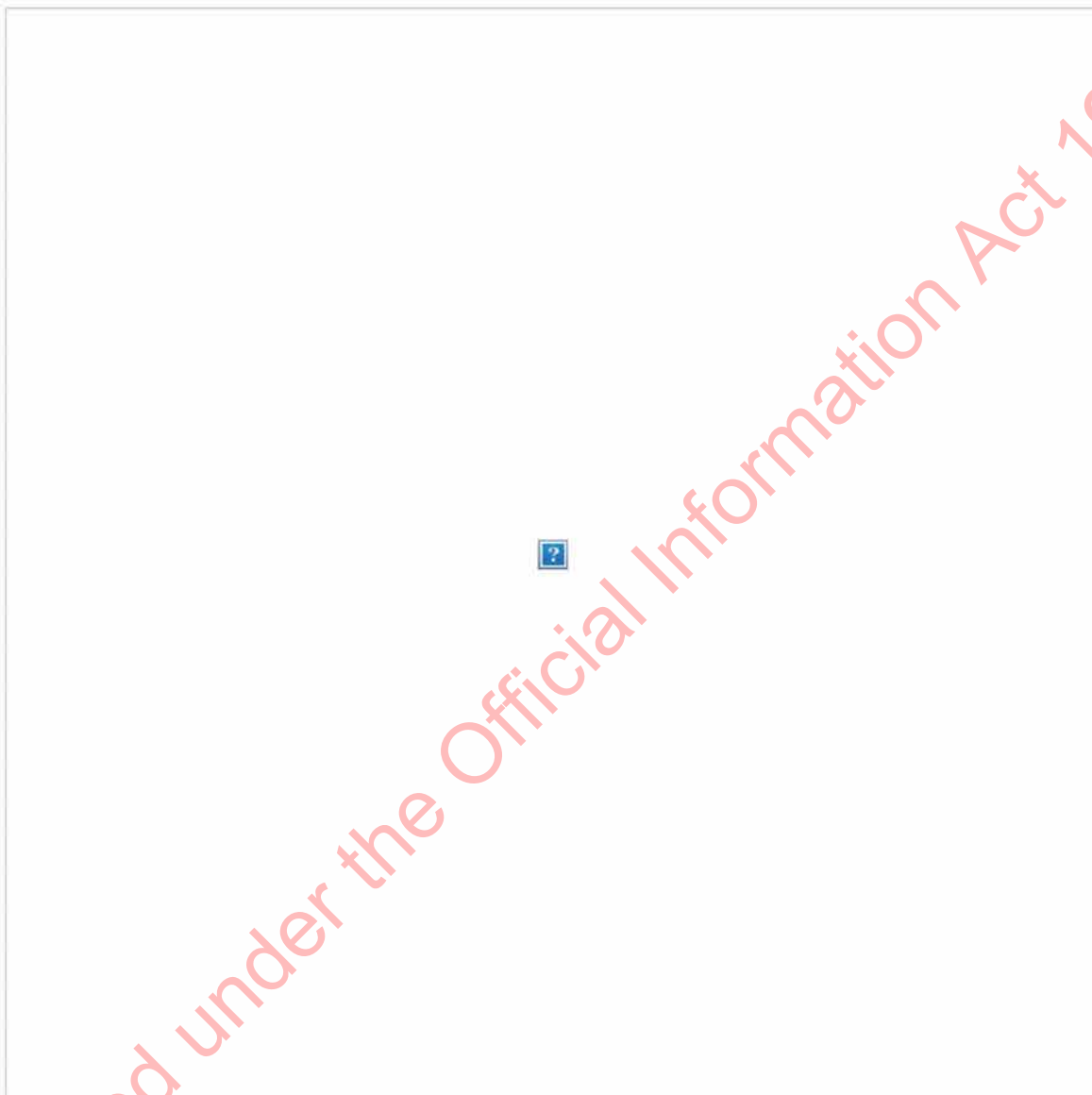


From: [Steph Rotarangi, Deputy National Commander](#)
To: [REDACTED]
Subject: Loafers Lodge fire, Wellington
Date: Friday, 19 May 2023 4:58:39 pm

[View this email in your browser](#)



Kia ora koutou

Following the tragic fire at Loafers Lodge, our organisational priority is to assist Police in their operations and enquiries and ensure we are focussed on and supporting the wellbeing of our people.

At the request of our National Commander, we will conduct an Operational Review into the Loafers Lodge fire. This review will follow the investigation into the cause and origin of the fire which forms part of the Police investigation. The

terms of reference for this Review are yet to be finalised. In the meantime, Operational Assurance will facilitate our command debriefs and our After Actions Reviews with those commanders, officers, ComCen personnel and firefighters who played key roles during the initial firefighting and rescues.

Importantly for those of you involved in this incident, welfare support is available. Please check out the Portal for more information: **Safety, health and wellbeing | The Portal (fireandemergency.nz)**

And, reiterating earlier messages, thank you for all your work and support during this difficult time.

Ngā mihi

Dr Steph Rotarangi (ia/she/her)

Tumu Whakarae Tuarua / Deputy Chief Executive Service Delivery Design
Toihau a-Motu Tuarua / Deputy National Commander
Te Ratonga Ahi me ngā Ohotata i Aotearoa / Fire and Emergency New Zealand

National Headquarters, Spark Central, Level 7, 42-52 Willis St, Wellington 6011



Mobile: [REDACTED]
steph.rotarangi@fireandemergency.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Psych debriefs for Loafers Lodge blue watches
Date: Friday, 19 May 2023 4:44:03 pm
Attachments: [image003.png](#)
[image004.png](#)

Hi everyone,

I've just looked through SMS and recorded who was on duty for the fire, and won't be at work this Sunday.

Tomorrow, I'll invite these people to their respective debriefs this Sunday.

For Central and Rongotai Zones.

For the record, 13 staff will be contacted, 17 are on duty anyway.

Have a great weekend.

[REDACTED]

From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Friday, 19 May 2023 1:17 pm
To: [REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.n?>
Cc: [REDACTED]@fireandemergency.nz>
Subject: FW: Psych debriefs for Loafers Lodge blue watches
Importance: High

Hi [REDACTED], [REDACTED] and [REDACTED]

Attached to this email are details of the psychological debrief for the crews that attended the Loafers Lodge fire. These are to be held in "groups", on the following dates:

- Central – Thorndon, Wellington City, Karori – at Wellington City – Sunday 21 May 1100
- Rongotai – Newtown, Brooklyn and Kilbirnie – at Newtown – Sunday 21 May 1430

As you will see, this date is Blue Watch's first day, and possibly by the time you get this, you will not have enough time to ensure everybody who needs to be invited gets enough notice to do so. Therefore, could I please ask that [REDACTED] and [REDACTED] check on SMS who was on duty that night and pass on the invitation to those not on Blue Watch (and who attended the fire).

Can I also ask that we tee up a truck to cover Newtown/Kilbirnie.

Attendance is optional and if someone misses a session, we will have a catch up session arranged.

I know this leaves you with almost no time to organise – and I apologise for this, however we must try and offer support to those who need it as soon as possible.

I appreciate your help on this.

■■■■ ■■■■
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District

M: +■■■■■■■■■■
■■■■■■■■■■@fireandemergency.nz
www.fireandemergency.nz

From: ■■■■@■■■■.nz>
Sent: Friday, 19 May 2023 12:20 pm
To: Wellington District - ■■■■@■■■■.nz>
Subject: Psych debriefs for Loafers Lodge blue watches
Importance: High

Afternoon all

Please see the email from ■■■■ below.

We have four sessions booked, one for each group directly impacted by the call.

I think the best way to communicate this out is from you to your people.

I will go direct to my Blue watch SSO, and let them sort the finer details, such as inviting those who were on their trucks but are not on shift for these sessions.

I will also discuss the need to be aware of and arrange cover for those groups having the sessions.

Remember that all involved have been called by ■■■■ and the welfare team and will be contacted again for a follow up in the weeks to come.

Kind regards

■■■■ ■■■■ GIFireE DipFLM BBSc PGCert Exec Mgmt
Assistant Commander, Wellington District, LowerHutt Group

Graphical user interface, text Description automatically generated

M:

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From: [REDACTED]@fireandemergency.nz>

Sent: Friday, 19 May 2023 9:58 AM

To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz> [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>

Cc: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>

Subject: RE: Psych debriefs for Loafers Lodge blue watches

Importance: High

Good Morning

Further to my email yesterday, I can now confirm four psychological debriefs are available for the impacted station groups as per below. Can you please ensure that these are pushed out today to the blue watches, plus any over-timers that were on that night (I have a list if needed). While attendance is voluntary, if you could stress that it is strongly recommended that they attend. Ideally if they attended the session for the station they were on that night, that would be more effective for them.

As agreed, if we could take the trucks off the run and have neighbouring groups cover that would be best. I would also recommend that [REDACTED] for those who are not rostered on for the day of their debrief.

- Central – Thorndon, Wellington City, Karori – at Wellington City – Sunday 21 May 1100
- Rongatai – Newtown, Brooklyn and Kilbirnie – at Newtown – Sunday 21 May 1430
- Northern – Johnsonville, Porirua 311 – at Johnsonville – Monday 22 May 1200
- Lower Hutt – Hutt City/Avalon, Seaview plus BA tender – Monday 22 May 1500

I will monitor Upper Hutt, as at the moment they are doing fine. We have a number of Peer supporters in that group to keep an eye out too.

Please contact me if there are any issues.

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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From: [REDACTED]
Sent: Thursday, 18 May 2023 11:25 am
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>
Cc: [REDACTED]@fireandemergency.nz>
Subject: Psych debriefs for Loafers Lodge blue watches

Hi All

I am organising a psych to do a psych debrief with the career crews who were involved in the first shifts of the Loafers Lodge incident.

After much discussion we have decided to do it in the Group Manager clusters – eg getting Kilbirnie, Brooklyn and Newtown together. We decided on-shift would be best, but we would need to ensure those who were doing overtime shifts that night are included. We could perhaps put them on delayed turnout for the 1-2 hours it will take. This means looking at Sunday, Monday, and perhaps Tuesday and Wednesday. I am waiting to hear back from the psych as to availability, but wanted to give you a heads up of our plans.

I will provide you with times the psych is available (hopefully by this afternoon) and then leave it to you to advise the personnel affected – I would suggest making it voluntary but strongly recommended.

Please let me know which station would be the best venue for your cluster/group..

I'll be in touch again later today.

Many thanks for all that you are doing – and I'm around if you need someone to vent to.

Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [\[REDACTED\]@fireandemergency.nz](mailto: [REDACTED]@fireandemergency.nz)
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AUAHATANGA**

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From: [REDACTED]
To: [REDACTED]
Subject: RE: 160 Adelaide Rd - post fire status
Date: Friday, 19 May 2023 4:47:17 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

6(c) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, 18 May 2023 12:31 PM
To: [REDACTED]@fireandemergency.nz
Subject: RE: 160 Adelaide Rd - post fire status

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 17 May 2023 12:25 PM
To: [REDACTED]@fireandemergency.nz
Subject: Fwd: 160 Adelaide Rd - post fire status

6(c) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [Rotarangi, Steph](#)
To: [REDACTED]; [Thomas, Piki](#); [REDACTED]; [REDACTED];
Cc: [Pyatt, Nick](#); [REDACTED]; [Felt, Ethan](#)
Subject: In Confidence: Review Coordination as at 19 May 2023
Date: Friday, 19 May 2023 6:48:40 pm
Attachments: [image001.png](#)
[20230519_Loafers Lodge Meeting Notes.docx](#)
[20230519_FFNZ Loafers Lodge Fire Review Plan Draft 2.docx](#)
Sensitivity: Confidential

Kia ora koutou

In confidence and not for further distribution

Draft minutes from today and updated run sheet. We are hoping our teams site will be set up on Monday so we can load documents.

Have a great weekend e hoa mahi
Steph

nā Dr Steph Rotarangi

Tumu Whakarae Tuarua / Deputy Chief Executive Service Delivery Design
Toihau a-Motu Tuarua / Deputy National Commander
Te Ratonga Ahi me ngā Ohotata i Aotearoa / Fire and Emergency New Zealand

M: [REDACTED]

E: steph.rotarangi@fireandemergency.nz

National Headquarters, Level 7, 42-52 Willis St, Wellington Central, 6011
PO Box 2133, Wellington, 6140



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Loafers Lodge Investigation

Date: 19 May 2023

Venue: MS Teams

Time: 8.30am – 9.00am

Attendees: Steph Rotarangi, Trevor Brown, Nick Pyatt, Ken Cooper, Piki Thomas, [REDACTED]

[REDACTED] (Secretariat)

Introduction

Steph introduced the meeting advising this is an interim arrangement until a Review Team is created with the correct individuals.

Round Table Update

Trevor:

- [REDACTED] is leading the investigation with the information fed from [REDACTED]
- Bruce Stubbs and Nick Pyatt will be receiving regular updates
- 2 of the victims have been recovered which brings the total confirmed number of victims to 4
- USAR are completing daily checks of the building to ensure it is safe for Police to enter
- James Firestone is leading the PIA and advised that Wellington City Council are creating an information pack showing the building from their perspective
- Trevor is meeting with the Police next week
- Working with Steph on the Terms of Reference
- Being removed from the NCG roster

Nick:

- [REDACTED] will be acting on Nick's behalf
- Delivering the internal recovery plan which will focus on three key priorities:
 1. Supporting the psychological and welfare needs of District and Comcen personnel
 2. Operational debriefing
 3. Incident ground site management

- Concerned that the Police are securing evidence for an arson charge, this may cause the investigation to end before the expected 2-3 weeks.
- If this happens, we may have to stand up a restrict and prohibit notice to allow Regulatory Compliance to continue their investigation
- Received enquiry from MBIE and WCC requesting a list of other buildings similar to Loafers Lodge

- Beginning to gather records of any interactions with the building
- [REDACTED] emails are also being checked by IT

[REDACTED]:

- 6(c) [REDACTED]
- There is a previous complaint from FIU on 7th September 2020 that may not have been actioned – further investigation required
- There may an email issue within SMS so this is being investigated. The team are also checking [REDACTED] emails for any correspondence to fill the void
- No visibility of escape routes
- Requested the Police notes from witness interviews for the PIA

Action: [REDACTED] and Steph Rotarangi inbox to also be checked for correspondence

[REDACTED]:

- MBIE have contacted requesting to work along side FENZ [REDACTED] & [REDACTED] also received the same request)
- FEU created a memo on the building in 2019 (13386). It was a small alteration however the FENZ comments are cryptic and included comments around water supply
- [REDACTED] requires a timeline of the fire spread
- [REDACTED] has been in contact with Wellington City Council for the building information

Action: Ensure we are liaising with the correct lead from MBIE

[REDACTED]:

- Received a call from MBIE requesting to work together on the investigation. Advised this is currently a Police investigation and will discuss with [REDACTED] before providing them with any information
- Involved with CSI revamp which has now been published
- Performance based engineering document is still awaiting approval and has not yet been published
- Opportunity for FENZ to tidy up regulations and look at any gaps within the building code

Action: [REDACTED] to add regulation review to the Fire Plan

[REDACTED]:

- Received a phone call from [REDACTED] [REDACTED] regarding the upcoming debriefs
- Postponed other operational reviews to a later date to ensure our people can focus on this review
- Operational Review team are in a good space and have the capacity to pick up this work

Piki:

- ELT are very interested in the significant affect the recent events have had on our people, Piki is ensuring that everyone receives the sufficient support

- Good opportunity to be a part of the Review Coordination Team as currently looking for new ways to support welfare
- Ensuring Comcen staff get the same support as Operational staff

Action: Piki to create some basic principles on the way we approach this work. [REDACTED] to add to the fire plan

Ken:

- USAR engineer has some concerns on the initial inspection and recommended that Wellington City Council ensure that an Engineer checks the building
- Discussions on bringing in somebody from Comcen or the OIA Team – Invite Ethan from OIA team
- If Comcen become involved, it is important to provide regular updates to assist with rumor control
- Welfare Advisor position closes today

Nick requested the building file on SMS to be locked down to avoid any amendments being made. [REDACTED] advised that this can only be restricted to certain individuals, however both [REDACTED] and Ken are aware of the contents of the file.

Trevor requested that coms are circulated to the wider organization to inform on the work that is underway.

