

From: Bishop, Stephen
Sent: Thursday, 1 September 2022 6:03 pm
To: Turner, Paul
Subject: FW: Air Desk

FYI – Air Desk (South Com) will be back up and running initially from Monday 5th until 1st October.

Air Desk Support Group starting back as well (Roster below)

At some point I would like to see the Air Desk Support group formalised, and recognised, its critical to the function and strategic overview of aircraft dispatch nationally (Maybe something for new manager to sink teeth into) 9(2)(g)(i)

Have a good evening

Bish

From: Bishop, Stephen
Sent: Thursday, 1 September 2022 4:25 PM
To: Hodges, Mark <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>; McNamara, Mac <xxxxxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxx>; Hays, John <xxxx.xxxx@xxxxxxxxxxxxxxxxxx>; Paul Devlin (Rural) <xxxx.xxxxxx@xxx.xxxx.xx>
Subject: FW: Air Desk

Good afternoon fine fellows

Please see the new roster for air desk support below.

Talking with Nosk the current shortages, sickness and annual leave is likely to impact the ability of the Air Desk over the next few months, so we can expect the call to take over this function from time to time.

Appreciate you all have your own BAU and this may not be possible, I suggest if you are unable, give me or Mark a call in first instance.

Thanks for all still being keen to be on this.

Cheers

Bish

From: Bishop, Stephen
Sent: Thursday, 1 September 2022 4:17 PM
To: Dunn, Brent <xxxxx.xxxx@xxxxxxxxxxxxxxxxxx>
Subject: RE: Air Desk

Hi Nosk,

Thanks for heads up,

Please see below the roster for air desk support group from September 5th through to end of November. Obviously if further IA occurs this will change, but for now lets go with this.

We will try to assist the team there wherever possible, but as you know there may be times where the person rostered on in support role may not be able to undertake full dispatch role because of their own BAU, if this happens we will let you/coms know who will be undertaking the dispatch for that particular period – so there may be some variance from the list below.

As always I appreciate your ongoing support and the team there in south com, appreciate these are difficult times – let me know if there is anything else I can do to assist.

Regards

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: [.@.](mailto:stephen.bishop@fire-emergency.govt.nz)



Air Desk Support Group Roster

Dates	Duty Person	Contact No.
5 th September – 12 th September	Stephen Bishop	027 248 2497
12 th September – 19 th September	Mark Hodges	9(2)a
19 th September – 26 th September	John Hays	9(2)a
26 th September – 3 rd October	Paul Devlin	9(2)a
3 rd October – 10 th October	Richard McNamara	9(2)a
10 th October – 17 th October	Stephen Bishop	027 248 2497
17 th October – 24 th October	Mark Hodges	9(2)a

24 th October – 31 st October	John Hays	9(2)a
31 st October – 7 th November	Paul Devlin	9(2)a
7 th November – 14 th November	Richard McNamara	
14 th November – 21 st November	Stephen Bishop	027 248 2497
21 st November – 28 th November	Mark Hodges	9(2)a

From: Dunn, Brent <xxxxx.xxxx@xxxxxxxxxxxxxxxxxx>
Sent: Thursday, 1 September 2022 3:46 PM
To: Bishop, Stephen <xxxxxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Subject: RE: Air Desk

Bish,

This is the current roster of Southcom Air Dispatchers

9(2)a
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

9(2)a (seconded Shift Manager)
 9(2)a (seconded Shift Manager)

9(2)a
 9(2)a (secondment)

I'll be calling for more expressions of interest this coming week – and meeting with 9(2)a on Monday to gauge his trainer availability for a mid-September 2 day course – hopefully he's available

Currently each watch is balanced and staffed by 1 Shift Manager and 4 dispatchers with 1 extra dispatcher on any dayshift. From that watch we have 2 calltakers and 2 radio dispatchers – we can drop to 1 radio dispatcher if it's quiet but it's not ideal. Realistically with Annual Leave we will require a call back most shifts to fill the staffing – excluding absences and other courses/training etc. I have included the instructions how we manage the Air Desk roster below – the Shift Managers won't hand it off to one of your team lightly, but if we are short BAU answering the 111's will be the priority. We are a bit light with our overall numbers with 3 dispatchers on current secondments (with a high chance of not returning to Comcen) and more possible.

DAY SHIFT STAFFING LEVELS

- At 1 & 5, the Air Desk dispatcher will be on normal phone queues until an Air Dispatch is required, then solely Air Desk for the duration or as manageable.

