volunteers	157	1915	8.2%
	Career staff	31	294	10.5%
	<b>Total</b>	<b>188</b>	<b>2209</b>	<b>8.5%</b>
Region 3	Volunteers	125	2741	4.6%
	Career staff	96	586	16.4%
	<b>Total</b>	<b>221</b>	<b>3327</b>	<b>6.6%</b>
Region 4	Volunteers	132	2975	4.4%
	Career staff	125	314	39.8%
	<b>Total</b>	<b>257</b>	<b>3289</b>	<b>7.8%</b>
Region 5	Volunteers	60	1866	3.2%
	Career staff	41	204	20.1%
	<b>Total</b>	<b>101</b>	<b>2070</b>	<b>4.9%</b>

# **EAP: 1 Jan - 30 June 18**

# **(Vitae and EAP Combined)**

	Role	Nos. seeking support	Nos. in the Region	Percentage accessing support
<b>Region 1</b>	Volunteers	67	1994	3.4%
	Career staff	15	642	2.3%
	Role not recorded	2		0.0%
	<b>Total</b>	<b>84</b>	<b>2636</b>	<b>3.2%</b>
<b>Region 2</b>	Volunteers	27	1915	1.4%
	Career staff	16	294	5.4%
	Role not recorded	0	0	0.0%
	<b>Total</b>	<b>43</b>	<b>2209</b>	<b>1.9%</b>
<b>Region 3</b>	Volunteers	48	2741	1.8%
	Career staff	27	586	4.6%
	Role not recorded	4	0	0.1%
	<b>Total</b>	<b>79</b>	<b>3327</b>	<b>2.4%</b>
<b>Region 4</b>	Volunteers	1	2975	0.0%
	Career staff	2	314	0.6%
	Role not recorded	0	0	0.0%
	<b>Total</b>	<b>3</b>	<b>3289</b>	<b>0.1%</b>
<b>Region 5</b>	Volunteers	9	1866	0.5%
	Career staff	20	204	9.8%
	Role not recorded	12	0	0.6%
	<b>Total</b>	<b>41</b>	<b>2070</b>	<b>2.0%</b>

## Psychologists: 1 Jan - 30 Sept 18

	Role	Nos. seeking support	Nos. in the Region	Percentage accessing support
<b>Region 1</b> Only one transaction noted in financial system	Role not recorded	1	1994	0.1%
		0	642	0.0%
	<b>Total</b>	1	<b>2636</b>	0.0%
<b>Region 2</b>	Volunteers	11	1915	0.6%
	Career staff	13	294	4.4%
	<b>Total</b>	24	<b>2209</b>	1.1%
<b>Region 3</b>  Referrals for 2 key providers only. Not supervision or Wellness checks..	Role not recorded	10	2741	0.4%
	Career staff	7	586	1.2%
	<b>Total</b>	17	<b>3327</b>	0.5%
<b>Region 4</b>  Includes staff referred for 'Wellness checks'	Volunteers	37	2975	1.2%
	Career staff	56	314	17.8%
	<b>Total</b>	93	<b>3289</b>	2.8%
<b>Region 5</b>	Volunteers	45	1866	2.4%
	Career staff	13	204	6.4%
	<b>Total</b>	58	<b>2070</b>	2.8%

## Onsite Support: 1 Jan - 30 Sept 18

	Role	Nos. offered support	Nos. in the Region	Percentage accessing support
<b>Region 1</b>	<i>Onsite support not offered in this region</i>			
			<b>2636</b>	N/A
<b>Region 2</b>	Volunteers	<i>Not offered to volunteers</i>		
	Career staff	194	294	66.0%
	<b>Total</b>	<b>194</b>	<b>2209</b>	<b>8.8%</b>
<b>Region 3</b>	<i>Onsite support only offered to career staff in Napier and Hastings</i>			
	<b>Total</b>	253	N/A	N/A
<b>Region 4</b>	<i>Data is not kept by role and relates to career staff in Timaru, Christchurch and Nelson areas only / Numbers are issues not people accessing support</i>		880	
	<b>Total</b>	880	N/A	N/A
<b>Region 5</b>	<i>Onsite support only offered to career staff in Invercargill &amp; Dunedin.</i>		1203	
	<b>Total</b>	1203	N/A	N/A