Actions

Summary of Action Points	Responsible	When	Status
[REDACTED] and Steph Rotarangi inbox to be checked for correspondence with the building	[REDACTED]		
Ensure we are liaising with the correct lead from MBIE	[REDACTED] & [REDACTED]		
Add regulation review to the Fire Plan	[REDACTED]	19/05/23	
Create some basic principles on the way we approach this work	Piki	ASAP	
Invite Ethan from OIA Team to the catch ups	[REDACTED]	19/05/23	
Circulate coms to the wider organization regarding review team	Steph & [REDACTED]	ASAP	

From: [Cooper, Ken](#)
To: [REDACTED]
Cc: [REDACTED] [Rotarang, Steph](#)
Subject: RE: USAR Accountability (Loafers Lodge)
Date: Friday, 19 May 2023 6:49:56 pm
Attachments: [image002.png](#)
[image003.png](#)

Thanks and intel appreciated

Look after yourself and the crew – great work

Shout my way if you need anything

Ken Cooper
Chief Advisor to the DCE's Service Delivery
Kaitohutohu Matua ki te Tumu Whakarae Tuarua Mō Tuku Ratonga

Mobile: [REDACTED]
Email: ken.cooper@fireandemergency.nz



From: [REDACTED]@fireandemergency.nz>
Sent: Friday, 19 May 2023 3:31 pm
To: Cooper, Ken <ken.cooper@fireandemergency.nz>
Cc: [REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>
Subject: USAR Accountability (Loafers Lodge)

Mr Cooper.

Please note today's accountability and the projected accountability up to 22-5 for the Loafers Lodge USAR Deployment Wellington.

As you would appreciate this work is slow and methodical.

Tasking thus far include but are not limited to:

- Daily stabilisation checks of mezzanine floor
- Manpower to assist with multiple body recovery's
- Removal of partition walls to assist police with evidence dump
- Systematic clearing of all floors and lifts including use of search cameras
- Construction of 4th floor window infills to assist with asbestos mitigation

NZ Police and FENZ still require a USAR presence at this stage but we envisage this will wind down significantly Monday/Tuesday next week.

Please advise should you require further intel.

Position	16-5	17-5	18-5	19-5	20-5	21-5	22-5
Operations	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] 0700-1200 [REDACTED]	[REDACTED]

						1200- 1800	
S/Leader	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Tech	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Tech	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] er 0700- 1200	[REDACTED]
Tech	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Tech	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Tech							
Tech							
Tech							
Logs		[REDACTED]	[REDACTED]				
Logs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] on

Regards

[REDACTED]
 Senior Station Officer
 USAR Operations Manager (Wellington)
 Wellington Fire District

M [REDACTED]
 P [REDACTED]
fireandemergency.nz
www.fireandemergency.nz

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referred to them.

Regards



Senior Specialist Fire Investigator
Fire Research and Investigation Unit

Morena Team

As you will already be aware, at 00:25 this morning Fire and Emergency received a call to Loafers Lodge, 160 Adelaide Road, Mount Cook, Wellington.

On arrival, 2 minutes and 19 seconds after receipt of the call, firefighters found the building to be on fire with a rapidly escalating and serious incident which reached a '5th Alarm'.

The building has been described as transient accommodation and housed a broad spectrum of people over its history.

The building has been well known to firefighters and has been the scene of many fire calls over the years.

As a result of this incident there have been an unconfirmed number of fatalities, currently in the single digits and several people transported to hospital with statuses of moderate to serious.

The investigation by Wellington Specialist Fire Investigators is in its early stages and being assisted by a Senior Specialist Fire Investigator from the Fire Research and Investigation Unit from National Headquarters.

The investigation is in its early stages and is expected to take some days and involve various sectors of Police, USAR and other agencies.

I am unable to provide information as to whether this is an avoidable residential fire fatality or what impact this will have on the total number of fire fatalities at this time.

Updates will be circulated once information comes to hand and is confirmed as accurate.

As the Police are the Lead Agency requests for information should be referred to them.

Regards

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Senior Specialist Fire Investigator
Fire Research and Investigation Unit
National Headquarters, Level 7 42-52 Willis Street, Wellington Central
PO Box 2133, Wellington 6140



DDI: [Redacted]
Mobile: 0 [Redacted] 5
Email: [Redacted]@fireandemergency.nz

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FENZ Loafers Lodge Fire – Interim Review Arrangements (as of 19 May 2023)

Introduction

The tragic fire at Loafers Lodge on Adelaide Road, Newtown has taken lives, destroyed homes and has had major impact on our organisation and community. Our organisational priorities are to assist Police in their operations and ensure we keep a focus the wellbeing of our People. To ensure Fire and Emergency have a coordinated approach to assisting other agencies, completing our own investigations and appropriate learnings, the DCE Service Delivery Design (SDD), on behalf of the National Commander, is setting up a team to manage this.

Review Coordination Team

The Review Co-ordination Team will be chaired by Trevor Brown (OA) and consist of [REDACTED] (Independent), [REDACTED] (Legal), Nick Pyatt (DM) (or delegate) and Steph Rotarangi (DCE).

SMEs will be [REDACTED] (R&C), [REDACTED] (FI), [REDACTED] (RR), [REDACTED] (FI), Ken Cooper (CA), [REDACTED] (OA), Piki Thomas (welfare lead), [REDACTED] (media) and Ethan Fett (OIA).

Brendan Nally (DNC) will be our NC's delegate and [REDACTED] (BSC) our secretariat.

The Coordination Review Team will meet daily (on weekdays) until further notice.

Information to Date

1. Our fire investigators are presently conducting standard origin and cause fire investigation alongside NZ Police who are conducting their investigation. This investigation process could be protracted. The investigation is being led by Senior Specialist Fire Investigator [REDACTED] [REDACTED] and supported by the Wellington District fire investigation team. [REDACTED] [REDACTED] will coordinate this aspect of the plan and provide whatever resource is requested to support the origin and cause investigation.



2. In liaison with and at the request of the Wellington DM Operational Assurance will facilitate the formal debrief(s) – they may need to be held in several locations around Wellington due to the number of crews who attended the fire from around the District. This will commence when the DM decides, which will likely be once psychological debriefing has occurred and welfare arrangements are in place. Piki Thomas will be observer as our welfare lead.
3. Operational Assurance will also facilitate a command debrief with all commanders and officers who played key roles during the initial fire fighting and rescues; This will likely compose the first arriving SSO and SO, initial AC's who attended, incident safety officer, and the initial DM and subsequent handover the Wellington District Manager.
4. Following the initial fire investigation the focus will be on the building Fire Safety compliance? – this will involve an in depth look at our history with the building both from Newtown crews and the risk reduction and community readiness teams, a PIA(post incident analysis) conducted by Fire Engineers to understand how the building behaved in the fire, how fire safety systems worked or not, what was our relationship and interaction with the WCC Building Inspectorate etc. This team will also have representation from our legal advisors and be led by [REDACTED]
5. We will conduct the formal operational review. This will follow the usual format focussed on the lessons learnt approach – what worked well, what didn't work well, what could we do to improve for any future incidents? The review will be led by an independent (TBC) will consider command and control, as well as performance of PPE, appliances and equipment, welfare support during and after the fire, and safety, health, and wellbeing. The terms of reference will be developed by the National Commander, DCE SDD, RM, and DM. The review will follow a similar process to the Operational Review into Severe Weather Events i.e. using Operational Assurance debriefs etc to finalise TOR.
6. Regulatory Compliance Review – TBC
7. We will undertake a 'Regulations Review' which will be a broad and significant piece of work across the evacuation scheme and building fire safety space that will require its own scoping and programme of work. It will potentially involve organisational strategy, review of operating model, policies & procedures, training, and implementation etc.
8. Building Code Review (MBIE) – [REDACTED] and [REDACTED] to advise.

From: [Redacted]
To: [Avalon Station - All](#); [Brooklyn Station - All](#); [Redacted]; [Hutt City Station - All](#); [Johnsonville Station - All](#); [Karori Station - All](#); [Kilbirnie Station - All](#); [Newtown Station - All](#); [Paraparaumu Station - All](#); [Porirua Station - All](#); [Remutaka Station - All](#); [Rimutaka Station - All](#); [Redacted]; [Seaview Station - All](#); [Thorndon Station - All](#); [Trentham Station - All](#); [Wellington City Station - All](#); [Redacted]
Cc: (Comcen); [Redacted]; [\[Redacted\]@nzpfu.org.nz](mailto:[Redacted]@nzpfu.org.nz); [\[Redacted\]@NZPFU.org.nz](mailto:[Redacted]@NZPFU.org.nz); [\[Redacted\]@NZPFU.org.nz](mailto:[Redacted]@NZPFU.org.nz); [Redacted];
Subject: RE: Loafers Lodge - Update
Date: Friday, 19 May 2023 8:46:28 pm
Attachments: [image002.png](#)
[image001.jpg](#)
[Wellington District - Loafers Lodge Internal Recovery Plan.pdf](#)

Hi all,



The Loafers Lodge Operational Review will question FENZ staff about their actions during this incident. Any external reviews will question all agencies about the events that occurred, including individuals, firefighters and Comcen staff.

As per the DM's comments it is a good idea to make some private notes about the past few days, and what you experienced. It may be many months before you are asked about what happened, and notes will help jog your memory. If at any stage you are approached by FENZ, or another agency, to make formal comment about what occurred during the Loafers Lodge fire, please do not say anything and seek out NZPFU representation immediately. As per previous reviews the NZPFU will support members through this process as required.

Please touch base if you have any concerns.

Regards

[Redacted signature block]

 [Redacted] [@gmail.com](mailto:[Redacted]@gmail.com)
 www.nzofu.org.nz



From: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Sent: Friday, 19 May 2023 7:07 pm
To: [Redacted]@fireandemergency.nz>; [Redacted]
[Redacted]@fireandemergency.nz>
Cc: [Redacted]@fireandemergency.nz>; [Redacted]
[Redacted]@fireandemergency.nz>; [Redacted]
[Redacted]@fireandemergency.nz>; [Redacted]@fireandemergency.nz>;

[REDACTED]@fireandemergency.nz>

Subject: Loafers Lodge - Update

Kia ora everyone,

An update on the Loafers Lodge incident, as well as the attached Internal Recovery Plan V1. The intent of this plan is to give you an overview of what will be occurring over the next weeks and months in relation to the Loafers Lodge fire. This plan will be updated with further details as they come to hand.

Scene Update – Our Specialist Fire Investigators (SFI's) and USAR are still actively working on site, supporting the Police operation. We are also having a Command Unit of site, while operations are in progress, along with a pumping appliance at all times. The requirement for having a pump of site will end, once the last of the victims has been removed. Our SFI's are carrying out the painstaking task of working through the site to accurately determine the cause of the fire and location of origin. They are also supporting the Police in with victim locating. They will potentially continue with their onsite investigation well after Police operations have ceased. Please also be aware that if you are carrying out a standby on site, you will need to follow the onsite asbestos management plan.

Incident Note Taking

Many staff who attended the Loafers Lodge fire will be asked to recall events some time into the future. After a period of time memories can fade and details can be blurred. Therefore, if you were involved in this incident it is important to make personal notes and to record the event from your perspective. All firefighters and officers who were involved in:

- Firefighting in or near the building
- Search and rescue operations
- Command and control
- Any task inside the building
- Any interactions with the occupants

If this applies to you, please take the time in the next day or so to note down there observations.

Look to note the answers to the following questions:

- What information did you have enroute?
- What did you observe on arrival?
- What were you tasked to do and by whom?
- What actions did you take and what did you observe while taking them?
- Who were you with while carrying out your tasks?
- Did you interact with any building occupants, and if so, what were the details of those interactions?

This is a lot of information, but it is important that you note these observations and experiences as soon as possible to assist your recollection for potential future reference at reviews, enquiries or audits.

Just to be clear, the notes you take are a personal record to aid your recollection of events and are to be held by you until required to inform a review, enquiry or audit. They do not need to be shared with anybody. Although, if you have information that will assist the Police in any criminal investigation, then you should provide that as soon as possible. However, if Police request to speak with you as part of their investigation, it is recommended that you refer them to your Group Manager, CRM or Comcen Manager to arrange and approve any such meeting and follow NZPFU advice in relation to having someone present.

If you are required to be interviewed or take part in external reviews, you will be fully supported by Fire and Emergency NZ.

Lastly, thank you again for all your efforts over what has been an incredibly trying week.

Kind regards

Nick Pyatt
District Manager / Commander
Wellington
Te Ūpoko

Central Fire Station, 2 Oriental Parade, Wellington 6011
PO Box 19161, Wellington 6149

M: [REDACTED]
xxx.xxxx@xxxxxxxxxxxxxxxx.xx
www.fireandemergency.nz

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NAME	Internal Recovery Programme
Plan number	01
Date and time of issue	19 May 2023
Operational period	Continuous from 19 May 2023 until rescinded
Developed by	[REDACTED]
Approved by	Nick Pyatt
Location	Wellington District
Contact number	0274339294
Email	[REDACTED]@fireandemergency.nz
Next Report Due	Plan to be updated weekly, or as required

G – Ground, S – Situation, M – Mission, E – Execution, A – Administration & Logs, C - Command and Comms

GROUND
<p>This event impacted across the Wellington District and Central Communication Centre. Primary impact was Communications Centre Staff, career (including USAR) and volunteer personnel who attended the incident, Specialist Fire Investigators and Executive Officers.</p> <p>Secondary impact is across the Fire and Emergency nationally. This plan focusses on the recovery requirements of the Wellington District and Central Communications Centre.</p>
SITUATION
<p>This is a significant incident that has drawn national and international attention. There will be a number of enquiries and investigations associated with this incident, as well as a prolonged high level of media interest.</p> <p>The purpose of this plan is to provide an overview of the Wellington Districts internal recovery programme over the coming weeks and months.</p>

MISSION

To implement and manage an internal process, in order to support our people to recover from this incident.

EXECUTION

This programme has three sections, Welfare Support, Operational Reviewing and Cause Determination / Site Management. (Further details are contained in Attachment 1, Attachment 2 and Attachment 3)

Welfare Support

The Wellington District will ensure that all of our people have the opportunity to receive the welfare support that they require to recover effectively from this incident.

Operational Reviewing

The Wellington District will ensure that the recommendations from the operational reviews and debriefs that occur as a result of this incident, will result in operational changes that have a positive impact on our future service delivery.

Cause Determination and Site Management

The Wellington District will ensure that the Fire Investigation Report is completed in a robust, peer reviewed and timely fashion, that meets the requirements of a criminal court process, should that be required.

The Wellington District will also ensure that Specialist Fire Investigators are available to assist the NZ Police as long as that assistance is required on site.

ADMIN & LOGISTICS

This plan is broken down into three sections with a District Leadership Team (DLT) member responsible for each section.

Each DLT member will manage their administration and logistic support requirements, using BAU support, to deliver their sections objectives.

The Wellington District will be support by National teams, through a governance structure.

Loafers Lodge - Internal Recovery Programme

COMMAND & COMMUNICATIONS

Plan Sponsor: DM Nick Pyatt

Plan Manager: GM [REDACTED]

Welfare Lead: GM [REDACTED]

Operational Review Lead: GM [REDACTED]

Cause Determination and Site Management Lead: CRM [REDACTED]

All enquiries from the media regarding this incident will be managed by the [National Media Team](#).

The programme team will meet weekly and as required to meet the objectives of this plan.

RELEVANT DOCUMENTS (optional additions)

Attachment 1	Welfare Plan
Attachment 2	Operational Review Plan
Attachment 3	Incident Ground Site Management Plan

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Attachment 1: Welfare Plan

Welfare Lead: GM [REDACTED]

Purpose

To support the wellbeing of our people as they process the incident and ensure their wellbeing needs are met.

Objectives

- Empower our people to access support and have access to support options that meet their needs
- Be upfront with our people through open and honest communication to ensure all personnel feel supported by FENZ
- Work together with our Unions and Associations to provide assurance that the wellbeing needs of our people will be looked after.

Initial actions (24-36 hours)

- Identify all personnel involved in initial response to the incident.
- Organise visits with Communications Centre personnel
- Debrief with Officer group of responding crews
- Liaise with Community Risk Team
- Liaise with Unions and Associations
- Liaise with partner agencies
- Identify any personnel languishing and/or showing acute signs of distress post the fire and link to appropriate wellbeing support.
- Provide assurance to all personnel of the fantastic job they did through internal and external communications.
- Mobilise peer support
- Identify any cultural needs or customs that need to be met
- Provided briefing to employee assistance provider

Initial Support Meetings

- Central – Thorndon, Wellington City, Karori, at Wellington City Station – 1100hrs 21 May.
- Rongotai – Newtown, Brooklyn and Kilbirnie, at Newtown Station – 1430hrs 21 May.
- Northern – Johnsonville, Porirua 311, at Johnsonville Station – 1200 22 May.
- Lower Hutt – Hutt City/Avalon, Seaview plus BA tender, at Avalon Station – 1500 22 May.