- At 1 & 4, with an Air Dispatcher on duty, we will start the shift staffing the Air Desk; however, it is the Shift Manager's decision taking into account the workload and the number of calltakers nationally, whether we hand off Air Desk to our BCP option of the duty Air Support Manager
- At 1 & 3, we handover Air Desk to the duty Air Support Manager
- If we are unable to roster an Air Desk Dispatcher for any shift, we handover Air Desk before shift start

NIGHT SHIFT STAFFING LEVELS AND THE PERIOD BETWEEN SHIFT START AND ECT

- At 1 & 4 and 1 & 3 with an Air Dispatcher on duty we will start the shift staffing the Air Desk, however it is the Shift Managers decision taking into account the workload, and the number of call takers nationally, whether we hand off Air Desk to our BCP option of the duty Air Support Manager
- At 1 & 2, we handover Air Desk to the duty Air Support Manager
- If we are unable to roster an Air Desk Dispatcher for any shift, we handover Air Desk before shift start

Any questions give me a bell

Can you send me a copy of the Air Support Managers roster from Monday so we can programme that in as well

Cheers

Nosk

Brent Dunn
Comcen Air Desk Manager
Operations Manager/Kaiwhakahaere Mahi



Southern Fire Communication Centre
40 Lichfield Street, Christchurch 8011
PO Box 136 Christchurch 8140

Mobile: 9(2)a [REDACTED]

DDI: 9(2)a [REDACTED]

Internal: 9(2)a [REDACTED]

Email: xxxxx.xxxx@xxxxxxxxxxxxxxxxxx.xx

Our Values - NGĀ UARA | WE DO THE RIGHT THING – KIA TIKA | WE SERVE AND SUPPORT - MANAAKITANGA | WE ARE BETTER TOGETHER - WHANAUNGATANGA | WE STRIVE TO IMPROVE - AUAHATANGA

From: [Bishop, Stephen](#)
To: [Turner, Paul](#)
Subject: RE: Air Desk
Date: Wednesday, 28 September 2022 6:19:55 am
Attachments: [image001.png](#)

Roger that, in Christchurch with DOC today, only time I cant duck out to talk would be between 1030 – 11ish **Out of Scope**

Just about to get on plane

Cheers

Bish

From: Turner, Paul <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Sent: Tuesday, 27 September 2022 2:29 PM
To: Bishop, Stephen <xxxxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Subject: RE: Air Desk

Copied -will give you a call to discuss when I can

From: Bishop, Stephen <xxxxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Sent: Tuesday, 27 September 2022 11:39 am
To: Turner, Paul <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Subject: Air Desk
Importance: High

Hi PT

I have mentioned this in my notes for this weeks tactical meeting, but felt you and the new manager when they are on board need to be made aware of this developing situation.

Core fire centre emergency work is the Air Desk, it is not a nice to have. Unfortunately staffing issues at SouthCom has basically meant that the air desk is unable to be crewed during the day and have been regularly handing off air desk to the air desk support group. This last week alone we have covered 63 hours of Air Desk.

The Air desk support group consists of

Myself – FENZ – Specialist Aviation/heavy machinery
Mark Hodges – FENZ Fixed contract – Aviation Advisor
Mac – Retired – Aviation Advisor
John Hays – FENZ Specialist Courses (training) Air Attack Supervisor
Paul Devlin – Christchurch Council, Air attack Supervisor

The air desk support group provides aviation expertise and oversight and importantly there to support south com air dispatchers and national Operations. We are called on many times throughout the year for advice, we provide 24/7 roster all year for the team. We monitor all

aviation requests and dispatches, also able to provide temporary surge capacity and BSC for short periods until South Com or air desk back up and running. It was never envisaged for this group to take over Air Desk for long periods.

As you know myself and Mark are the only two engaged by FENZ for aviation function BAU. s9(2)(a)

[REDACTED]

Air desk uses the ARENA system which can be viewed on a mobile device but in reality in order to be effective, efficient and safe - access to a range of information is needed for aircraft dispatch for example ICAD reports, fast map, ARENA system and ability to use telephone at same time. This requires the rostered on air desk support person to have ready access to computer, good connectivity for the 12 hours or so we stand in as BCP, understanding of FENZ aviation/operations and know how to use ARENA. This basically means we are tied to our office/computer for the duration that we cover air desk, it is definitely not a function that can be done effectively whilst mobile.

This additional work is impacting on existing BAU, fatigue and family time. Given we are now in October and seeing increased aircraft requests which will increase heading towards summer, I am extremely concerned that we will have to continue taking over Air desk and that this is not sustainable – the air desk support group runs on good will and passion.

