



FIRE
EMERGENCY

NEW ZEALAND

TAMAKI MAKAUROU FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

DOCUMENT SUBJECT
TO FURTHER CHANGES

Tāmaki Makaurau Fire Rescue New Zealand

Standard Operating Processes / GUIDE

Document Version 1.0

Document Status:

STATUS: VALID ▾

WHAKARATONGA IWI

NEW ZEALAND

Storm

District Manager, Fire Service, Leadership



Table of Contents

Overview -	1
Chain of Command -	2
Getting Started -	3
Communication Between Agencies -	4
Responding To A Call -	5
Situation Reports -	6
Promotional Requirements -	7
Uniform Guidelines -	8
Vehicle Guidelines -	9
Fire Service Equipment -	10
Parking & Placement -	11
FAQ -	12
Links -	13

Storm

Group Manager, Fire Service, Leadership

Storm

Group Manager, Fire Service, Leadership



FIRE
EMERGENCY

NEW ZEALAND

Tāmaki Makaurau FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

#1- Overview -

The Fire Service's purpose within Tāmaki Makaurau is to provide support to whoever may need it, whether that be medically supporting Hato Hone St John, cutting someone out from a car, or putting a building on fire out, we're here for anyone. Our personnel should be trained in all areas in which they are expected to perform. We're here to support our communities when in need.

#2- Chain of Command -

All Fire Service Personnel must follow the Chain of Command, otherwise consequences will be in place.

District Manager Area Commander	Manages and oversees all district operations.
Group Manager Assistant Area Commander	Assists in managing and overseeing operations.
Senior Station Officer	Helps organize training & Supervises the lower ranks.
Station Officer	Supervising the lower ranks and helping with training.
Senior Firefighter	Assists the lower ranks in their day-to-day duties.
Qualified Firefighter	Passed training and is aware of their duties & responsibilities.
Firefighter	An active member who knows the basics.

#3- Getting Started -

When you join the Fire Service team you need to do the following;

- "/duty" and select Fire Rescue New Zealand as well as your callsign.
- "/onduty"

These commands will allow you to see 111 calls sent to the Fire Service or intercad messages.

If you don't run these commands then you won't be able to access or see any calls or messages that come through. Even AI calls.

If you want to be a volunteer you can enable your pager by pressing your F9 key and clicking subscribe to channel, enter "fenzams". You will now receive pages for any call.



#4- Communication

Between Agencies -

When arriving on scene the person who is OIC (Officer In Command (Of the truck)) should approach the current scene commander and gather as much information from them before starting to take action. You should not start cutting someone out of a car before talking to St John as you have no idea what their medical conditions are etc.

If you are the first on the scene the Officer of your truck will contact the required agencies VIA /intercad, this could be to police for getting cordons set up or St John for medical assistance.

It is very important to have strong communication not only between yourselves but also the people around you and fully understand what is going on.

Using [/intercad] to communicate between other agencies.

Between Fire Personnel & FireComm -

When needing to talk to FireComm you should ALWAYS do /fenznotes then follow a format like so;

[TRUCK CALLSIGN] FIRECOMM HANDHELD.
E.G SILV907 FIRECOMM HANDHELD.

This informs comms that you need to communicate whether that be a sit-rep or changing of status. Once the message is sent FireComm will call your truck and you can go ahead with your message.

#5- Responding To A Call -

When responding to a call whether it be an AI call or a Player call you must always do the following;

- Do /status and state the correct status sign.

[This can be]

- K0 (Off duty / Unavailable for further calls until stated otherwise)
- K1 (Enroute to call/incident)
- K2 (On scene at call/incident)
- K3 (Available outside normal turnout area)
- K4 (Available inside normal turnout area)
- K7 (Available at station)
- State over radio you are responding. (K1)
- Arrival Message.

- Figure out who will be OIC [Officer In Command], whatever truck is on scene first, the officer of that truck is then OIC for that scene. (OIC may K45 to any other truck officer on scene)



FIRE
EMERGENCY

NEW ZEALAND

Tāmaki Makaurau FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

#6- Situational Reports -

When saying a Sit-Rep or Stop-Message you must provide as much information in a short amount of time. A Sit-Rep could look like [FireComm, Auckland 403, Sit-Rep, 4x Crew in BA with 2 HPDs fire is 10x10. Police and St John in attendance.] This lets Comms know you have 4 crew fighting the fire in BA with 2 hoses and how big the fire is. As well as letting Comms know what agencies are on scene.

A Stop-Message will look the same just changing the information to a current status of the scene. You also want to tell Comms who you are leaving the scene in the hands of E.G: Property Owner, Fire Investigator etc. A Stop-Message should also be the last scene update provided to Comms.

#7- Promotion Requirements -

The first promotion any personal will have, is the promotion from Firefighter to Qualified Firefighter. The requirements for this promotion is to have passed both of the available trainings;

- Basic Medical ABCs
- Basic Fire Service Training

If you complete both of these training you will be promoted in the next promotion round. Promotion rounds happen every month around the same date.