Welfare Team

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Loafers Lodge - Internal Recovery Programme

Wellington District CIPSS Team

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Attachment 2: Operational Review Plan

Operational Review Lead: GM [REDACTED]

Purpose

To ensure the operational lessons learnt from this incident improve our service delivery in the future.

Objectives

Run a timely hot debrief involving all attending fire fighters and implement in immediate improvements as soon as practically possible.

Contribute to an Operational Assurance (OA formally OER) process, openly and honestly and implement the recommended improvements in a timely manner.

Key Tasks:

1. Hot Debriefs
2. Immediate operational improvements
3. Commander's Debrief
4. Multi-agency Debrief
5. OA contact and District facilitator
6. OA Recommendations improvement plan author
7. Deliver OA improvement programme

Target Dates

1. Hot Debriefs, completed
2. Immediate operation improvements,
3. Commander's Debrief, by TBC
4. OA Review by TBC
5. OA improvement plan by TBC
6. OA improvement program, by TBC

Operational Review Team

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Attachment 3: Cause Determination and Site Management Plan

Incident Ground Site Management Lead: CRM [REDACTED]

Purpose

To ensure the Fire Investigation is completed in a timely manner and that will meet the requirements of a criminal court process.

Objectives

Investigate the cause of the fire and to assist the New Zealand Police with body location, recovery and identification process.

Key Tasks:

1. Fire Investigation
2. Assist NZ Police
3. Immediate Risk reduction improvements
4. OA improvement programme

Target Dates

1. Fire Investigation, by TBC
2. Immediate Risk reduction improvements, by TBC
3. OA improvement program, by TBC

Cause Determination and Site Management Team

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(Lead Investigator)

From: [REDACTED]
To: [REDACTED]
Subject: FW: Psych debriefs for Loafers Lodge blue watches
Date: Friday, 19 May 2023 9:54:03 pm
Importance: High

Hi [REDACTED],

As discussed psychological debriefs have been set up for those crews that attended the Loafers Lodge incident.

The Lower Hutt one is on at, Avalon on Monday 22 May 1500.

Attendance is voluntary and [REDACTED] if your not rostered on duty.

Regards [REDACTED]

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From: [REDACTED]
To: [REDACTED]
Subject: FW: Psych debriefs for Loafers Lodge blue watches
Date: Friday, 19 May 2023 10:14:00 pm
Attachments: [image002.png](#)
Importance: High

Hi Ian,

I've contacted those who were on duty at Loafers Lodge on overtime as per below:

- Seaview [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED] Karori [REDACTED] and [REDACTED] [REDACTED]
- [REDACTED] Avalon [REDACTED]

As discussed I'll leave it with you to contact remaining Blue watch [REDACTED], [REDACTED] & [REDACTED] crew members who were on duty.

I've checked SMS and remaining crew who were involved are on duty on Monday.

AI

From: [REDACTED]@fireandemergency.nz>
Sent: Friday, 19 May 2023 3:25 pm
To: [REDACTED]@fireandemergency.nz>
Subject: Psych debriefs for Loafers Lodge blue watches
Importance: High

Hi [REDACTED]

As discussed below is the time table of psychological debriefs that are available for the impacted station groups as per below.

Can you please ensure that these are pushed out today to blue watch, plus any over-timers that were on that night.

While attendance is voluntary, if you could stress that it is strongly recommended that they attend. Ideally if they attended the session for the station they were on that night, that would be more effective for them.

For the sessions where possible can you arrange for trucks to go off the run and have neighbouring groups cover your station.

[REDACTED] for those who are not rostered on for the day of their debrief.

- Central – Thorndon, Wellington City, Karori – at Wellington City – Sunday 21 May 1100
- Rongatai – Newtown, Brooklyn and Kilbirnie – at Newtown – Sunday 21 May 1430
- Northern – Johnsonville, Porirua 311 – at Johnsonville – Monday 22 May 1200

- Lower Hutt – Hutt City/Avalon, Seaview plus BA tender – Monday 22 May 1500

Please call me if you need clarification.

Regards

█

█
Assistant Commander
Response Capability Manager
Wellington Fire District

M: █
█ fireandemergency.nz
www.fireandemergency.nz

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From: [REDACTED]
To: [Wellington District - Volunteer Brigades All](#)
Cc: [Wellington District - VSOs](#); [Wellington District - \[REDACTED\]](#); [\[REDACTED\]@nzpfu.org.nz](#)
Subject: Letter of Appreciation
Date: Friday, 19 May 2023 11:41:55 pm
Attachments: [image004.jpg](#)
[Wellington District Volunteers Letter.pdf](#)

Hi all,

Apologies for the potential spam, however it was important we did not miss anyone involved.

Please find attached a letter of appreciation to all personnel, from the NZPFU Wellington Local, following the tragic Loafers Lodge fire on Tuesday morning.

Regards

[REDACTED]
Wellington Local President/Central Fire Communications NZPFU Rep

📧: [REDACTED]@gmail.com
: www.nzpfu.org.nz



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Wellington Local
New Zealand Professional Firefighters Union

Friday 19th May 2023

To the Wellington District Volunteer Fire Brigades,

From all of us here in the Wellington Local, thank you for your brigade's support, both operationally and with fire cover, during the tragic Loafers Lodge fire in Wellington Central this week. It has been a very confronting time for all of us, but the unity shown by all brigades has eased the burden and enabled us all to provide the best service possible for our communities and our mates.

I am pleased to say FENZ is providing good wellbeing support for our members, but we will need to keep an eye on each other over the coming weeks. Please let me know if we can assist with any support for your brigade members.

In unity

[Redacted signature]

[Redacted name]
President, Wellington Local

[Redacted name]
Secretary, Wellington Local

[Redacted name]
Vice President, Wellington Local

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From: [REDACTED]
To: [REDACTED]
Subject: Text for Sitrep 3 update
Date: Tuesday, 16 May 2023 2:16:12 pm

Hey [REDACTED] here's my notes from last 2 hours for next sitrep update for after this meeting...

Sitrep 3 update from [REDACTED] -

- Meeting between [REDACTED] and Assistant commander Marty and Corrections 11.20hrs, compared with Police forms
- lots of people ringing 111 and 105 of people concerned about friends and whanau
- Corrections update on location of people with bracelets sent to FENZ to compare to list.
- GM [REDACTED] spoke to [REDACTED] (Loafers manager) at 1243hrs.
- unaccounted list now sits at 13
- Meet at 1.30hrs to compare lists.

1.30hrs meeting comparing lists (Lead police. Fenz, msd, victim support, wcc, wremo)

- Going through list with Police Intel Carrie.
- confirmed with other agencies who have sighted/spoken with them
- 2pm - list still being collated and finalized.

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From: [REDACTED]
To: [Pyatt, Nick](#)
Subject: RE: Loafers Lodge Incident - Update and Next Steps
Date: Friday, 19 May 2023 10:08:51 am
Attachments: [image001.png](#)
[image003.png](#)

Not a problem Nick. I think that's implied anyway.

Ngā mihi,

[REDACTED]

[REDACTED] ([he/him*](#))

Communications Centre Manager / Kaiwhakahaere Pokapū Whakawhiti Kōrero

Central Communications Centre, Level 7, Wellington Central Police Station, 41 Victoria St
PO Box 11349, Manners St, Wellington 6142

DDI: [REDACTED]

Mob: [REDACTED]

[REDACTED] [@fireandemergency.nz](#)

www.fireandemergency.nz

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

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From: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Sent: Thursday, 18 May 2023 9:38 am
To: [REDACTED] [@fireandemergency.nz](#)>
Subject: RE: Loafers Lodge Incident - Update and Next Steps

Thanks [REDACTED], although I did neglect to mention that we were linked with Comcen management on this one.

From: [REDACTED] [@fireandemergency.nz](#)>
Sent: Thursday, 18 May 2023 9:21 am
To: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Subject: RE: Loafers Lodge Incident - Update and Next Steps

Kia ora Nick

Really good messaging thank you.

Ngā mihi,

[REDACTED] (he/him*)

Communications Centre Manager / Kaiwhakahaere Pokapū Whakawhiti Kōrero

Central Communications Centre, Level 7, Wellington Central Police Station, 41 Victoria St
PO Box 11349, Manners St, Wellington 6142

DDI: [REDACTED]

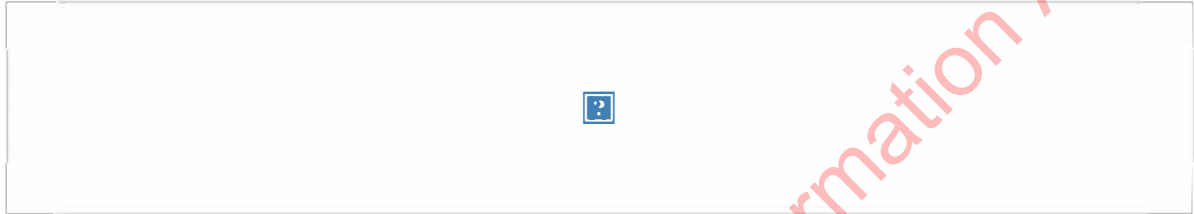
Mob: [REDACTED]

[REDACTED]@fireandemergency.nz

www.fireandemergency.nz

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

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From: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>

Sent: Wednesday, 17 May 2023 8:17 pm

To: [REDACTED]@fireandemergency.nz; [REDACTED]

[REDACTED]@fireandemergency.nz>

Cc: [REDACTED] <[REDACTED]@fireandemergency.nz>; [REDACTED]

<[REDACTED]@fireandemergency.nz>; [REDACTED]

[REDACTED]@fireandemergency.nz>

Subject: Loafers Lodge Incident - Update and Next Steps

Good evening everyone,

You will all be well aware of the significant fatal fire which occurred at Loafers Lodge in Adelaide Rd, early yesterday morning.

Many of you attended, and while this was an immensely tragic incident, because of your direct actions more than 50 people escaped or were rescued. You did an incredible job under the most trying and challenging circumstances any Firefighter or Comcen operator would face. The Prime Minister and Minister of Internal Affairs visited the incident ground later yesterday morning and on your behalf I accepted their sincere gratitude and appreciation for your commitment and the significant work you undertook. This was a deeply sad day, but please remember those who are here today, because of your actions.

I want to also give you an update on the current situation and what the next steps will be.

Today the incident was formally handed over to the New Zealand Police, who have indicated that they are treating this as a potential crime scene. For us, this means that we are now supporting the Police and will continue to assist, as tasked. In terms of media requests, this means that no one, myself included are to make comment to the media. All media enquiries are to be directed to media@fireandemergency.nz, who will liaise with the Police communications team. In terms of a

presence at the incident group, until further notice we will continue to have an appliance and crew in attendance. Other resources will be requested as required. We currently have members of the Central USAR team in attendance. Their taskings have been initially to carry out an assessment of the structure integrity of the building (with our USAR engineer) and shore up areas, where this has been compromised. They have also assisted by erecting privacy partitions to the building entranceway.

Over the next two days, we will release our Recovery Plan for this incident. This will outline our priorities and a workplan for how these will be achieved. This plan will focus on three key priorities:

1. Supporting the psychological and welfare needs of District and Comcen personnel
2. Operational debriefing
3. Incident ground site management

Take care and I will update on further details as they come to hand.

Regards

Nick Pyatt
District Manager / Commander
Wellington
Te Ūpoko

Central Fire Station, 2 Oriental Parade, Wellington 6011
PO Box 19161, Wellington 6149

M: [REDACTED]
xxx.xxxx@xxxxxxxxxxxxxxxxxx
www.fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: A couple of things
Date: Friday, 19 May 2023 10:25:16 am
Attachments: [image001.png](#)

Kia ora [REDACTED]

[REDACTED] following the Loafers Lodge fire I've been contacted a few times to help organise equipment and personnel etc. Because of the scale of the incident I have been happy to help our team where I can.

A couple of items have been highlighted following the incident:

- 1 **Out of Scope** [REDACTED]
[REDACTED]
[REDACTED]
2. We had a stock of blankets given to us by LifeFlight and Wellington Free Ambulance to assist with evacuees at incidents. At the Loafers Lodge incident we used the last of these. I had mentioned a while ago the increasing need to a stock of blankets for victim and evacuation support **Out of Scope** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thank you

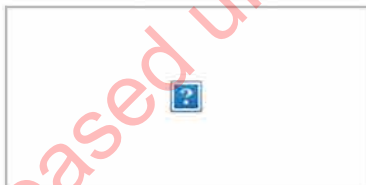
Ngā mihi nui

[REDACTED]
NHQ - Senior Advisor Volunteer Attraction

M: [REDACTED]

Volunteer - Senior Station Officer, Officer in Charge - Wellington Operational Support

M: [REDACTED]



[REDACTED]@fireandemergency.nz
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From: [REDACTED]
 Sent: Friday, 19 May 2023 11:05 am
 To: [REDACTED]
 Subject: Asbestos exposure S@W events reported

Hi [REDACTED]

I understand you did 2 entries that included names of all those that attended the Loafers Lodge fire F3740972.

Just as a FYI – the following events were also entered, not sure if it was communicated out that you were going to enter on behalf of everyone?

14642	Porirua Station	[REDACTED]	Exposure to Hazardous or Biological Substance	16 May 23	Fire fighting operations Loafers Lodge. Probable Asbestos	Post fire decom	Exposed / Impacted	Exposed/Impacted	1. Exposed/Impacted or Muscle Discomfort
14641	Porirua Station	[REDACTED]	Exposure to Hazardous or Biological Substance	16 May 23	Fire fighting Operations Loafers Lodge. Probable Asbestos	Post fire Decom	Exposed / Impacted	Exposed/Impacted	1. Exposed/Impacted or Muscle Discomfort
14639	Avalon Station	[REDACTED]	Exposure to Hazardous or Biological Substance	16 May 23	Exposure to Asbestos from structure fire.	[REDACTED] decontamination was completed before leaving the incident.	Exposed / Impacted	Exposed/Impacted	1. Exposed/Impacted or Muscle Discomfort
14636	Porirua Station	[REDACTED]	Exposure to Hazardous or Biological Substance	16 May 23	probable Asbestos exposure	decom	Exposed / Impacted	Exposed/Impacted	1. Exposed/Impacted or Muscle Discomfort
14635	Porirua Station	[REDACTED]	Exposure to Hazardous or Biological Substance	16 May 23	Loafers Lodge fire F3740972, exposure to probable Asbestos contamination.	After action decontamination.	Exposed / Impacted	Exposed/Impacted	1. Exposed/Impacted or Muscle Discomfort

Kind regards

[REDACTED]
 Region 3 / Te Ūpoko Safety, Health and Wellbeing Advisor
 He Waka Eke Noa - Working collaboratively

Region 3 Headquarters
 2 Oriental Parade, WELLINGTON 6149



[REDACTED]@fireandemergency.nz

www.fireandemergency.nz

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 - AUAHATANG

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From: [REDACTED]
To: [Rotarangi, Steph](#)
Subject: Meeting notes
Date: Friday, 19 May 2023 1:10:09 pm
Attachments: [Loafers Lodge Meeting Notes 19.05.23.docx](#)
[image001.png](#)

Hi Steph,

Meeting notes from the catch up this morning on Loafers Lodge. Let me know if there are any amendments before I circulate to the review team.

I have requested the Teams page to be set up so once this is completed I can add the files to there and delegate tasks through the Teams page.

Thanks,

[REDACTED]
Business Services Coordinator
National Risk Reduction/National Operational Efficiency

National Headquarters
Level 6, 42-52 Willis St
Wellington Central
Wellington, 6011



M: [REDACTED]
[REDACTED] [fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
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Loafers Lodge Investigation

Date: 19/05/23

Venue: MS Teams

Time: 8.30am – 9.00am

Attendees: Steph Rotarangi, Trevor Brown, Nick Pyatt, Ken Cooper, Piki Thomas, [REDACTED]

[REDACTED] (Secretariat)

Introduction

Steph introduced the meeting advising this is an interim arrangement until a Review Team is created with the correct individuals.