Solutions/recommendations

Short Term

Air desk support group continue providing cover for air desk.

- Suitable remuneration for each hour we cover for air desk dispatch, I would suggest overtime for FENZ, this is new BAU
- Flexible roster for weekends to ensure we get a break - cover each other (easily achieved)
- Paul Devlin and Mac taken off the day to day dispatch but remain on air desk support group. John Hays to assist with dispatch when able and his BAU allow

Long Term

- Southcom staffing issues addressed (I think this is in progress but will take time to be back up to full strength)
- Formal recognition of the work and critical service the air desk support group provides – including remuneration for duty roster and calls as per other FENZ managers – fair and equitable.
- Look at future additional personal who could become part of the group (replace Mac and eventually Paul Devlin) we need at least another 2 for rostering purposes.

More than happy to discuss more.

Regards

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: [.@.](mailto:stephen.bishop@fireandemergency.govt.nz)



Released under the Official Information Act 1982

From: Dunn, Brent
Sent: Thursday, 29 September 2022 5:22 pm
To: Bishop, Stephen
Cc: Richards, Mark (Comcen)
Subject: RE: Air Support Group - Taking on Air desk

Hi Bish,

This will be going up the chain, Mark will be meeting with Gavin Travers first thing tomorrow morning in my absence to discuss it formally

When Air Desk was first promulgated our staffing numbers were 'ok at best' in Southcom, and we were recovering quite well in Northcom after a significant loss of staff prior. Now we are facing those same staffing woes in Centralcom and our efforts to recruit there over 2021/2022 have been unsuccessful to bolster the watch numbers nationally, which creates a flow-on effect in order to provide backup for Southcom when we need to operate Airdesk.

Whilst Southcom operates the Airdesk, we are governed by all 3 centres ability to cover BAU – and we are even struggling to do that without Airdesk. As a context, two separate recruiting rounds in Centralcom in the last year resulted in us employing none, and then 1 new dispatcher.

We are also regularly flying Southcom staff (Shift Managers) to other Comcen's to cover sets of shifts which depletes Southcom further.

Our staff are working more overtime than I have ever seen and are/will be burning out trying to do their best for the Comcen. It's a tough situation.

We have just been given permission to run an emergency course to recruit 3 new dispatchers for Southcom, which I have programmed in for a December course, and I understand talks between Gavin and Russell Wood, whilst sounding promising to recruit another 4 dispatchers for our March course, haven't yet come to fruition. But the reality is it takes 3-6 months to get a new dispatcher up to speed so we head into the 2023 fire season badly understaffed to manage the Airdesk as it was originally intended.

I also appreciate and feel the weight of pressure it puts on your team, and fully understand the role of the support managers when Airdesk was established, was not supposed to be full time BCP as a result of our staffing crisis. In effect you have become Comcen staff by default.

Should we go back into IA the new roster proposal leaves just MJ as the Airdesk option. Crazy to think that's where we are, after the hype and success of last year.

I'll put the new air support roster into the Comcen – keep in touch, as I will with any new information on how we manage this moving forward.

A difficult time.

Nosk

From: Bishop, Stephen <xxxxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Sent: Thursday, 29 September 2022 2:47 pm
To: Dunn, Brent <xxxxx.xxxx@xxxxxxxxxxxxxxxxxx>
Cc: Paul Devlin (Rural) <xxxx.xxxxxx@xxx.xxxx.xx>; Hodges, Mark <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>; McNamara, Mac <xxxxxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxx>; Hays, John <xxxx.xxxx@xxxxxxxxxxxxxxxxxx>

Subject: Air Support Group - Taking on Air desk

Hi Nosk

Thank you for your time today.

As you know air desk operations are being handed over to the air desk support group pretty much on a daily basis at the moment, due to crewing issues at coms. I understand and sympathise as to the reasons for this. Last week alone we covered 63 hours, and last night we had another unexpectedly cover from 1630 onwards. And I have been informed we need to provide cover tonight as well - talking with you today it would appear this may be continuing for quite a while.

Current Air desk support group consists of

Myself – FENZ – Specialist Aviation/heavy machinery

Mark Hodges – FENZ Fixed contract – Aviation Advisor

Mac – s9(2)(a) – Aviation Advisor

John Hays – FENZ Specialist Courses (training) Air Attack Supervisor

Paul Devlin – s9(2)(a), Air attack Supervisor

I know you agree that the support group is a critical part of the safe, effective function of FENZ national air desk, providing aviation expertise and oversight and importantly there to support south com air dispatchers and national Operations. We are called on many times throughout the year for advice, provide 24/7 roster all year for the team, monitor all aviation requests and dispatches and contact is always there when needed. The group is also able to provide temporary surge capacity and BSC for short periods until South Com or air desk back up and running. However it was never envisaged for take over Air Desk for long periods, which is the situation we find ourselves in now.