WHAKARATONGA IWI

FIRE
EMERGENCY

NEW ZEALAND



FIRE
EMERGENCY

NEW ZEALAND

Tāmaki Makaurau FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

#8- Uniform Guidelines -

While with-in the Fire Service you generally have 3 different types of uniforms you can wear;

- Station Uniform

PED:

- Legs / Pants #196
- Shoes #112
- Shirt / Accessory #16 [OPTIONAL]
- Shirt Overlay / Jackets #529

MP:

- Lower Body #195
- Shoes #111
- Shirt / Accessory #15 [OPTIONAL]
- Shirt Overlay / Jacket #528

- LV.1 Turnouts

PED:

- Lower Body #194
- Shoes #146
- Shirt Overlay / Jackets #527 [M] #528 [F]
- Hands / Upper Body #18
- Helmet

MP:

- Lower Body #193
- Shoes #145
- Shirt Overlay / Jackets #526 [M] #527 [F]
- Upper Body #17
- Helmet

- LV.2 Turnouts

PED:

- Lower Body #194
- Shoes #146
- Shirt Overlay / Jackets #525 [M] #526 [F]
- Hands / Upper Body #18
- Helmet

MP:

- Lower Body #193
- Shoes #145
- Shirt Overlay / Jackets #524 [M] #525 [F]
- Upper Body #177
- Helmet

- Helmets

Helmets can be equipped by going back into the EUP menu and selecting "Helmets", It will pop up with the following options. ONLY equip the corresponding helmet to your rank, if you are new to the Fire Service then you must wear the Firefighter helmet.

Senior Station Officer (SSO)

**Senior Station Officer
(SUPERVISOR)**



Station Officer (SSO)

**Station Officer
(SUPERVISOR)**



Senior Firefighter (SFF)

Senior Firefighter



Qualified Firefighter (QFF)

Qualified Firefighter



Firefighter (FF)

Firefighter



Area Commander (AC)

**District Manager
(LEADERSHIP)**



Assistant Area Commander (AAC)

**Group Manager
(LEADERSHIP)**



#9 Vehicle Guidelines -

In Tāmaki Makaurau we currently have 6 different vehicles, this includes;

Scania Pumper | Pump Rescue Tender

- We have this truck based at every station and is the truck you should respond to suburban and easy to get to calls in.

Rural Isuzu Pumper

- This truck is based out of the Albany Station, used for off road and hard to get areas. This truck can also be used to assist in any other jobs as it's equipped with all medical equipment.

Aerial Pumper

- This truck is based out of our Auckland City Station, we should normally only ever use one aerial at a time. However, that can be moved up to two when approved by a Station Officer or higher.

Toyota Hilux

- Our ute is generally for our VSOs (Volunteer Station Officers) and above, this is to prevent a large number of them out at once. A SO or above may tell you to respond in one from time to time. They can also be used in off road situations.

Ford Transit

- This is mainly used for op support and long jobs where our crew need supplies, EG - Water, Food etc etc. We have two of these based out of our Otara and Auckland City Stations.

Santa Fe

- The Santa Fe is for Group Managers or above to use as their personal vehicle, they can respond to calls or roleplay in it.

Before crewing any other trucks make sure to have 3 people on a PRT (Pump Rescue Tender) before crewing any other trucks



FIRE
EMERGENCY

NEW ZEALAND

Tāmaki Makaurau FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

#10 Fire Service Equipment -

Spreaders - `[/spreaders]`

The spreaders we use in the Fire Service could be used in multiple ways, whether it be opening a stuck door or lifting the dash off someone's legs if it was pinning them down. You must walk up to the truck before running the command and equipping the hose.

We have these in every truck and are available for all personal to use.

Fan - `[/fan (setup/remove)]`

The fan is used for airing out a building or smaller indoor area. You can setup multiple fans, however common scene comes into play with how many you actually need.

We have these in every truck and are available for all personal to use.

Hose - `[/hose]`

The main fire fighting tool, this is used for putting out a fire. You must walk up to the truck before running the command and equipping the hose.

We have these on every truck, however if you need more than 3 people on hoses you must get a secondary truck to take water from to keep it realistic.

SCBA Gear -

We equip these when needed, whether you are going into a building on fire or working around toxic materials or gas.

Every crew member should have a set on the truck free to use when their OIC feels it's necessary.

Better to be safe than sorry, you only have one set of lungs.

Scene Equipment - `[F4 OR F3]`

- **Cones:** Cones can be used for multiple things but mainly to block off and cordon a scene to protect everyone on the inside and outside.
- **Gazebos:** Used in many cases, this could be when setting up a command post or preserving a scene in whether.
- **Scene Lights:** These are used to light up a scene when needed. Just because it's night you don't need to light up a whole scene with 46 lights. Only priority areas.



FIRE
EMERGENCY

NEW ZEALAND

Tāmaki Makaurau FIRE RESCUE NEW ZEALAND

STANDARD OPERATING PROCESSES / GUIDE

Last Updated, 24/09/24

Document By RacerNZ

#11 Parking & Placement -

When arriving on a scene the placement of your truck is very important.

We use our trucks to keep a scene safe, EG: If a speeding car was coming up to a scene and wasn't going to stop in time it would hit our truck and not any personnel on the scene.

We also use our trucks to protect privacy, EG: If we had an MVA we would park our trucks to block the view from the streets to keep the privacy and protection of the driver.

When arriving onto a scene involving a fire you have to have quick judgment revolving around the safety of your crew and the truck. If you arrive at a brush fire you wouldn't park your truck on the grass next to it as it could spread over to your truck. When arriving on scene to a building fire you have to park the truck at a safe enough distance in case something explodes or falls.

#12 FAQ -

These are Frequently Asked Questions:

Q: How can I get promoted from Firefighter to Qualified Firefighter?

A: If you take the Base Fire Training Course and pass them, you are guaranteed a promotion to Qualified Firefighter the next promotion round. (Please note that Leadership will deny you if they think you are not ready for the role)

Q: When are promotion rounds?

A: The week before the start of the next month you can submit an EOI form for Station Officer if you hold the rank Senior FireFighter. At the start of the month the EOI forms close and are reviewed over the course of 2-3 days. Once this process has been completed the promotion will be announced.

Q: Can we volunteer while on police?

A: Yes, as long as you have your pager enabled you can.