Round Table Update

Trevor:

- [REDACTED] is leading the investigation with the information fed from [REDACTED]
- Bruce Stubbs and Nick Pyatt will be receiving regular updates
- 2 of the victims have been recovered which brings the total confirmed number of victims to 4
- USAR are completing daily checks of the building to ensure it is safe for Police to enter
- [REDACTED] is leading the PIA and advised that Wellington City Council are creating an information pack showing the building from their perspective
- Trevor is meeting with the Police next week
- Working with Steph on the ToR for PIA
- Being removed from the NCG roster so can focus on the reviews

Nick:

- [REDACTED] will be acting on Nick's behalf
- Delivering the internal recovery plan which will focus on three key priorities:
 1. Supporting the psychological and welfare needs of District and Comcen personnel
 2. Operational debriefing
 3. Incident ground site management

- [REDACTED] Concerned that the Police are securing evidence for an arson charge, this may cause the investigation to end before the expected 2-3 weeks.
- If this happens, we may have to stand up a restrict and prohibit notice to allow Regulatory Compliance to continue their investigation
- Received enquiry from MBIE and WCC requesting a list of other buildings similar to Loafers Lodge

█:

- Beginning to gather records of any interactions with the building
- Ash Coroners emails are also being checked by IT

Mike:

- 6(c) █
- There is a previous complaint from FIU on 7th September 2020 that has not been actioned
- There is an email issue within SMS, the check for legal evidence has been broadened. The team are also checking █ emails for any correspondence to fill the void
- No visibility of escape routes
- Requested the Police notes from witness interviews for the PIA

Action █ and Steph Rotarangi inbox to also be checked for correspondence

Simon:

- MBIE have contacted requesting to work along side FENZ (█ also received the same request)
- FEU created a memo on the building in 2019 (13386). It was a small alteration however the FENZ comments are cryptic and included comments around water supply
- █ requires a timeline of the fire spread
- █ has been in contact with Wellington City Council for the building information

Action: Ensure we are liaising with the correct lead from MBIE

█:

- Received a call from MBIE requesting to work together on the investigation. Advised this is currently a Police investigation and will discuss with █ before providing them with any information
- Involved with CSI revamp which has now been published
- Performance based engineering document is still awaiting approval and has not yet been published
- Opportunity for FENZ to tidy up regulations and look at any gaps within the building code

Action: █ to add regulation review to the Fire Plan

█

- Received a phone call from █ █ regarding the upcoming debriefs
- Postponed other operational reviews to a later date to ensure our people can focus on this review
- Operational Review team are in a good space and have the capacity to pick up this work

Piki:

- ELT are very interested in the significant affect the recent events have had on our people, Piki is ensuring that everyone receives the sufficient support
- Good opportunity to be a part of the Review Coordination Team as currently looking for new ways to support welfare
- Ensuring Comcen staff get the same support as Operational staff

Action: Piki to create some basic principles on the way we approach this work. [REDACTED] to add to the fire plan

Ken:

- USAR engineer has some concerns on the initial inspection and recommended that Wellington City Council ensure that a Engineer checks the building
- Discussions on bringing in somebody from Comcen or the OIA Team – Invite Ethan from OIA team
- If Comcen become involved, it is important to provide regular updates to assist with rumor control
- **Out of Scope** [REDACTED]

Nick requested the building file on SMS to be locked down to avoid any amendments being made. [REDACTED] advised that this can only be restricted to certain individuals, however both [REDACTED] and Ken are aware of the contents of the file.

Trevor requested that coms are circulated to the wider organization to inform on the work that is underway.

Actions

Summary of Action Points	Responsible	When	Status
[REDACTED] and Steph Rotarangi inbox to be checked for correspondence with the building	Mike		
Ensure we are liaising with the correct lead from MBIE	[REDACTED] &		
Add regulation review to the Fire Plan	[REDACTED]	19/05/23	
Create some basic principles on the way we approach this work	Piki	ASAP	
Invite Ethan from OIA Team to the catch ups	[REDACTED]	19/05/23	
Circulate coms to the wider organization regarding review team	Steph & [REDACTED]	ASAP	

From: [REDACTED]
To: [Pyatt, Nick](mailto:Pyatt.Nick)
Subject: FW: Update wording re notes
Date: Friday, 19 May 2023 1:09:40 pm
Attachments: [image001.png](#)

Hi Nick

Following another phone call from [REDACTED] I have agreed that we could add something like this:

“if Police request to speak with a firefighter as part of the investigation, it is recommended that you refer them to your Group Manager to arrange and approve any such meeting and follow NZPFU advice in relation to having someone present”

[REDACTED] doesn't mind putting it out as a notice as well – as a joint thing.

Regards

[REDACTED]
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District

M: +[REDACTED]
fireandemergency.nz
www.fireandemergency.nz

From: [REDACTED]
Sent: Friday, 19 May 2023 12:39 pm
To: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Subject: Update wording re notes

Hi Nick

Here's a draft as discussed, free for you to alter as you see fit. [REDACTED] insisted that the note re the holding of the notes by individuals was included, so we don't use the info to take any sort of disciplinary action.

Incident Notes

Many staff who attended the Loafers Lodge fire will be asked to recall events some time into the future. After a period of time memories can fade and details can be blurred. Therefore, if you were involved in this incident it is important to make personal notes and to record the event from your perspective. All firefighters and officers who were involved in:

- Firefighting in or near the building
- Search and rescue operations
- Command and control
- Any task inside the building
- Any interactions with the occupants

Must take the time in the next day or so to note down there observations.

Look to note the answers to the following questions:

- What information did you have enroute?
- What did you observe on arrival?
- What were you tasked to do and by whom?
- What actions did you take and what did you observe while taking them?
- Who were you with while carrying out your tasks?
- Did you interact with any building occupants, and if so, what were the details of those interactions?

This is a lot of information, but it is important that you note these observations and experiences as soon as possible to assist your recollection for potential future reference at reviews, enquiries or audits.

Just to be clear, the notes you take are a personal record to aid your recollection of events and are to be held by you until required to inform a review, enquiry or audit. They do not need to be shared with anybody. If you have information that will assist the Police in any criminal investigation, then you should provide that as soon as possible.

Thanks

██████████
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District

M: ██████████
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Psych debriefs for Loafers Lodge [REDACTED] watches
Date: Friday, 19 May 2023 1:17:28 pm
Attachments: [image002.png](#)
[image001.png](#)
Importance: High

Hi [REDACTED] and [REDACTED]

Attached to this email are details of the psychological debrief for the crews that attended the Loafers Lodge fire. These are to be held in "groups", on the following dates:

- Central – Thorndon, Wellington City, Karori – at Wellington City – Sunday 21 May 1100
- Rongotai – Newtown, Brooklyn and Kilbirnie – at Newtown – Sunday 21 May 1430

As you will see, this date is Blue Watch's first day, and possibly by the time you get this, you will not have enough time to ensure everybody who needs to be invited gets enough notice to do so. Therefore, could I please ask that [REDACTED] and [REDACTED] check on SMS who was on duty that night and pass on the invitation to those not on [REDACTED] Watch (and who attended the fire).

Can I also ask that we tee up a truck to cover Newtown/Kilbirnie.

Attendance is optional and if someone misses a session, we will have a catch up session arranged.

I know this leaves you with almost no time to organise – and I apologise for this, however we must try and offer support to those who need it as soon as possible.

I appreciate your help on this.

[REDACTED]
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District

M: [REDACTED] [fireandemergency.nz](mailto:[REDACTED@fireandemergency.nz])
www.fireandemergency.nz

From: [REDACTED] <[REDACTED@fireandemergency.nz]>
Sent: Friday, 19 May 2023 12:20 pm
To: Wellington District - [REDACTED]
Subject: Psych debriefs for Loafers Lodge blue watches
Importance: High

Afternoon all

Please see the email from [REDACTED] below.

We have four sessions booked, one for each group directly impacted by the call.

I think the best way to communicate this out is from you to your people.

I will go direct to my Blue watch SSO, and let them sort the finer details, such as inviting those who were on their trucks but are not on shift for these sessions.

I will also discuss the need to be aware of and arrange cover for those groups having the sessions.

Remember that all involved have been called by [REDACTED] and the welfare team and will be contacted again for a follow up in the weeks to come.

Kind regards

[REDACTED] [REDACTED] **GIFireE DipFLM BBSc PGCert Exec Mgmt**
Assistant Commander, Wellington District, LowerHutt Group

Graphical user interface, text Description automatically generated



M [REDACTED]
fireandemergency.nz
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From: [REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>

Sent: Friday, 19 May 2023 9:58 AM

To: [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)> [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)> [REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>

Cc: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>; [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)> [REDACTED]

[REDACTED] <[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>

Subject: RE: Psych debriefs for Loafers Lodge blue watches

Importance: High

Good Morning

Further to my email yesterday, I can now confirm four psychological debriefs are available for the impacted station groups as per below. Can you please ensure that these are pushed out today to the blue watches, plus any over-timers that were on that night (I have a list if needed). While attendance is voluntary, if you could stress that it is strongly recommended that they attend. Ideally if they attended the session for the station they were on that night, that would be more effective for them.

As agreed, if we could take the trucks off the run and have neighbouring groups cover that would be best. [REDACTED]

- Central – Thorndon, Wellington City, Karori – at Wellington City – Sunday 21 May 1100
- Rongatai – Newtown, Brooklyn and Kilbirnie – at Newtown – Sunday 21 May 1430
- Northern – Johnsonville, Porirua 311 – at Johnsonville – Monday 22 May 1200
- Lower Hutt – Hutt City/Avalon, Seaview plus BA tender – Monday 22 May 1500

I will monitor Upper Hutt, as at the moment they are doing fine. We have a number of Peer supporters in that group to keep an eye out too.

Please contact me if there are any issues.

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
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From: [REDACTED]
Sent: Thursday, 18 May 2023 11:25 am
To: [REDACTED]
[REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>
Cc: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Subject: Psych debriefs for Loafers Lodge [REDACTED] watches

Hi All

I am organising a psych to do a psych debrief with the career crews who were involved in the first shifts of the Loafers Lodge incident.

After much discussion we have decided to do it in the Group Manager clusters – eg getting Kilbirnie, Brooklyn and Newtown together. We decided on-shift would be best, but we would need to ensure those who were doing overtime shifts that night are included.

We could perhaps put them on delayed turnout for the 1-2 hours it will take. This means looking at Sunday, Monday, and perhaps Tuesday and Wednesday. I am waiting to hear back from the psych as to availability, but wanted to give you a heads up of our plans.

I will provide you with times the psych is available (hopefully by this afternoon) and then leave it to you to advise the personnel affected – I would suggest making it voluntary but strongly recommended.

Please let me know which station would be the best venue for your cluster/group..

I'll be in touch again later today.

Many thanks for all that you are doing – and I'm around if you need someone to vent to.

■

Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

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From: [Cooper, Ken](#)
To: [REDACTED]
Subject: RE: USAR Accountability Loafers Lodge.
Date: Thursday, 18 May 2023 11:37:01 am
Attachments: [image001.png](#)

Thank you

Who was the team that entered the building with engineer

Ken Cooper
Chief Advisor to the DCE's Service Delivery
Kaitohutohu Matua ki te Tumu Whakarae Tuarua Mō Tuku Ratonga

Mobile: [REDACTED]
Email: ken.cooper@fireandemergency.nz



From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 11:24 am
To: Cooper, Ken <ken.cooper@fireandemergency.nz>
Cc: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Subject: USAR Accountability Loafers Lodge.

Mr Cooper

As discussed, please find a list of Central USAR personnel attached to the Loafers Lodge fire in Newtown Wellington.

Any Queries please advise.

Position	16-5	17-5	18-5	19-5	20-5
Operations	[REDACTED]	[REDACTED]	[REDACTED]		
S/Leader	[REDACTED]	[REDACTED]	[REDACTED]		
Tech	[REDACTED]	[REDACTED]	[REDACTED]		
Tech	[REDACTED]	[REDACTED]	[REDACTED]		
Tech	[REDACTED]	[REDACTED]	[REDACTED]		
Tech	[REDACTED]	[REDACTED]	[REDACTED]		
Tech					
Tech					
Tech					
Logs		[REDACTED]	[REDACTED]		
Logs			[REDACTED]		



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From: [Brown, Trevor](#)
To: [Rotarangi, Steph](#)
Subject: FENZ Loafers Lodge Fire Plan.docx
Date: Thursday, 18 May 2023 11:17:56 am
Attachments: [FENZ Loafers Lodge Fire Plan.docx](#)

How is this as a starter for 10?

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FENZ Loafers Lodge Fire Plan

Introduction

The tragic fire at Loafers Lodge on Adelaide Road, Newtown is quite naturally getting a lot of external and internal attention, as well as a lot of political interest. To ensure Fire and Emergency NZ have a coordinated approach to completing all their responsibilities the DCE, Service Delivery Design (SDD), on behalf of the National Commander, is setting up a team from within the SDD to manage this.

The team will be coordinated by Trevor Brown and will have the following main elements:

1. Our fire investigators will conduct the standard origin and cause fire investigation once NZ Police have completed their investigation and handed the building over to FENZ. This could be some days yet. The investigation is being led by the Wellington District fire investigation team but with direct support from our NHQ investigation team. [REDACTED] will coordinate this aspect of the plan and provide whatever resource is requested to support the Wellington District team.
2. In liaison with and at the request of the Wellington DM Operational Assurance will facilitate the formal debrief(s) – they may need to be held in several locations around Wellington due to the number of crews who attended the fire from around the District. This will commence when the DM decides and once Fenz have handed the building back to the owner.
3. Operational Assurance will also facilitate a command debrief with all officers who played key roles during the initial fire fighting and rescues; This will likely compose the first arriving SSO and SO, initial GM's who attended, incident safety officer, and the initial DM and subsequent handover the Wellington District Manager.
4. Following the initial fire investigation the focus will be on the Fire Safety component – this will involve an in depth look at our history with the building both from Newtown crews and the risk reduction and community readiness teams, a PIA(post incident analysis) conducted by Fire Engineers to understand how the building behaved in the fire, how fire safety systems worked or not, what was our relationship and interaction with the WCC Building Inspectorate etc. This team will also have representation from our legal advisors.
5. Once the debriefs have been completed the Operational Assurance team will conduct the formal operational review. This will follow the usual format focussed on the lessons learnt approach – what worked well, what didn't work well, what could we do to improve for any future incidents? The review will consider command and control, as well as performance of PPE, appliances and equipment, welfare support during and after the fire, and safety, health, and wellbeing. The terms of reference will be developed by the National Commander, DCE SDD, RM, and DM.

Loafers Lodge
Documents node

History Filter : Incident Evac Scheme Task Documents ERP Other
 change date To change date [Refresh History](#)

TRANSACTION LOG			
Date	Type	Action	Detail
07 Sep 2020	EvacScheme	Document	6(c)
14 Nov 2013	EvacScheme	Document	Loafers.pdf by [REDACTED]
25 Aug 2011	EvacScheme	Document	LOAFERS.pdf by [REDACTED]
18 Nov 2009	Building	Document	061109.doc by [REDACTED]
21 Sep 2007	EvacScheme	Document	loafers.doc by [REDACTED]
13 Jul 2007	EvacScheme	Document	160 Scheme.pdf by [REDACTED]
13 Jul 2007	EvacScheme	Document	158-160 Scheme.pdf by [REDACTED]

Documents (subset)

TRANSACTION LOG			
Date	Type	Action	Detail
07 Sep 2020	EvacScheme	Document	6(c)
08 Sep 2020	EvacScheme	Document	[REDACTED]
07 Sep 2020	EvacScheme	Document	[REDACTED]

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From: [Cooper, Ken](#)
To: [REDACTED]
Subject: FW: Loafers Lodge structural stability handover.
Date: Thursday, 18 May 2023 12:36:32 pm
Attachments: [image001.png](#)
[image002.png](#)

FYI

Ken Cooper
Chief Advisor to the DCE's Service Delivery
Kaitohutohu Matua ki te Tumu Whakarae Tuarua Mō Tuku Ratonga

Mobile: [REDACTED]
Email: ken.cooper@fireandemergency.nz



From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 11:58 am
To: Cooper, Ken <ken.cooper@fireandemergency.nz>; Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>; [REDACTED] <[REDACTED]@fireandemergency.nz>; raymond.anderson@police.govt.nz; [REDACTED] <hodgkinson@wcc.govt.nz>
Subject: Loafers Lodge structural stability handover.

Mr Cooper.