Both Paul Devlin, Mac have informed me they are unable to take on dispatching (other than what the original intent/expectations were for the group) and I agree it is an unrealistic expectation with their own work and commitments. I have spoken today with John Hays who is happy to help where he can, but again has his own work to do and I am aware of impacting on his fatigue and family time as well.

Therefore this now just leaves Myself and Mark (with John as backup)

The current air desk support group roster below is no longer effective for handing over air desk BAU to, I have included a revised one for the next month, Mark and I will run 2 on 2 off using John Hays to fill in when needed. If coms are able to crew air desk then the usual air desk support roster applies, this is new territory and most definitely not where we want to be, not sure if this will work but let's give it a go – Any questions please do not hesitate to call

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: @._____



Official Information Act 1982

Air Desk Support Group Roster		
Dates	Duty Person	Contact No.
5 th September – 12 th September	Stephen Bishop	027 248 2497
12 th September – 19 th September	Mark Hodges	9(2)a
19 th September – 26 th September	John Hays	9(2)a
26 th September – 3 rd October	Paul Devlin	9(2)a
3 rd October – 10 th October	Richard McNamara	9(2)a
10 th October – 17 th October	Stephen Bishop	027 248 2497
17 th October – 24 th October	Mark Hodges	9(2)a
24 th October – 31 st October	John Hays	9(2)a
31 st October – 7 th November	Paul Devlin	9(2)a
7 th November – 14 th November	Richard McNamara	9(2)a
14 th November – 21 st November	Stephen Bishop	027 248 2497
21 st November – 28 th November	Mark Hodges	9(2)a

Temporary Air Desk Roster					
Time	Date	Time	Date	Person	Telephone Number
06:00hrs	29th Sept	06:00hrs	30th Sept	Stephen Bishop	027 248 2497
06:00hrs	30th Sept	06:00hrs	2nd Oct	Mark Hodges	9(2)a
06:00hrs	2nd Oct	06:00hrs	4th Oct	Stephen Bishop	027 248 2497
06:00hrs	4th Oct	06:00hrs	6th Oct	Mark Hodges	9(2)a
06:00hrs	6th Oct	06:00hrs	8th Oct	Stephen Bishop	027 248 2497
06:00hrs	8th Oct	06:00hrs	10th Oct	Mark Hodges	9(2)a
06:00hrs	10th Oct	06:00hrs	12th Oct	Stephen Bishop	28 248 2497
06:00hrs	12th Oct	06:00hrs	14th Oct	Mark Hodges	9(2)a
06:00hrs	14th Oct	06:00hrs	16th Oct	Stephen Bishop	28 248 2497
06:00hrs	16th Oct	06:00hrs	18th Oct	Mark Hodges	9(2)a
06:00hrs	18th Oct	06:00hrs	20th Oct	Stephen Bishop	28 248 2497
06:00hrs	20th Oct	06:00hrs	22nd Oct	Mark Hodges	9(2)a
06:00hrs	22nd Oct	06:00hrs	24th Oct	Stephen Bishop	29 248 2497
06:00hrs	24th Oct	06:00hrs	26th Oct	Mark Hodges	9(2)a
06:00hrs	26th Oct	06:00hrs	28th Oct	Stephen Bishop	29 248 2497
06:00hrs	28th Oct	06:00hrs	30th Oct	Mark Hodges	9(2)a
06:00hrs	30th Oct	06:00hrs	1st Nov	Stephen Bishop	29 248 2497

From: Bishop, Stephen
Sent: Friday, 30 September 2022 5:05 pm
To: Turner, Paul
Subject: Air Desk

Importance: High

PT,

As per our discussion I have the made contact with suitable members of the air cohort (see table below), who are all excellent communicators, good wildfire operational backgrounds, urban volunteer backgrounds, aviation experience, work well together (know each other which is important) the exception of course is Nic but strategically I see some real benefit in training her up as well, especially if RCC/NCC needs to be stood up in future events, she is more than capable and a great asset, good PD opportunity.

I have included John and Mark but kept them green as we still need to perform the oversight role and on incident checks etc – hence I am not on there but will of course step in to fill gaps.