Please be advised that as at 0945 hrs today (18-5) FENZ and NZ USAR relinquished responsibility for Loafers Lodge Structural stability.

This relates directly to the concrete structure total, and not the mezzanine and roof area.

Other than the mezzanine and roof all issues with structural stability in relation to this incident are now in the hands of Wellington City Council.

A meeting between Council Police and USAR this morning confirming this handover occurred 0930 hrs this morning.

USAR Engineers stability report email has been sent to WCC and Police.

NZ USAR still hold ownership of safety and wellbeing for the mezzanine and roof area and are conducting daily stability and movement checks as part of the police health and safety plan for this incident.

Please note that at no time are any FENZ staff entering the building without the support of NZ Police.

[@Pyatt, Nick](#) as Wellington DM

[REDACTED] as FENZ incident controller.

@raymond.anderson@police.govt.nz NZP Safety and Wellbeing

[@\[REDACTED\]hodgkinson@wcc.govt.nz](mailto:@[REDACTED]hodgkinson@wcc.govt.nz) WCC Building inspector.

Regards

[REDACTED]

Senior Station Officer

USAR Operations Manager (Wellington)

Wellington Fire District

M: [REDACTED]

P: [REDACTED]

[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)

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COMMUNITY RELIEF PLAN



Event Name:	Date:
Structure Fire – Loafers Lodge	Date of Incident: 16/05/2023
District / Region affected:	Appointed Recovery/Relief Coordinator:
Wellington District	
Plan in effect from:	Date to review plan:

COMMUNITY RELIEF CONSIDERATIONS FOR THE DEVELOPMENT OF THIS PLAN

If relief/recovery activities are commenced effectively and in a timely manner, these can have the greatest impact on the long-term wellbeing and return to normality for individuals and communities affected by an incident. Below are some considerations to assist with transition into the recovery phase.

Built Environment: Are the buildings/structures affected (or at further risk) of community significance? What might be their amenity/cultural value? What is the priority of salvage? What impact might infrastructural losses have on risk reduction activities? Will temporary housing or displacement increase fire risk and/or behaviours which contribute to a high-risk fire environment?

Natural Environment: Are there areas (natural, marine, protected) of cultural, national, or international significance located near the incident; were natural assets lost or damaged because of this event and what emotional/psychological significance might this have on the communities involved? What acts of kaitiakitanga (guardianship) could be extended by Fire and Emergency NZ to enhance restoration of the immediate environment?

Economic Environment: Is the restriction of movement and trade going to have a significant impact on business owners/local economy? Were the structures affected of regional or national economic significance (employers, producers/manufacturers)? What assistance could FENZ give to small business/owner-operators to continue to conduct their business?

Social Environment: Who is impacted by this event and how severely? What services or assistance may be offered, and how can these onward referrals be actioned by FENZ? Who are the community champions or natural leaders? What opportunities exist for engagement in pro-active comms around risk and long-term impact? What are the communication channels currently in use (local networks) and how might these be maintained post-event? How has the event changed living/working situations for the community? Have fire risk behaviours changed?

Cultural Lens: Are there cultural or religious values and customs which need to be considered or respected during recovery and post-event resilience activities? Are there specific post-event fire risk behaviours which are associated with culture, custom, ethnicity, religion which may need mitigation/education efforts? What engagement activities may need to occur post-response to restore Mauri Ora?

Rural (Agricultural) Lens: How do the priorities of this community in relation to lifeline service restoration or psychological support differ from an urban environment? What impact might animal welfare risks/issues have on the resilience and wellbeing of this community? What long term affects might physical or psychological isolation (as a result of a fire/hazard event) have on the community in terms of economic/job prospects, risk exposure, and/or disaster migration?

How we conduct the Operational Recovery to an incident/event should always reflect our core values:

Kia Tika – We do the right thing | **Manaakitanga** – We serve and support
Whanaungatanga – We are better together | **Auhatanga** – We strive to improve

COMMUNITY RELIEF PLAN



TRANSITION FROM RESPONSE INTO RECOVERY: END STATES

< Examples provided below: amend, delete, add own >

Transition Date	Activity (examples- add or delete)	Signed / dated: Officer in Charge, FENZ Recovery/Relief Coordinator
16/05/23	EAC closed by Wellington City Council evening of 16/05/23. All residents present re-homed in emergency accommodation organised by WCC.	
17/05/23	Media update provides information to the public that Fire and Emergency has handed over the scene to Police. Noting that fire personnel remain on scene to support with investigation.	
TBC	Incident scene closed (aside from possible Police present), FENZ personnel no longer at fireground.	

ACTIONS OUTSTANDING (FROM RESPONSE PHASE)

< Examples provided below: amend, delete, add own >

Start Date	Outstanding actions from response phase (Examples: add or delete)	Agency responsible	Date to be completed	Date of completion
16/05/23	<ul style="list-style-type: none"> FENZ liaison and CRR personnel at EAC Newtown Park 	WCC	16/05/23	16/05/23 (EAC closed)
16/05/23	<ul style="list-style-type: none"> Communications updates to the public and partner agencies specifically in relation to the incident via external media channels. 	FENZ	17/05/23	17/05/23 (Incident updates finished as at 14:30)
16/05/23	<ul style="list-style-type: none"> Road closures still in place currently – Adelaide Road 	Police	Ongoing	
16/05/23	<ul style="list-style-type: none"> Fire Investigation and supporting with Police Investigation on incident site. 	Police	17/05/23	17/05/23 (Investigation handed over to Police)
16/05/23	<ul style="list-style-type: none"> Continued connection with response partners, i.e., CDEM Group (Welfare/Recovery) and local agencies in the community affected by this incident. 	FENZ	Ongoing	
16/05/23	<ul style="list-style-type: none"> Wellington District CRM Team to create a short-medium term plan and inform GM/DM of the key community risk reduction and readiness messages for transition to recovery 	FENZ	TBC	

Time and date of handover:	Community Relief Coordinator:
	(use CRM if coordinator not appointed)

BRIEF SUMMARY OF INCIDENT

Community Relief Coordinator to populate

On Tuesday 16th May 2023 at 0025hrs, FENZ was alerted to a structure fire that had broken out at Loafers Lodge in Newtown, Wellington. Firefighters immediately dispatched to the scene, where they found a well involved fire on the top floor. The fire was quickly escalated to fifth alarm and involved 20 appliances on scene by 0400hrs. Evacuation process was undertaken for the building and nearby properties – this also involved roof rescues off the top of the building using ariel appliance. Necessary safety measures, including road closure of Adelaide Road was put in place to secure the area, and power was impacted in the area as electricity to the building was isolated. Residents in the surrounding area were advised to stay inside with windows and door closed due to smoke.

In the early hours of Tuesday morning, as crews continued to fight the fire, the residents of the building who were evacuated were taken to an EAC set up by WCC at Newtown Park. Crews continued to work on fighting the fire throughout the day on Tuesday and tragically, multiple fatalities were confirmed. At the EAC, various local agencies supported residents by providing psychosocial support and completed needs assessments for those affected. FENZ provided 3 CRR staff as Liaisons present at the EAC mainly working with Police and WCC. GM [REDACTED] also attended the EAC to provide key updates to Police from the fireground.

MSD provided immediate financial relief including phones to residents affected. Police on scene at the EAC recorded which residents were accounted for and completed interviews with residents. Wellington Free provided replacement prescriptions to residents. FENZ Media team provided updates to the public through external channels regarding the incident, including clarification of advice for the public regarding asbestos in the area which was shared with partner agencies at the EAC. WCC provided emergency housing for those residents who were at the EAC with nowhere else to go. The EAC was stood down once everyone was housed in the evening of Tuesday 16th May.

A total of 29 crews attended the incident in total and, as of Tuesday 16th May, systems were being put in place by the Safety Health and Wellbeing team to support those firefighters who attended. USAR squad was on site assessing the structural integrity of the building before fire investigations could gain access to the building on Wednesday 17th May. FENZ continues to support Police with investigations and as at 1430hrs on Wednesday 17th May, Police are the lead agency of the incident as the investigation continues, including confirming whereabouts of those who remain unaccounted for.

Links to relevant documentation here:

[Sitreps from FENZ CRR Liaison at EAC](#)

[Updates from SHW Operational Welfare](#)

[Key agencies involved for Community Relief](#)

[Operational Welfare Plan](#)

COMMUNITY RELIEF MISSION / OBJECTIVES

< Example provided below: amend, delete, add own >

CRR Mission/Intent:

The community affected by the Loafers Lodge Structure fire in the suburb of Newtown, Wellington District is supported in their recovery/relief by supporting other welfare agencies following this incident and are provided with opportunities to receive 'readiness' information to ensure their own home fire safety is up to date, where appropriate.

Community Relief Objectives: *(modify, rewrite, adapt as required)*

- Provide relief support/activities/information to partner agencies (for them to deliver directly to the public) as required, appropriate to the event and impact* . Including, but not limited to:
 - Delivering information/resources on Home Fire Safety to locations where public will gather or seek information e.g. Newtown Community Centre, Wellington City Mission spaces, churches, Newtown Hall, CAB Newtown, Newtown Residents Association, etc.
 - Provide in-person representative at planned community events (by partner agencies) following the incident, where appropriate.
 - Offer 'general fire safety talks' to community partners/groups.
- Work collaboratively with individuals, whanau, communities, iwi, and partner agencies. *(key stakeholders: affected residents, landowners, business, private and government enterprise)*
- Work with MSD and WCC to offer support and assistance around fire safety to individuals/whanau who have been displaced or repatriated to new or transitional accommodation, where appropriate.
- Individuals, whanau, and community are empowered to drive their own recovery through risk reduction and readiness activities and build enhanced readiness to the next event – particularly allowing space for partner agencies and local community groups to lead in this space.
- Offer support to schools in the area who would have been impacted on the day of the incident by air quality concerns, visuals of the incident, and exposure to media. Explore the option of linking this support to Ahikura and Get Firewise programmes.

Links to relevant documentation here:

[Key agencies involved for Community Relief](#)

[List of Community Relief Activities run by supporting agencies](#)

NOTES ON MISSION AND OBJECTIVES

For events where Fire and Emergency are not the lead agency, relief activities will be undertaken only by direct request of the lead agency (or if appropriate, under the auspices of urgent fire safety/reduction measures).

Relief work shall not be at the expense of Fire and Emergency New Zealand performing their mandated role.

COMMUNITY RELIEF PLAN

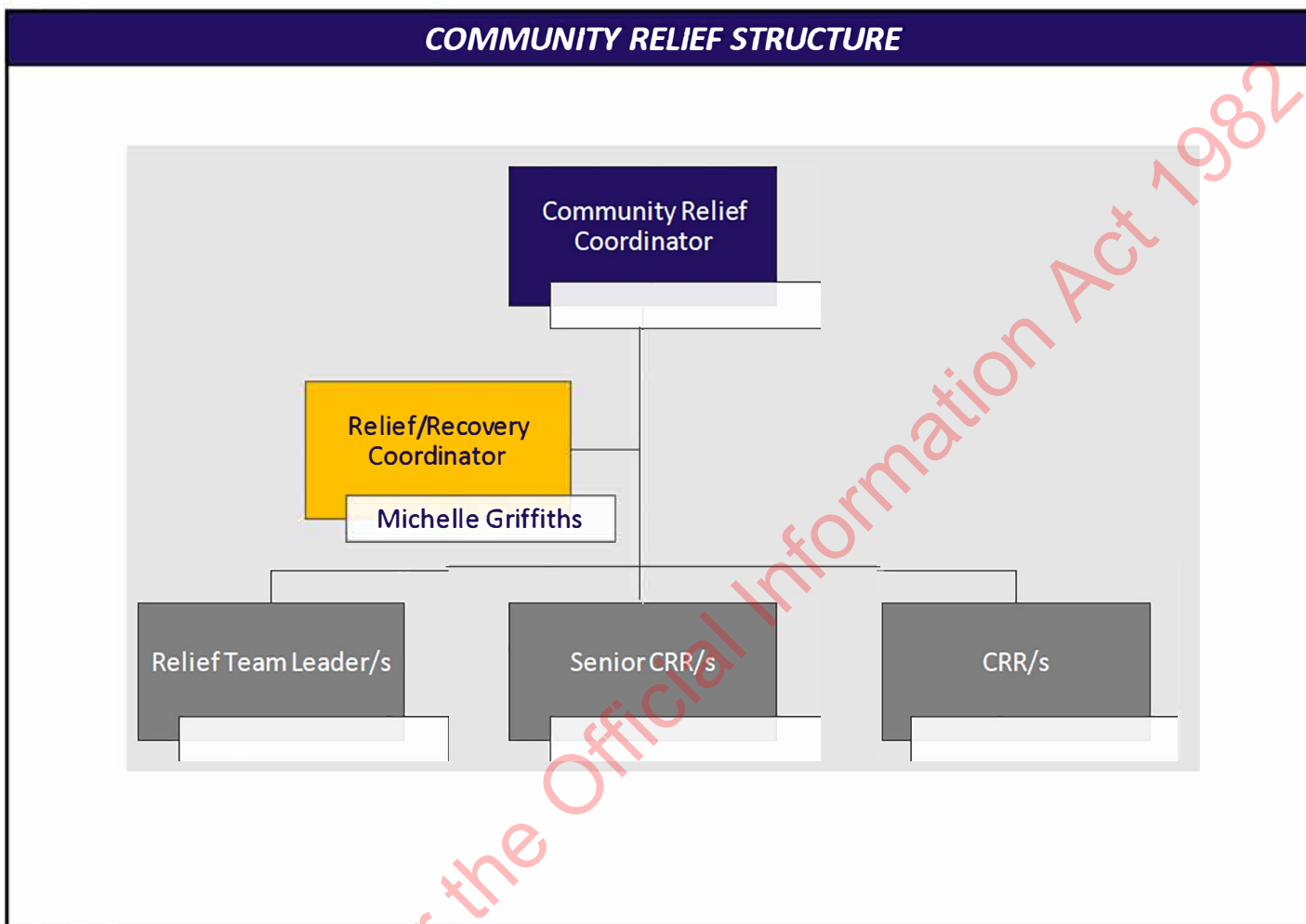


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COMMUNITY RELIEF PLAN



NOTE: The below structure will not be used in this incident as the Recovery/Relief activities will be done in BAU using the Wellington CRM Team with support from the National Community Readiness and Recovery Team when needed.



NOTES ON STRUCTURE / PERSONNEL

<Add any notes about resourcing here>

- Need to meet with CRR team (planned to meet week of 22nd May) to discuss whether this structure is relevant. Our usual roles of CRM/Senior CRRs/CRRs may suffice for this incident with support from NHQ CRR team.