Name	Employer	FENZ Permanent Position	FENZ Vol Position	Aviation Experience	Hours available
9(2)a					
John Hays	FENZ	Trainer	N/A	9(2)a	9(2)a
Mark Hodges	FENZ	Aviation Advisor	Crew Leader	9(2)a	

				9(2)a		

Given this is as urgent as it gets, I may need some push from you or further up (Russell?) to get this moving along, perhaps to get people released to attend training, we need them all there at same time, a couple of days would be able to do it well, want to get this done in week 25-28th October.

Training would require all those above to attend including one or two of the current southcom air dispatchers.

We also need to consider suitable remuneration – need some assistance with this one PT, but will need to tell the team what this is, before we get to much further along, they are not going to do this for nothing – suggest something along the lines of

FENZ Staff – BAU in normal hours, outside normal hours OT or TOIL (if they have this function)

FENZ Volunteers and External – standard hourly rate for each hour they are engaged to cover air desk

There may be some IT hardware required for 9(2)a and possible 9(2)a possibly FENZ laptop and screens etc – minimal cost really. again with the right nod from you I can make this happen.

Next step I will email out to all the above with brief overview of what I discussed with them today and ask about their availability 25th 28th October, other details to follow later etc.

Are you happy with me to proceed on this basis

Cheers

Bish

-

From: [Bishop, Stephen](#)
To: 9(2)a
Cc: [Turner, Paul](#)
Subject: Air Desk
Date: Friday, 30 September 2022 8:35:49 pm
Attachments: [image003.png](#)

Tena koutou

Firstly thank you all for your offers of assistance with air desk, it is truly humbling at how readily you all agreed to help where you can. Obviously this is going to require cooperation and understanding from your various managers, we will contact them where needed.

As I explained, a combination of factors has resulted in the current situation where Southcom are unable to guarantee the staffing of the national air desk function 24/7. As you know this is a critical function to ensure the safe, efficient and effective dispatch of aircraft nationally using the ARENA system. This is incredibly disappointing and such a contrast to the hugely successful 18mths we have just experienced with the air desk.

I am assured they are trying to rectify this as soon as practically possible, but in reality it could be several months before they are able to guarantee 24/7 staffing, the current Business Contingency Plan (BCP) was only intended for very short duration and is not sustainable in this situation of daily hand overs.

Therefore we need an alternative BCP for Air desk staffing, this is where you good people come in. I have asked you because of your experience, competency, currency, communication skills, strategic thinking and ability to work under pressure, and also looking ahead for NCC for future events.

i am confident with your assistance we will be able to keep this going until southcom are able to take it back on.

Of course this will require training, support and possible some IT for those who may not have it, and getting this done as expediently as we can.

Therefore can you please all check your calendars and let me know by return email of your availability for a 2 day training session to be held in the week of 25th -28th October. Even if you have something booked in please let me know what it is. This is being discussed at the highest level and will be seen similar to National Coordination Centre response and we will look to release people where we can as we have to get this up and running.

Any questions please do not hesitate to call, text, email if I can't answer straight away I will get back to you ASAP

Regards and thanks again

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: stephen.bishop@fireandemergency.nz



Released under the Official Information Act 1982

From: Bishop, Stephen
Sent: Thursday, 6 October 2022 10:09 am
To: 9(2)a
Subject: RE: Email to managers to release staff - AIR DESK

Good morning 9(2)a

Yes here are the managers and people we need to contact

Air Desk BCP Group								
Name	Contact number	Contact email	Employer	Role	Manager	Manger email	Training Day 26th October	Training Day 2nd November
9(2)a								

From: 9(2)a <[redacted]@fireandemergency.nz>
Sent: Thursday, 6 October 2022 6:46 AM
To: Bishop, Stephen <[redacted]@xxxxxxxxxxxxxxxxxx>; Turner, Paul <[redacted]@xxxxxxxxxxxxxxxxxx>
Subject: RE: Email to managers to release staff - AIR DESK

Good morning chaps,

Bish, Do you have a list of all the manager's to hand and I'll get the email out asap.

PT, I don't suppose you might be able to give Tim a heads up in passing for me whilst you have him trapped in the in US could you?