COMMUNITY RELIEF PLAN



SHORT TO MEDIUM-TERM COMMUNITY RELIEF ACTIVITIES

< Examples provided below: amend, delete, add own >

Start Date	Tasks Identified / Corrective Actions from Response <insert any relevant document links such as reports or plans>	Target or Timeframe
16/5/23	Establish working relationships with key agencies present at EAC and Wellington CRR team	Immediate and ongoing
16/5/23	Support FENZ internal Media team to develop relevant information for the public following this event (including checking of sharing other agencies promoting support services)	Immediate. Completed 18/5/23
16/5/23	Assist with liaising between community organisations, partner agencies and FENZ as required (ongoing while fireground remains active)	Ongoing
17/5/23	Connect with relevant cultural support agencies to understand any further support needed (e.g. local iwi services, former refugee support agencies, Asian Family Services, Ministry for Pacific Peoples, etc). Engage with FENZ Iwi Liaison if needed.	Immediate and ongoing
17/5/23	Identify lessons learned from the activities CRR was involved in, to provided further development of Recovery/Community Relief processes.	Ongoing
17/5/23	Develop and maintain a contact list of relevant welfare agencies and/or community initiatives relating to the incident	Ongoing
Coming weeks	CRM Team to support local brigades to deliver fire safety messaging and activities (e.g. At Community Events, Home Fire Safety Visits)	Ongoing
Coming weeks	Support RR team to provide fire safety information to other similar buildings, as RR team addresses evacuation plans etc.	1-12 months
Coming weeks	Contribute to wider incident debriefs as required	1-2 Months
Coming months	Relationship management and inter-agency cooperation: reconnect, repair, rebuild (Hearts and Minds).	3 – 6 Months
	Provide continued usual CRR support and brigade support to the Newtown community as part of BAU.	6-12 Months (and ongoing)

LONG-TERM POST-COMMUNITY RELIEF ACTIVITIES

< Examples provided below: amend, delete, add own >

Start Date	Tasks Identified / Corrective Actions from Response <insert any relevant document links such as reports or plans>	Target or Timeframe
16/5/23	Develop and maintain relationships with key agencies, partners and communities as identified through this incident	6 to 12 Months
	Develop connections and relationships with local diverse peoples involved in this incident and their relevant support agencies.	6 to 12 Months
	Awareness of increased risk reduction /readiness activities, such as home safety visits, Firewise, evacuations schemes, building inspections and wildfire	12 Months
	Consider future Comms around this event (e.g. first anniversary of event)	12 Months
	Planning for future incidents in conjunction with partner agencies	12-18 Months

COMMUNITY RELIEF PLAN



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COMMUNITY RELIEF PLAN



DEVELOPMENT OF EXIT STRATEGY/CHECKLIST

< Examples provided below: amend, delete, add own >

Activity / Operation	Exit Criteria	Agency or Department	Y/N
Public Info	<ul style="list-style-type: none"> Strategy for managed withdrawal developed and approved 	Comms	
CRM's / CRR's	<ul style="list-style-type: none"> Home safety visits transitioned back into BAU process/normal frequency Public education reflects change of operations back into normal business 	CRRs/CRM	
Normal Operations	<ul style="list-style-type: none"> Career and volunteer personnel have returned to normal operations 	GM's / VSO's	
Lessons Identified Process	<ul style="list-style-type: none"> Hot debrief with personnel involved Cold debrief (operational review) 	CRRs/CRM/GMs/DM	

COMMUNITY RELIEF TO BUSINESS AS USUAL: END STATES

< Examples provided below: amend, delete, add own >

Transition Date	Description of End State Criteria	Signed / dated: Recovery Coordinator / CRM
	Normal activities within communities recommence	
	Surrounding businesses return to normal operations	
	All stations and personnel within District have returned to an amended or enhanced state of 'business-as-usual.'	
	Measurable CR activities return to a pre-event level? <i>This needs to be determined at the start of Recovery phase and could see a hold put on completing SPE's due to increased workload, When SPE's are able to be resumed to the acceptable level this would be classified as 'End State'</i>	

Date and Time of Plan Approval:	Approved By:
Signature of Approver:	Sighted by (National) Recovery/Relief Coordinator

From: [REDACTED]
To: [REDACTED]
Subject: Loafer Lodge Community Relief Plan draft 1
Date: Thursday, 18 May 2023 1:11:00 pm
Attachments: [image001.jpg](#)
[image002.png](#)

Kia ora team

Please see below link to proposed Loafers Lodge Community Relief Plan. At this stage I would really value your feedback before I share with local CRR team and [REDACTED] I have uploaded this into the Teams Channel to keep all in one place (feel free to make tracked changes).

[Loafers Lodge Community Relief Plan.V1.docx](#)

Things to consider –

- I need help writing the Mission/Intent statement on page 3 please! I gave it a go.
- I am unsure of the structure of this at this stage (page 5) . Possibly it is just the BAU CRR structure? But possibly not since some of our team are working as investigators currently and also with me not sitting in District currently so our teams capacity may impact this structure.
- I will set up a meeting with [REDACTED], [REDACTED] and [REDACTED] next week to discuss this plan further which will result in more detailed plans of activities that the CRR team will undertake. Would [REDACTED] and/or [REDACTED] like to join at this meeting next week too?

Thanks in advance team – really appreciate your support this week.

Ngā mihi

[REDACTED] (she/her)

Senior Advisor Community Readiness and Recovery / Kaitohutohu Matua Noho Rite me te Whakarauora Hapori
National Headquarters
Spark Central, 41-52 Willis Street

PO Box 2133, Wellington, 6140

Ph: + [REDACTED]

Text Description automatically generated



[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: Loafer Lodge Community Relief Plan draft 1
Date: Thursday, 18 May 2023 3:04:00 pm
Attachments: [image003.jpg](#)
[image004.png](#)
[image005.png](#)

Yes no problem! I won't send this to [REDACTED] and the team until probably Monday next week at the earliest. Thank you!

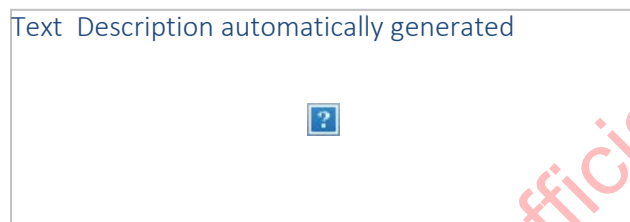
Ngā mihi

[REDACTED] (she/her)

Senior Advisor Community Readiness and Recovery / Kaitohutohu Matua Noho Rite me te Whakarauora Hapori
National Headquarters
Spark Central, 41-52 Willis Street

PO Box 2133, Wellington, 6140

Ph: + [REDACTED]



[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

From: [REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 2:41 pm
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>
Subject: RE: Loafer Lodge Community Relief Plan draft 1

Hi there [REDACTED]

I have made a couple comments, but overall the document is looking fantastic. I am just looking at the mission/intent statement a bit more.

I will have my full input to you by the end of play tomorrow, is that ok?

Take care

[REDACTED]
[REDACTED]

Principal Advisor – Recovery

National Headquarters
Spark Central, 41-52 Willis Street

PO Box 2133, Wellington, 6140

M [REDACTED]

[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

From: [REDACTED]@fireandemergency.nz>

Sent: Thursday, 18 May 2023 1:12 pm

To: [REDACTED]@fireandemergency.nz>; [REDACTED]

[REDACTED]@fireandemergency.nz>; [REDACTED]

[REDACTED]@fireandemergency.nz>

Subject: Loafer Lodge Community Relief Plan draft 1

Kia ora team

Please see below link to proposed Loafers Lodge Community Relief Plan. At this stage I would really value your feedback before I share with local CRR team and [REDACTED] I have uploaded this into the Teams Channel to keep all in one place (feel free to make tracked changes).

[Loafers Lodge Community Relief Plan.V1.docx](#)

Things to consider –

- I need help writing the Mission/Intent statement on page 3 please! I gave it a go.
- I am unsure of the structure of this at this stage (page 5) . Possibly it is just the BAU CRR structure? But possibly not since some of our team are working as investigators currently and also with me not sitting in District currently so our teams capacity may impact this structure.
- I will set up a meeting with [REDACTED], [REDACTED] and [REDACTED] next week to discuss this plan further which will result in more detailed plans of activities that the CRR team will undertake. Would [REDACTED] and/or [REDACTED] like to join at this meeting next week too?

Thanks in advance team – really appreciate your support this week.

Ngā mihi


[REDACTED] (she/her)

Senior Advisor Community Readiness and Recovery / Kaitohutohu Matua Noho Rite me te Whakarauora Hapori
National Headquarters
Spark Central, 41-52 Willis Street

PO Box 2133, Wellington, 6140

Ph: [REDACTED]

Text Description automatically generated



[REDACTED]@fireandemergency.nz

www.fireandemergency.nz

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From: [Pyatt, Nick](#)
To: [Rotarangi, Steph](#)
Subject: RE: Review coordination arrangements - working draft
Date: Thursday, 18 May 2023 3:06:00 pm
Attachments: [image001.png](#)
[20230518_FFNZ Loafers Lodge Fire Review Plan_Draft NP.docx](#)

Kia ora Steph,

Awesome to hear we have national oversight over the various aspects of the review and recovery operations. I can't think of anyone else who needs to be involved, unless we look at U&A's? [REDACTED] will link in through OA.

Regards

Nick

From: Rotarangi, Steph <Steph.Rotarangi@fireandemergency.nz>
Sent: Thursday, 18 May 2023 2:14 pm
To: Brown, Trevor <Trevor.Brown@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz; Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>;
Cooper, Ken <ken.cooper@fireandemergency.nz>
Cc: [REDACTED]@fireandemergency.nz
Subject: Review coordination arrangements - working draft

Kia ora – please treat this as a working draft which I intend to send out later today to the recipients listed. I know you are under the pump but let me know if you have any comments by 1600 hrs please.

Key questions - Do we need others i.e. [REDACTED] [REDACTED]? Or less participants?

Please note these are interim arrangements only until for firm up our Review Programme.

nā Dr Steph Rotarangi
Tumu Whakarae Tuarua / Deputy Chief Executive Service Delivery Design
Toihau a-Motu Tuarua / Deputy National Commander
Te Ratonga Ahi me ngā Ohotata i Aotearoa / Fire and Emergency New Zealand

M: [REDACTED]
E: steph.rotarangi@fireandemergency.nz

National Headquarters, Level 7, 42-52 Willis St, Wellington Central, 6011
PO Box 2133, Wellington, 6140



www.fireandemergency.nz



FENZ Loafers Lodge Fire – Interim Review Arrangements (as of 18 May 2023)

Introduction

The tragic fire at Loafers Lodge on Adelaide Road, Newtown has taken lives, destroyed homes and has had major impact on our organisation and community. Our organisation is currently in response and our priority is to assist Police in their enquiries, return bodies of the deceased to their families and the wellbeing of our People. To ensure Fire and Emergency have a coordinated approach to assisting other agencies, completing our own investigations and appropriate learnings, the DCE, Service Delivery Design (SDD), on behalf of the National Commander, is setting up a team to manage this.

Review Coordination Team

The Review Co-ordination Team will be chaired by Trevor Brown (OA) and consist of [REDACTED] (Independent), [REDACTED] (Legal), Nick Pyatt (DM) and Steph Rotarangi (DCE). The SMEs will be [REDACTED] (R&C), [REDACTED] (FI), [REDACTED] (RR), [REDACTED] (FI), Ken Cooper (CA), [REDACTED] (OA) and Piki Thomas (welfare lead) Brendan Nally (DNC) will be our NC's delegate and [REDACTED] (BA) our secretariat.

The Coordination Review Team will meet daily until further notice.

Information to Date

1. Our fire investigators are presently conducting standard origin and cause fire investigation alongside NZ Police who are conducting their investigation. This investigation process could be protracted. The investigation is being led by Senior Specialist Fire Investigator [REDACTED] supported by the Wellington District fire investigation team. [REDACTED] will coordinate this aspect of the plan and provide whatever resource is requested to support the origin and cause investigation.
2. In liaison with and at the request of the Wellington DM Operational Assurance will facilitate the formal debrief(s) – they may need to be held in several locations around Wellington due to the number of crews who attended the fire from around the District. This will commence when the DM decides, which will likely be once psychological debriefing has occurred and welfare arrangements are in place.. Piki Thomas will be observer as our welfare lead.



3. Operational Assurance will also facilitate a command debrief with all commanders and officers who played key roles during the initial fire fighting and rescues; This will likely compose the first arriving SSO and SO, initial AC's who attended, incident safety officer, and the initial DM and subsequent handover the Wellington District Manager.
4. Following the initial fire investigation the focus will be on the building Fire Safety compliance? – this will involve an in depth look at our history with the building both from Newtown crews and the risk reduction and community readiness teams, a PIA(post incident analysis) conducted by Fire Engineers to understand how the building behaved in the fire, how fire safety systems worked or not, what was our relationship and interaction with the WCC Building Inspectorate etc. This team will also have representation from our legal advisors and be led by John Gardiner.
5. Once the debriefs have been completed the Operational Assurance team will conduct the formal operational review. This will follow the usual format focussed on the lessons learnt approach – what worked well, what didn't work well, what could we do to improve for any future incidents? The review will consider command and control, as well as performance of PPE, appliances and equipment, welfare support during and after the fire, and safety, health, and wellbeing. The terms of reference will be developed by the National Commander, DCE SDD, RM, and DM.

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From: [Cooper, Ken](#)
To: [REDACTED]
Subject: RE: USAR Accountability 16-5-23
Date: Thursday, 18 May 2023 1:44:45 pm
Attachments: [image001.png](#)

Thanks just for welfare check ins

Ken Cooper
Chief Advisor to the DCE's Service Delivery
Kaitohutuhu Matua ki te Tumu Whakarae Tuarua Mō Tuku Ratonga

Mobile: [REDACTED]
Email: ken.cooper@fireandemergency.nz



From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 1:42 pm
To: Cooper, Ken <ken.cooper@fireandemergency.nz>
Subject: USAR Accountability 16-5-23

Mr Cooper.

USAR Staff responded to the Loafers Lodge incident over and above pervious accountability email.

Position	16-5 (From Incident Start)	16-5 (from 0800)			
UAV	[REDACTED]				
UAV	[REDACTED]				
UAV	[REDACTED]				
UAV	[REDACTED]				
UAV		[REDACTED] (from noon)			
S/Ldr		[REDACTED]			
Tech		[REDACTED]			
Tech		[REDACTED]			
Tech		[REDACTED]			
Tech		[REDACTED]			
Engineer		[REDACTED]			
Logistics		[REDACTED]			
Light Duties (courier)		[REDACTED]			

--	--	--	--	--	--

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From: [Redacted]
To: [Rotarangi, Steph](#)
Subject: UoC Fire Engineering agreement
Date: Thursday, 18 May 2023 3:12:40 pm
Attachments: [image001.png](#)
[image002.png](#)

Hi Steph

A few topics I wished to discuss at today's meeting:

Out of Scope
[Redacted]

Out of Scope
[Redacted]

Loafers Lodge:

MBIE have requested if we can liaise on a joint investigation and have a linked approach on communication.

Out of Scope
[Redacted]

[13 Mar 23](#)

Regards

[Redacted]

Out of Scope
[Redacted]

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Out of
Scope

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]

[Redacted]

- [Redacted]
- [Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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From: [REDACTED]
To: [Pyatt, Nick](#); [REDACTED]
Subject: Adelaide Road Recovery Operational Event Plan.docx
Date: Thursday, 18 May 2023 4:09:04 pm
Attachments: [Adelaide Road Recovery Operational Event Plan.docx](#)
[image001.png](#)

Do you think I'm heading the right direction with this?

[REDACTED]
Group Manager/Assistant Commander, Wairarapa-Chatham Islands
Wellington District

M: [REDACTED]
craig.cottrill@fireandemergency.nz



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Wellington District

Adelaide Road Recovery Program

An Operational Event Plan (Recovery Plan) is designed to provide a concise summary and plan of agency action for a special and expected event. It is a component of pre-planning for special events/situations and can be used to brief staff and provide agency sitreps to co-ordination centers if required. Each section can be annotated as required with no requirement to complete all of them.

Tasking Instructions, which gives detailed instructions on how aspects of the plan are to be completed, will be attached to the Operational Event Plan.

EVENT NAME	Adelaide Road Recovery Program
Op Event Plan number	01
Date and time of issue	22 May 2023
Operational period	0900 24 May 2023 – on going
Developed by	[REDACTED]
Approved by	Nick Pyatt
Location	Wellington District
Contact number	[REDACTED]
Email	[REDACTED]@fireandemergency.nz
Next Report Due	Plan to be updated monthly

G – Ground, S – Situation, M – Mission, E – Execution, A – Administration & Logs, C - Command and Comms

GROUND	
Definition	Ground is the location and environment, at which the mission or event is taking place, Includes briefing and any specific environmental /cultural issues that maybe encountered.
<p>This event impacted across the Wellington District. Primary impact was Blue Watch, Central Communications Centre, Newtown Station, Wellington Station, Brookland Station, Thorndon Station, Kilburnie Station, Karori Station, Johnsonville Station, Hutt Station and Seaview Station, Central USAR Team, Risk Reduction Team and Executive Officers Secondary impact is right across the Wellington District and wider, although this plan deals only with the Wellington District.</p>	
SITUATION	
Definition	Situation is a brief description of the status of the event right now; things like known incidents, key deployed units, weather conditions and any considerations that might affect what you have to do. An impact statement should be included here when relevant.