Many thanks,
 9(2)a

From: Turner, Paul <[redacted]@xxxxxxxxxxxxxxxxxx>
Sent: Thursday, 6 October 2022 2:47 AM
To: Bishop, Stephen <[redacted]@xxxxxxxxxxxxxxxxxx>
Cc: 9(2)a <[redacted]@fireandemergency.nz>
Subject: Re: Email to managers to release staff - AIR DESK

Yes all good. 9(2)a can assist with sending it out from me

Get Outlook for iOS

From: Bishop, Stephen <[redacted]@xxxxxxxxxxxxxxxxxx>
Sent: Tuesday, October 4, 2022 11:16:42 PM

9(2)a

To: Turner, Paul <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>

Subject: Email to managers to release staff - AIR DESK

Hi PT, I feel this email to the managers needs to come from you or Steph?

I have given it a bash below, but you may want to add, delete etc

Would like to get this out tomorrow or day after so we can start to get travel arranged

Splitting the group into 2 for separate training days

First on the 26th October the other on the 2nd November

Cheers

Bish

Kia ora (insert Manager)

A combination of factors has resulted in the current situation where Southcom are unable to guarantee the staffing of the national air desk function 24/7. As you know this is a critical function to ensure the safe, efficient and effective dispatch of aircraft nationally using the ARENA system.

I am assured they are trying to rectify this as soon as practically possible, but in reality it could be several months before they are able to guarantee 24/7 staffing. The current Business Contingency Plan (BCP) was only intended for very short duration and is not sustainable in this situation of daily hand overs.

Therefore we need to quickly set up an alternative BCP for Air desk, this is where you good people come in. I have asked (insert name) if they would be willing and able to be part of a small team to be rostered on to support southcom (if they are unable to staff air desk) I have asked (insert name) because of the Aviation experience, familiarisation with the ARENA system, currency, communication skills and ability to work under pressure.

Key Points

- Critical function of national air desk has to be maintained*
- BAU interference will be kept to a minimum where possible through rostering, more details to follow*
- Minimal or no cost associated with your BU*

We are running two one day training courses at NHQ in October and November.

We seek your support and cooperation in allowing (insert name) to perform these extra duties

Any questions please do not hesitate to contact me

Regards and thanks again

Paul Turner

Released under the Official Information Act 1982

From: [Bishop, Stephen](#)
To: [Hodges, Mark](#)
Subject: FW: Air Desk BCP
Date: Thursday, 13 October 2022 2:15:00 pm
Attachments: [image001.png](#)

FYI

Been forwarded to Rachael, and PT

That's all we can do

Wait and see

From: Dunn, Brent <[x@x](#)>
Sent: Thursday, 13 October 2022 12:51 PM
To: Bishop, Stephen <[x@x](#)>
Subject: Re: Air Desk BCP

Hi Bish,

We are working through that at the mo, just waiting on permission with a plan to offer our staff the option of working from home to cover airdesk. Hopefully will have an update for you soon. Mark is talking to Gav about it, working the details of how it will be remunerated etc. I'll ask Mark to update you as soon as its finalised.

Getting there mate, will advise asap

Get [Outlook for iOS](#)

From: Bishop, Stephen <[x@x](#)>
Sent: Thursday, October 13, 2022 10:59:02 AM
To: Dunn, Brent <[x@x](#)>
Subject: FW: Air Desk BCP

Good morning

Hope your training is progressing well,

Sorry to bug you but wondering if Air desk will be covered for the period detailed below, if you could let me know so I can pass on that would be great

Cheers

Bish

From: Bishop, Stephen
Sent: Sunday, 9 October 2022 1:38 PM

To: Dunn, Brent <x@x>
Cc: Hodges, Mark <x@x>
Subject: Air Desk BCP

Hi Nosk,

As you know the air desk is being handing over regularly to the BCP , we are doing our best to assist but there are some days coming up where Mark and Myself will unable to take on air desk role (we may still be contactable by the phone but this is dependent on coverage). The dates will be Saturday 15th through to 0600 on 20th.

We are working with urgency to train up some more of the national air cohort (air support and air attack supervisors) to undertake this BCP as our workload is unsustainable. The first training for them will be taking place on 26th October at NHQ, the second group on 2nd November, this will give us an additional 9/10 people to help until southcom are able to provide 24/7 coverage of air desk once more.

Speak to you more tomorrow, when your in

Regards

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: x@x



Released under the Official Information Act 1982

From: [Bishop, Stephen](#)
To: [Turner, Paul](#)
Subject: RE: Air Desk BCP
Date: Thursday, 13 October 2022 4:16:33 pm
Attachments: [image004.png](#)
[image005.png](#)
[image007.png](#)

Roger that

9(2)(g)(i)

From: Turner, Paul <x@x>
Sent: Thursday, 13 October 2022 4:14 PM
To: Bishop, Stephen <x@x>
Subject: RE: Air Desk BCP

All good – We'll have a chat in the morning and I'm sure we can resolve it.

How long would it take to train me up?

From: Bishop, Stephen <x@x>
Sent: Thursday, 13 October 2022 4:08 pm
To: Turner, Paul <x@x>
Subject: RE: Air Desk BCP

Yep, sorry know your flat tick but above my pay grade boss 😊

If we really have to Mark and I can cancel our USAR Drone team work, but i can't pull out of the training course Saturday or Sunday in Pirongi as it would mean the courses would have to be cancelled effecting to many people, Mark could cover Sat, Sun until I am back.....we have both discussed this today as we do not want to see airdesk fail

From: Turner, Paul <x@x>
Sent: Thursday, 13 October 2022 4:02 PM
To: Bishop, Stephen <x@x>; Utumapu, Rachael <x@x>
Subject: RE: Air Desk BCP

I see we have a meeting tomorrow morning to discuss

From: Bishop, Stephen <x@x>
Sent: Thursday, 13 October 2022 3:21 pm
To: Turner, Paul <x@x>; Utumapu, Rachael <x@x>

Subject: FW: Air Desk BCP

Good afternoon PT, Rachael

Received this from Mark Richards, who has asked for a meet (VC) – the discussion will be way above what I can make a call on, so need your input and direction please

Mark setting up VC for morning.

Bish

From: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>

Sent: Thursday, 13 October 2022 2:57 PM

To: Bishop, Stephen <Stephen.Bishop@fireandemergency.nz>

Cc: Dunn, Brent <Brent.Dunn@fireandemergency.nz>

Subject: RE: Air Desk BCP

Importance: High

Bish

How are you placed for a catch-up on this first thing tomorrow, Friday?

Things are not looking good, as there has been pushback for my plan from the NZPFU delegates, but I would rather talk through the challenges on Teams while looking at a longer-term solution.

I am free from 0730-1030 tomorrow. Let me know what suits and I will send a MS Teams meeting request. Let me know who you would like to be there.

Mark

Mark Richards ([he/him*](#))

Communications Centre Manager (Kaiwhakahaere Pokapū Whakawhiti Kōrero)

Southern Communications Centre

Level 3 – Justice and Emergency Services Precinct

40 Lichfield Street, Christchurch City 8011

P: [9\(2\)a](#)

M: [9\(2\)a](#)

mark.richards2@fireandemergency.nz

www.fireandemergency.nz

*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

Te Manatū o ngā ratonga ohotata kia haumarū ake ai a Aotearoa | Leading integrated fire and emergency services for a safer New Zealand

Values



From: Dunn, Brent <Brent.Dunn@fireandemergency.nz>

Sent: Thursday, 13 October 2022 12:55

To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>

Subject: FW: Air Desk BCP

I've advised Bish you are working on the plan of cover from home – but at this stage cover is not in place - can you update him as you hear more (for loops sake)

Cheers Mark

From: Bishop, Stephen <Stephen.Bishop@fireandemergency.nz>

Sent: Thursday, 13 October 2022 10:59 am

To: Dunn, Brent <Brent.Dunn@fireandemergency.nz>

Subject: FW: Air Desk BCP

Good morning

Hope your training is progressing well,

Sorry to bug you but wondering if Air desk will be covered for the period detailed below, if you could let me know so I can pass on that would be great

Cheers

Bish

From: Bishop, Stephen

Sent: Sunday, 9 October 2022 1:38 PM

To: Dunn, Brent <Brent.Dunn@fireandemergency.nz>

Cc: Hodges, Mark <Mark.Hodges@fireandemergency.nz>

Subject: Air Desk BCP

Hi Nosk,

As you know the air desk is being handing over regularly to the BCP , we are doing our best to assist but there are some days coming up where Mark and Myself will unable to take on air desk role (we may still be contactable by the phone but this is dependent on coverage). The dates will be Saturday 15th through to 0600 on 20th.

We are working with urgency to train up some more of the national air cohort (air support and air attack supervisors) to undertake this BCP as our workload is unsustainable. The first training

for them will be taking place on 26 October at NHQ, the second group on 2 November, this will give us an additional 9/10 people to help until southcom are able to provide 24/7 coverage of air desk once more.