Adelaide Road Recovery Program

The Structure fire has been contained and extinguished
 The Fire Investigation has commenced
 The NZ Police are now the lead agency
 FENZ are still on site assisting the NZ Police
 Assigned units are currently, WELL2118 and a pump plus members of the Central USAR Team

MISSION	
Definition	<p>Mission is what needs to be accomplished. It should list the mission for the operational team as well as a statement of the "Operations Commander's Intent.</p> <p>The mission statement should give basic specific information. Someone reading it should be able to answer who, what, when, where and why.</p>
<p>Manage an internal recovery process to return the Wellington District to the same or better state than before this incident. Lead by District Manager Nick Pyatt. Managed by Group Manager [REDACTED] in partnership with Group Manger [REDACTED] (Welfare), Group Manager [REDACTED] (Operational Reviews) and Community Risk Manager [REDACTED] (Incident Ground Site Management)</p>	
EXECUTION	
Definition	<p>Execution is how FENZ, through the event command structure, is going to accomplish the mission. It includes information on how you're getting there, what you'll do when you get there, any subtasks that will need to be given out, etc.</p>
<p>Details on execution are found in attachment 1, 2 and 3.</p>	
ADMIN & LOGISTICS	
Definition	<p>Administration and Logistics deals with the support needed to accomplish the mission. Things like: food, transportation, equipment and so on. In an Operational Event Plan, this is a good place to record your Admin and Logistics requirements that require higher authority to support.</p>

Adelaide Road Recovery Program

This event plan will be broken down into three sections and the Group Managers responsible for each section will use BAU Administration and Logistic support to deliver their sections objectives

COMMAND & COMMUNICATIONS

Definition

Command and Communication covers how you're going to communicate Includes command structures, communication plans, call-signs, meeting schedule etc.
In the Operational Event Plan it is good to annotate which command structure, comms plan, call signs etc. are being used so the reader can understand the operating environment.

Plan Owner: Nick Pyatt

Plan Manager: [REDACTED]

Welfare Section Lead: [REDACTED]

Operational Review Section Lead: [REDACTED]

Incident Ground Site Management Section Lead: [REDACTED]

Event Plan will be an agenda item on weekly tactical meeting until OER Report is finalised

RELEVANT DOCUMENTS (optional additions)

Attachment 1	Welfare Plan
Attachment 2	Operational Review Plan
Attachment 3	Incident Ground Site Management Plan

Adelaide Road Recovery Program

Attachment 1: Welfare Plan

Welfare Section Lead: [REDACTED] [REDACTED]

Wellbeing Plan – Loafers Lodge Hostel

May 2023

1. Background

Fire and Emergency attended a 5th alarm structure fire at the Loafers Lodge hostel in the early hours of Tuesday 16th May. The fire resulted in multiple fatalities despite the valiant and brave efforts of the Communications Centre team and the 29 crews and Commanders who responded to the incident.

2. Purpose

To support the wellbeing of our people as they process the incident and ensure their wellbeing needs are met.

3. Objectives

- Empower our people to access support and have access to support options that meet their needs
- Be upfront with our people through open and honest communication to ensure all personnel feel supported by FENZ
- Work together with our Unions and Associations to provide assurance that the wellbeing needs of our people will be looked after.

4. Initial actions (24-36 hours)

- Identify all personnel involved in initial response to the incident.
- Organise visits with Communications Centre personnel
- Debrief with Officer group of responding crews
- Liaise with Community Risk Team
- Liaise with Unions and Associations
- Liaise with partner agencies
- Identify any personnel languishing and/or showing acute signs of distress post the fire and link to appropriate wellbeing support.
- Provide assurance to all personnel of the fantastic job they did through internal and external communications.
- Mobilise peer support
- Identify any cultural needs or customs that need to be met
- Provided briefing to employee assistance provider

5. Ongoing Approach

The below table outlines the wellbeing support options in a staged approach post incident

Time blocks:

Initial support

Approach to Support:

People leaders

- supporting workers with their presence and messaging

Adelaide Road Recovery Program

Attachment 1: Operational Review Plan

Operational Review Section Lead: [REDACTED]

Purpose

To ensure the the operational lessons learnt from this incident improve our service delivery in the future.

3. Objectives

Run a timely hot debrief involving all attending fire fighters and implement in immediate improvements as soon as practically possible.

Contribute to a OER process, openly and honestly and implement the recommended improvements in a timely manner.

Key Tasks:

- (1) Hot Debrief
- (2) Immediate operational improvements
- (3) OER contact and District facilitator
- (4) OER Recommendations improvement plan author
- (5) Deliver OER improvement program

Target Dates

- (1) Hot Debrief, by xx May 2023
- (2) Immediate operation improvements, by xx June 2023
- (3) OER Review by 18 May 2024
- (4) OER improvement plan by 18 June 2024
- (5) OER improvement program, by 18 October 2024

Adelaide Road Recovery Program

Attachment 3: Incident Ground Site Management Plan

Incident Ground Site Management Section Lead: [REDACTED]

Purpose

To ensure the Fire Investigation is completed in a timely manner and that will meet the requirements of a criminal court process.

3. Objectives

Investigate the cause of the fire....

Key Tasks:

- (1) Fire Investigation
- (2) Immediate Risk reduction improvements
- (3) OER improvement program

Target Dates

- (1) Fire Investigation, by 25 May 2023
- (2) Immediate Risk reduction improvements, by 25 June 2023
- (3) OER improvement program, by 18 October 2024

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From: [REDACTED]
To: [Brown, Trevor](#); [REDACTED] [Ltd](#); [REDACTED] [Pyatt, Nick](#); [REDACTED];
[REDACTED] [Cooper, Ken](#); [REDACTED] [Thomas, Pike](#); [Nally, Brendan](#)
Cc: [Rotarangi, Steph](#)
Subject: Review Coordination Arrangements - working draft
Date: Thursday, 18 May 2023 4:30:56 pm
Attachments: [image001.png](#)
[20230518_FENZ Loafers Lodge Fire Review Plan Draft 2.docx](#)

Kia ora,

Please find attached the draft Fire Review Plan for Loafers Lodge. These are interim review arrangements as of 18th May 2023.

Please be advised that this is a working document for the Review Coordination Team only and is not for further distribution.

Thanks,

[REDACTED]
Business Services Coordinator
National Risk Reduction/National Operational Efficiency

National Headquarters
Level 6, 42-52 Willis St
Wellington Central
Wellington, 6011



M: [REDACTED]
[REDACTED] [fireandemergency.nz](#)
[www.fireandemergency.nz](#)

Released under the Official Information Act 1982



FENZ Loafers Lodge Fire – Interim Review Arrangements (as of 18 May 2023)

Introduction

The tragic fire at Loafers Lodge on Adelaide Road, Newtown has taken lives, destroyed homes and has had major impact on our organisation and community. Our organisation is currently in response and our priority is to assist Police in their enquiries, return bodies of the deceased to their families and the wellbeing of our People. To ensure Fire and Emergency have a coordinated approach to assisting other agencies, completing our own investigations and appropriate learnings, the DCE, Service Delivery Design (SDD), on behalf of the National Commander, is setting up a team to manage this.

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The Coordination Review Team will meet daily until further notice.

Information to Date

1. Our fire investigators are presently conducting standard origin and cause fire investigation alongside NZ Police who are conducting their investigation. This investigation process could be protracted. The investigation is being led by Senior Specialist Fire Investigator [REDACTED] and supported by the Wellington District fire investigation team. [REDACTED] [REDACTED] will coordinate this aspect of the plan and provide whatever resource is requested to support the origin and cause investigation.
2. In liaison with and at the request of the Wellington DM Operational Assurance will facilitate the formal debrief(s) – they may need to be held in several locations around Wellington due to the number of crews who attended the fire from around the District. This will commence when the DM decides, which will likely be once psychological debriefing has occurred and welfare arrangements are in place. Piki Thomas will be observer as our welfare lead.



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5. Once the debriefs have been completed the Operational Assurance team will conduct the formal operational review. This will follow the usual format focussed on the lessons learnt approach – what worked well, what didn't work well, what could we do to improve for any future incidents? The review will consider command and control, as well as performance of PPE, appliances and equipment, welfare support during and after the fire, and safety, health, and wellbeing. The terms of reference will be developed by the National Commander, DCE SDD, RM, and DM.
6. Regulatory Compliance Review - TBC

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From: [REDACTED]
To: [REDACTED]
Subject: Re: Loafers Lodge update
Date: Thursday, 18 May 2023 8:54:47 pm
Attachments: [image001.png](#)

You are doing awesome too, just saying

Get [Outlook for Android](#)

From: [REDACTED]@fireandemergency.nz>
Sent: Thursday, May 18, 2023 8:49:12 PM
To: [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz>
Subject: Loafers Lodge update

Kia ora all

As you are all aware, in the early hours of Tues morning, a fire broke out in the Loafers Lodge, Newtown, which went to a 5th alarm at the height of firefighting operations.

Operational crews did an amazing job to rescue the large number of occupants that survived this horrendous incident, but unfortunately a number of occupants have also lost their lives. Following conversations with Operational OICs and firefighters, our staff went above and beyond in their tactics and efforts rescuing these people, putting themselves at risk to achieve this.

On Tues morning, we put together a SFI group (myself, [REDACTED] and [REDACTED] to assist the NZ Police in the ongoing investigation. This team was later joined by [REDACTED] [REDACTED]

With all occupants being relocated the Newtown Park Pavilion, [REDACTED] attended to become the FENZ point of contact, assist the occupants and supporting Social Services in the start of the recovery process and start gaining occupant numbers and names. [REDACTED] update attached:

Today, the SFI team split into two teams, in order to assist police with the recovery of two occupants, documenting the scene and conducting preliminary investigations. The remaining occupants will hopefully be removed tomorrow in the same manner. We have made the decision (through management/Police meeting and Team discussion) to keep the current team through completion of this incident to ensure minimal exposure to the scene and continuity for the Police Investigation.

I would like to personally thank all of our Team for coming together so rapidly to support in all aspects of this incident including delivery of gear/resources, staff wellbeing, continuation and follow up of BAU across the District, recovery, relieving SFI, phone call check ins with the SFI team etc.....the list goes on!!

It is perceived this incident / investigation could continue for up to another week, with plans put in place to ensure our SFI team are to be rotated regularly with stand down time.

Incidence like this have the ability to affect staff one way or another and not just the SFI team. I would like to remind all staff, that my phone is always on for a private chat, as I'm sure we can all

rely on each other for a private conversation if needed. Vitae services are also available, free to use and worth an annual visit **Out of Scope**

Following this incident, we will have morning tea catch up with our Wellington CRM Team to debrief, discuss the incident and going forward (20c), look at lessons learnt.

If you have any questions, do not hesitate to call.

Kind Regards

■

■
Community Risk Manager
Wellington District
2 Oriental Parade
Wellington 6141



■
■ [@fireandemergency.nz](mailto:fireandemergency.nz)
www.fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] Next meeting date
Date: Friday, 19 May 2023 9:32:45 am
Attachments: [image001.png](#)

Hi [REDACTED]

Out of [REDACTED]
[REDACTED]

See from the email Steph wants rapid lessons from loafers lodge, which I assume is what we have already discussed yesterday.

Cheers

[REDACTED]
Regulatory Compliance Manager
National Headquarters
2 Poynton Terrace, Newton, Auckland, 1145
PO Box 68-444, Wellesley St, Auckland, 1141

Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz

FENZ 1360 Tohu Email Signature-09



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Fire Fact "A House Fire Can Become Fatal within 3 Minutes"

—

From: [REDACTED] Secretariat [REDACTED]@fireandemergency.nz>
Sent: Friday, 19 May 2023 7:46 am
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>
Subject: RE: Next meeting date

Thanks [REDACTED]

Steph mentioned this would cover 'rapid lessons from Loafers Lodge'?

I'm still confirming the agenda and timings (meeting is 1pm – 5pm Wed 31 May, 8am – 3pm Thurs 1 June)

Can we expect your paper by Monday please?

Cheers

■

From: ■ [@fireandemergency.nz](mailto:■@fireandemergency.nz)
Sent: Thursday, 18 May 2023 1:46 pm
To: ■ Secretariat ■ [fireandemergency.nz](mailto:■@fireandemergency.nz)
Subject: RE: Next meeting date

Hi ■,

Thanks for your email. This is in regards to our regular 25 minute timeslot that we have at these meetings. I will be away on leave for this next meeting, but ■ will be presenting at it.

Can you please send any emails in regards to agenda times to him directly.

We will try to get the paper to you on Monday, but we are travelling around the country presenting at present.

Thanks and best regards

■
Regulatory Compliance Manager
National Headquarters
2 Poynton Terrace, Newton, Auckland, 1145
PO Box 68-444, Wellesley St, Auckland, 1141

Mobile: ■
Email: ■ [@fireandemergency.nz](mailto:■@fireandemergency.nz)

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Fire Fact "A House Fire Can Become Fatal within 3 Minutes"

—

From: ■ Secretariat ■ [fireandemergency.nz](mailto:■@fireandemergency.nz)
Sent: Friday, 12 May 2023 10:34 am
To: ■ [@fireandemergency.nz](mailto:■@fireandemergency.nz)
Subject: RE: Next meeting date

Hi [REDACTED]

Apologies for the delay, a lot on

The next [REDACTED] Strat meeting is Wed 31 May, 1pm – 5pm and Thurs 1 June, 8am – 3pm- I haven't started work on the agenda yet, it will happen soon though.

Deadline for papers is Mon 22 May.

Cheers

[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Thursday, 11 May 2023 1:35 pm
To: [REDACTED] Secretariat <[REDACTED]@fireandemergency.nz>
Subject: Next meeting date

Hi,

Just writing to enquire the date of the next [REDACTED] meeting and the deadline for us to have our briefing paper submitted.

Thanks and best regards

[REDACTED]
Regulatory Compliance Manager
National Headquarters
2 Poynton Terrace, Newton, Auckland, 1145
PO Box 68-444, Wellesley St, Auckland, 1141

Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz

FENZ 1360 Tohu Email Signature-09



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Fire Fact "A House Fire Can Become Fatal within 3 Minutes"

—

From: [Brown, Trevor](#)
To: [Rotarangi, Steph](#)
Subject: Re: MBIE Comms - Loafers Lodge 160 Adelaide Rd WLG
Date: Thursday, 18 May 2023 10:09:42 am
Attachments: [image001.png](#)

Sounds great, thank you!

Get [Outlook for iOS](#)

From: Rotarangi, Steph <xxxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxx.>
Sent: Thursday, May 18, 2023 10:01:44 AM
To: Brown, Trevor <xxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx.>
Subject: RE: MBIE Comms - Loafers Lodge 160 Adelaide Rd WLG

Out of Scope
[Redacted]

From: Brown, Trevor <xxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx.>
Sent: Wednesday, 17 May 2023 9:05 pm
To: Rotarangi, Steph <xxxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxx.>
Subject: FW: MBIE Comms - Loafers Lodge 160 Adelaide Rd WLG

Your thoughts Steph?

I am happy for [Redacted] to be our contact as I trust his judgement and knowledge, but would simple like it done within the context of the team approach, not on the sidelines 9(2)(g)(i) [Redacted]
[Redacted]

The reach out to [Redacted] was done on the basis of established relationships, so I asked him to hold fire while I ensured this is appropriate at such an early stage.

I feel we need to meet with both [Redacted] and [Redacted] for some clear legal advice.

Out of Scope
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Cheers, Trev

From: [Redacted] <[Redacted]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 6:00 pm
To: Brown, Trevor <xxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx.>
Subject: MBIE Comms - Loafers Lodge 160 Adelaide Rd WLG

Hi Trevor,

As discussed, I received a verbal request today from MBIE to open a formal line of

communication between our organisations regarding the fatal fire at Loafers Lodge.

MBIE have tasked a Senior Fire Engineer within their Building System Performance team as our contact point, who has request me as the RR directorate relationship holder to be the FENZ contact.

The context is to share information to inform any change that maybe required to relevant Building legislation.

Could you please escalate the request as necessary to facilitate the request?

Regards

[REDACTED] (he/him)
Senior Policy and Capability Specialist - Risk Reduction
79 Creyke Road
Christchurch

Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz
Web: www.fireandemergency.nz



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From: [REDACTED]
To: [SUTHERLAND, Miles \(Eddie\)](mailto:SUTHERLAND.Miles (Eddie)@fireandemergency.nz)
Subject: RE: [EXTERNAL] Adelaide Road Fire investigation
Date: Thursday, 18 May 2023 10:19:00 am
Attachments: [~WRD0002.jpg](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thanks Eddie

I have been advised FENZ will come up with an overarching plan on our approach. To avoid further confusion internally and with your team I will wait to see how they want to handle the various internal streams of work.

I understand the FENZ personnel working with your team doing the scene have been briefed on evidence I would be interested in.

Obviously someone will be in touch with [REDACTED] or Nick in the near future.

Thanks for your help.