Speak to you more tomorrow, when your in

Regards

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: [.@.](#)



Released under the Official Information Act 1982

From: [Bishop, Stephen](#)
To: 9(2)a
9(2)a
Cc: [Hodges, Mark](#)
Subject: Airdesk Group
Date: Thursday, 10 November 2022 10:40:00 am
Attachments: [image001.png](#)

Good morning all,

Hope your all well and have had a chance to practice dispatching, feel free to call Mark or myself if you have any questions

You would have all seen the recent fire at Pegasus Beach with 6 rotary and 2 fixed wings. From my perspective some good early resourcing and fantastic to see the fixed wings being utilised, the early resources and use of fixed wing undoubtedly contributed to early containment and control and reduced costs to the taxpayer. Feedback from the fireground was (as we know) the fixed wing were highly effective and efficient.

I had another meeting with Northland team this week, they are totally committed to using Fixed wing this season, so be prepared for the request when they have a decent fire up there.

In regard when we would like you to start assisting with dispatch, the answer is **ASAP** and as your BAU allows.

I have been working through with Rachael how things will work and have some answers – but not all.

In terms of when we require people to be rostered on we have made the decision that whoever is rostered on will need to be available 1 hour before MCT and half an hour after ECT, to make this easy we are averaging these times out, currently **05:00 – 21:30** but will change shortly as we move into Summer. The reason for these times is that you may need to arrange dispatch of aircraft at first light...indeed Mark and I have already been doing this.

In terms of remuneration – again we have had to take average times to simplify and taken normal work hours as **08:00 – 1630**. For FENZ employees during normal hours your BA wages will cover the cost with no additional payments, but outside of normal work hours we will pay overtime. For 9(2)a and 9(2)a – please bare with me - we are still looking at the best mechanism to pay you, its slightly more complicated for you guys, but it may be either a fixed payment structure or casual contract.

So at the moment a typical overtime day looks like this

05:00 – 08:00 – 3 hours claimed

16:30 – 21:30 – 5 hours claimed

A total of 8 hours, irrespective if you have a dispatch or call, because as discussed and demonstrated (by having a dispatch on both training days) once your airdesk you can't go anywhere and need to be near your laptop and good connectivity, it is not a mobile function and efficient dispatch essential, you can't wait 10minutes to get back from walking your labradoodle



During the weekend it will be from **09:00 – 21:30 = 12.5 hours.**

A 24hr period will start and finish at 09:00hrs Mark and I have found this less intrusive on your time.

Between the hours of ECT/MCT Mark and I will continue to provide cover and any gaps.

At the moment the Airdesk number is being managed at Southcom, which means at any change over in airdesk personnel the shift manager will need to be contacted to change the call divert. I am working with ICT to set up an 0800 number managed by Spark helpdesk but this maybe a couple of weeks away. (I can explain more about this on VC)

I have set up and shared with you an airdesk calendar, please let me know if you can see it, and if you are able to populate the calendar.

I will also schedule a couple of VC's with you all to check in and answer any questions you have.

Thanks team

Bish

Stephen Bishop
Senior Specialist
Aviation and Heavy Machinery
National Response Capability
Fire and Emergency New Zealand
M: 0272 482497
Email: stephen.bishop@fireandemergency.nz



From: [Bishop, Stephen](#)
To: [Turner, Paul](#)
Subject: RE: NZPFU request
Date: Tuesday, 15 November 2022 8:47:42 am

Roger both 😊 - yep I know right.....

Will let you know if anything comes my way.....it may not

From: Turner, Paul <[x@x](#)>
Sent: Tuesday, 15 November 2022 8:44 AM
To: Utumapu, Rachael <[x@x](#)>; Bishop, Stephen <[x@x](#)>
Subject: RE: NZPFU request

They're welcome to give me a call to ask. **9(2)(g)(i)**
[REDACTED]

From: Utumapu, Rachael <[x@x](#)>
Sent: Tuesday, 15 November 2022 8:43 am
To: Bishop, Stephen <[x@x](#)>; Turner, Paul <[x@x](#)>
Subject: RE: NZPFU request

Thanks Bish,

Was bound to happen at some stage. **9(2)(g)(i)**
[REDACTED]

R

From: Bishop, Stephen <[x@x](#)>
Sent: Monday, 14 November 2022 5:06 pm
To: Utumapu, Rachael <[x@x](#)>; Turner, Paul <[x@x](#)>
Subject: NZPFU request

Afternoon Rachael and PT

Had a call and a friendly heads up from Operations Manager at Southcom today, the NZPFU have got wind of our BCP plan and have asked them what the new volunteer dispatchers are getting paid. He told them he didn't know was nothing to do with them but i think we may get further queries or an OIA about this.

If I hear anything more will obviously let you know

Cheers

Bish