Ngā mihi

[REDACTED] n
Senior Regulatory Compliance Specialist

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington Central 6011,
PO Box 2133, Wellington 6140

He waka eke noa – Everyone in one canoe with no exception

From: SUTHERLAND, Miles (Eddie) <Miles.Sutherland@police.govt.nz>

Sent: Thursday, 18 May 2023 9:26 am

To: [REDACTED]@fireandemergency.nz; PRITCHARD, Nicholas (Nick) <Nicholas.Pritchard@police.govt.nz>; FARRANT, Craig <Craig.Farrant@police.govt.nz>

Cc: [REDACTED]@fireandemergency.nz; Brown, Trevor <Trevor.Brown@fireandemergency.nz>; [REDACTED]

[REDACTED]@fireandemergency.nz

Subject: RE: [EXTERNAL] Adelaide Road Fire investigation

Kia ora [REDACTED],

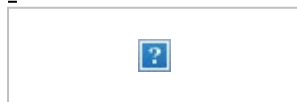
DSS Craig Farrant (cc'd) ph [REDACTED], is overseeing the scene examination, and DI Nick Pritchard (cc'd) is overseeing the investigation.

Thanks Eddie

Eddie Sutherland
Detective Inspector
Relieving District Crime Manager, Wellington

[REDACTED]

[x@xix](#)



From: BENNETT, Dion <xxxx.xxxxxx@xxxxx.xxx.xx>
Sent: Wednesday, 17 May 2023 9:21 PM
To: [REDACTED]@fireandemergency.nz>; SUTHERLAND, Miles (Eddie) <xxxxx.xxxxxxxxxx@xxxxx.xxx.xx>
Cc: [REDACTED]@fireandemergency.nz>; Brown, Trevor <xxxxxx.xxxxx@xxxxxxxxxxxxxxxx.xx>; A [REDACTED]@fireandemergency.nz>
Subject: Re: [EXTERNAL] Adelaide Road Fire investigation

Kia Ora [REDACTED]

Nice to hear from you.

I have included our O/C, DI Eddie Sutherland in this message. He will be your first point of contact to do any deconfliction.

Nga mihi.

Dion Bennett

Sent from my iPhone

On 17/05/2023, at 18:52, [REDACTED] <[REDACTED]@fireandemergency.nz> wrote:

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or open attachments unless you recognize the sender and know the content is safe.

Kia ora Dion,

I hope all is well with you. NZ is a small place and our paths appear to be crossing again.

I am responsible for leading Compliance Investigations on behalf of FENZ. As such I will be leading the FENZ response into the actions of the owner of the Loafers Lodge.

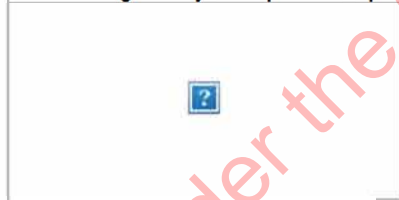
I see you have been doing the media responses so I am looking to contact who ever is leading the Police investigation to ensure my work does not interfere with theirs.

My investigation will look at the culpability of the company in relation to the Fire and Emergency Act 2017 and associated Regulations. This is standards practice. Information from this will be useful for the inquest when that occurs in the future.

Are you able to point in the direction of who I should liaise with on your team to avoid any mix ups.

Ngā mihi

[Redacted]
Senior Regulatory Compliance Specialist



M: [Redacted]
[\[Redacted\]@fireandemergency.nz](mailto:[Redacted]@fireandemergency.nz)
www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington
Central 6011,
PO Box 2133, Wellington 6140

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Wellbeing Plan – Loafers Lodge Hostel

May 2023

1. Background

Fire and Emergency attended a 5th alarm structure fire at the Loafers Lodge hostel in the early hours of Tuesday 16th May. The fire resulted in multiple fatalities despite the valiant and brave efforts of the Communications Centre team and the 29 crews and Commanders who responded to the incident.

2. Purpose

To support the wellbeing of our people as they process the incident and ensure their wellbeing need are meet.

3. Objectives

- Empower our people to access support and have access to support options that meet their needs
- Be upfront with our people through open and honest communication to ensure all personnel feel supported by FENZ
- Work together with our Unions and Associations to provide assurance that the wellbeing needs of our people will be looked after.

4. Initial actions (24-36 hours)

- Identify all personnel involved in initial response to the incident.
- Organise visits with Communications Centre personnel
- Debrief with Officer group of responding crews
- Liaise with Community Risk Team
- Liaise with Unions and Associations
- Liaise with partner agencies
- Identify any personnel languishing and/or showing acute signs of distress post the fire and link to appropriate wellbeing support.
- Provide assurance to all personnel of the fantastic job they did through internal and external communications.
- Mobilise peer support
- Identify any cultural needs or customs that need to be meet
- Provided briefing to employee assistance provider

5. Ongoing Approach

The below table outlines the wellbeing support options in a staged approach post incident

Time blocks:	Approach to Support:
Initial support	People leaders <ul style="list-style-type: none">• supporting workers with their presence and messaging

24 -72 hours	<ul style="list-style-type: none"> • providing advice, directing our people to wellbeing support available both internal and external. • focus on the positive outcomes of the incident i.e., lives saved, crew efforts <p>Group Managers</p> <ul style="list-style-type: none"> • providing direct support to their crews via debriefs and station visits • encourage officer group and firefighters to look out for each other and raise any concerns <p>Wellbeing Team and peer Support</p> <ul style="list-style-type: none"> • providing advice and support to managers • providing advice and support for individuals, crews directly and indirectly involved in the incident and post fire activities • proactive onsite debriefing and external support services as required and appropriate • checking in on personnel via phone and station visits <p>Vitae</p> <ul style="list-style-type: none"> • self-referral for counselling as required <p>Psychologists</p> <ul style="list-style-type: none"> • referral by the wellbeing team on a case-by-case basis • crew debriefs as required and appropriate
72 hours – 1 week	<ul style="list-style-type: none"> • continued support from and access to the above initial support resources. • station visits and phone calls to all responding personnel by Managers and Wellbeing Team
2 weeks plus	<ul style="list-style-type: none"> • continued support from and access to the above initial support resources. • offer wellness checks • follow up phone calls and visits • continue to encourage all personnel to seek support for themselves or their colleagues if showing signs of struggling

6. Stakeholders

Key internal

- Service Delivery - Te Ūpoko personnel
- Wellbeing Team and wider SHW Team
- Kaupapa Maori
- Peer Supporters

Key external

- Vitae
- Panel of psychologists
- Wellington Free Ambulance
- New Zealand Police

7. Risks, issues, and mitigation

Risk	Mitigation
Psychological Harm	<ul style="list-style-type: none">• Providing continued access to the support options as outlined in the table above• Allowing time and space for individuals to process the incident• If time off work is needed because of a traumatic event, employees should see their GP to have a medical certificate issued. They should then contact the Injury Management Unit on [REDACTED] to discuss.• Constant dialogue between people leaders and affected personnel

8. Tools and tactics

We will use the below tools to engage with our stakeholders.

Tactic	Details
Regular updates	Provide information on what we are doing to provide support to key stakeholders as required
Phone calls	Direct discussions with key stakeholders to coordinate and advise
Email correspondence	Emails to coordinate and advise both internal and external stakeholders
Portal	Regular communications published on the Portal
Brigade visits	Leaders and wellbeing teams to visit all impacted crews
U&A Engagement	Regular contact to provide updates and identify unmet needs

9. Monitoring

We will monitor effectiveness through:

- Regular feedback from stakeholders and personnel
- Number/type of emails and requests for further psychological support i.e., psychologist referrals.
- Number of referrals for Vitae utilising the "Loafers Lodge" code
- Anecdotal feedback from external providers

10. Communications

We will continue to provide both informal and formal communication, and adapt messaging as required to support the needs of our people.

11. Dependencies

This plan will be adjusted to reflect changes to priorities or emerging issues that need to be addressed through the severe weather emergency response. It will remain a living document.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Loafers Lodge Fire
Date: Thursday, 18 May 2023 10:30:35 am
Attachments: [Outlook-otvilbz.png](#)

Good Morning Gents,

I trust you are all recovering from the other nights events at Loafers Lodge. I want to take the chance to thank you all for your work on the night. In trying conditions, you guys did an amazing job. I've never personally been into a job this complex. I was impressed by the way you all went about the tasks before you, without any second guessing. Including the Interior firefighting on the 3rd floor, which was pretty intense.

For your professionalism and hard work, I thank you.

On a side note. I have entered a Safe@work entry **9(2)a** [REDACTED]. I have also plugged a SMS task for all the skills utilised that night.

If you guys want to have a chat, call or txt me anytime.

[REDACTED]
Station Officer – Hutt/Wairarapa Area
Kaupapa Maori



M: [REDACTED]
[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
www.fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Loafers Lodge Wellbeing Plan
Date: Thursday, 18 May 2023 10:33:51 am
Attachments: [image002.png](#)

Yep, if that's what they prefer

[REDACTED]
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District

M: [REDACTED]
[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
www.fireandemergency.nz

From: [REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 9:53 am
To: [REDACTED] <[REDACTED]@fireandemergency.nz>
Subject: RE: Loafers Lodge Wellbeing Plan

Thanks Mike. I have been talking with a few more SOs this morning and they think it might be better to do the psych sessions on shift – your thoughts?

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
www.fireandemergency.nz

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From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Thursday, 18 May 2023 9:28 am
To: [REDACTED]@fireandemergency.nz>
Subject: RE: Loafers Lodge Wellbeing Plan

Hi [REDACTED]

Looks like a great plan – thanks for your work. **Out of Scope** [REDACTED]

[REDACTED]
Assistant Commander
Kaiwhakahaere Rōpū, Rongotai

Wellington District

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

From: [REDACTED]@fireandemergency.nz
Sent: Wednesday, 17 May 2023 4:16 pm
To: Stubbs, Bruce <Bruce.Stubbs@fireandemergency.nz>, Pyatt, Nick
<Nick.Pyatt@fireandemergency.nz>, [REDACTED]@fireandemergency.nz;
[REDACTED] <[REDACTED]@fireandemergency.nz>
Cc: [REDACTED]@fireandemergency.nz
Subject: Loafers Lodge Wellbeing Plan

Please find attached the Welfare Plan for the Loafers Lodge event.

I am in the midst of contacting all individuals who attended, as well as looking to organise some group sessions with a psychologist – probably this weekend. I will send out details of these tomorrow morning.

Please let me know if there are any questions, or if you know of anyone who is struggling.

Many thanks

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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AUAHATANGA**

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From: [Cooper, Ken](#)
To: [REDACTED] ie
Subject: FW: 160 Adelaide Rd - post fire status
Date: Thursday, 18 May 2023 10:35:13 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Ken Cooper
Chief Advisor to the DCE's Service Delivery
Kaitohutohu Matua ki te Tumu Whakarae Tuarua Mō Tuku Ratonga

Mobile: [REDACTED]
Email: ken.cooper@fireandemergency.nz



From: [REDACTED] fireandemergency.nz>
Sent: Thursday, 18 May 2023 10:01 am
To: Cooper, Ken <ken.cooper@fireandemergency.nz>
Subject: FW: 160 Adelaide Rd - post fire status

From: [REDACTED]
Sent: Thursday, May 18, 2023 9:53 AM
To: [REDACTED] hodgkinson@wcc.govt.nz' <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>;
'ricky.kernohan@wcc.govt.nz' <ricky.kernohan@wcc.govt.nz>
Cc: 'Chris.scot@wcc.govt.n' <Chris.scot@wcc.govt.n> [REDACTED]
Subject: FW: 160 Adelaide Rd - post fire status

From: [REDACTED] fireandemergency.nz>
Sent: Wednesday, May 17, 2023 12:26 PM
To: craig.farrant@police.govt.nz; [REDACTED] @police.govt.nz
Subject: Fwd: 160 Adelaide Rd - post fire status

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From: [REDACTED]
Sent: Wednesday, May 17, 2023 12:24:30 PM

To [redacted] fireandemergency.nz>

Subject: Fwd: 160 Adelaide Rd - post fire status

6(c)

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]



[redacted]

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From: [Health Protection \[HVDHB\]](#)
To: [REDACTED]
Cc: [Jill McKenzie \[HVDHB\]](#)
Subject: CES asbestos testing results
Date: Thursday, 18 May 2023 11:02:58 am
Attachments: [image001.jpg](#),
[FYI FW Asbestos air testing 160 Adelaide Road.msg](#)

Kia ora Stephen,

Thank you for your phone call this morning. Please see the attached asbestos testing undertaken by CES organised by WCC, no concerns noted. The assessor will determine a new testing regime is required on Friday unless deemed unnecessary.

Thanks,

Phil Vernon (he/him)

**Health Protection Officer | Āpiha Tiaki Hauora
Capital, Coast, Hutt Valley and Wairarapa**

waea pūkoro: [REDACTED] | imēra: phil.vernon@wairarapa.dhb.org.nz

2nd Floor, 47 Lincoln Road, Masterton |

Reach us in our local channels: [Capital & Coast website](#) | [Hutt Valley website](#) | [Wairarapa website](#)



Te Whatu Ora – Health New Zealand
TeWhatuOra.govt.nz

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From: [Helen van Mil \[HVDHB\]](#)
To: [Madison Ryan \[HVDHB\]](#); [Phil Vernon \[WrDHB\]](#); [Jill McKenzie \[HVDHB\]](#)
Subject: FYI FW: Asbestos air testing 160 Adelaide Road
Date: Wednesday, 17 May 2023 12:43:00 pm
Attachments: [image001.jpg](#)
[F-24753 - Air Monitoring Report 160 Adelaide Road \(002\).pdf](#)

From: Varun Guruvayurappan <xxxxx.xxxx@xxx.xxxx.xx>
Sent: Wednesday, 17 May 2023 12:40 PM
To: Mark Donaghue <xxxx.xxxxxxxx@xxxxxxxx.xxxx.xx>; Helen van Mil [HVDHB] <xxxxx.xxxxxx@xxxxxxxxxxxxxx.xxxx.xx>
Cc: Kimberlee McMeeking <xxxxxxxxx.xxxxxxxx@xxx.xxxx.xx>
Subject: RE: Asbestos air testing 160 Adelaide Road

External email - take care with links and attachments

Hi Team,

I've attached the air monitoring tests from yesterday evening. The clearance level does not exceed 0.01 f/ml – no concerns noted.

The Assessor will determine a new testing regime on Friday, depending on its test results. Air monitoring will be repeated on Friday, unless the Assessor thinks it is necessary to do it earlier.

Out of Scope

[Redacted]

Thanks

Varun Guru

Senior Environmental Health Officer | Public Health Team | Wellington City Council

M [Redacted]

E xxxx@xxx | W Wellington.govt.nz |

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From: [REDACTED]@fibres.co.nz>
Sent: Tuesday, 16 May 2023 8:12 pm
To: Varun Guruvayurappan <xxxxx.xxxx@xxx.xxxx.xx >
Cc: [REDACTED]@fibres.co.nz>
Subject: Asbestos air testing 160 Adelaide Road

Hi Varun

Please find attached air monitoring results from this afternoons testing around Loafer Lodge.

4 monitors testing directly around the building to each elevation, all monitors returned satisfactory results.

Visual clearance for the clean up by tech clean will be issued tomorrow.

Any queries please let me know, cheers.

Best regards

[REDACTED]
Survey Manager
Capital Environmental Services
M: [REDACTED]
P: [REDACTED]

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Wellington City Council
PO Box 2199
Wellington, 6011

ASBESTOS FILTERS

Filters received on 16/05/2023 from 160 Adelaide Road, Newtown. (Background, 16/5 @15.15) Sampled by CES [redacted] and [redacted] on 16 May 2023.

Results:

Sample # & DOA	Fibres/Fields	Pump Location	Start Time	Run Time	Volume	Concentration
F62461 16/05/2023	2/100	ZIP carpark South 160 Adelaide Rd	15:39	96	768	<0.01
F62462 16/05/2023	1/100	Front elevation 160 Adelaide Rd	15:43	99	792	<0.01
F62463 16/05/2023	0/100	VTNZ driveway (North elevation 160 Adelaide Rd)	15:45	88	704	<0.01
F62464 16/05/2023	0/100	Hanson Street (west elevation 160 Adelaide Rd)	15:47	84	672	<0.01

Preparation and analysis was carried out in a CES mobile laboratory.

NOTES:

The results within this report only relate to samples tested.

Results pertain to sample(s) "as tested and sampled".

Filters will be disposed of 30 days after reporting. This report may not be reproduced except in full.

Where present "A" denotes an amendment and this report supersedes the original report number.

IANZ ACCREDITATION applies to sampling and asbestos fibre counts on membrane filters.

Membrane Filter Method (MFM) for Estimating Airborne Asbestos Fibres. 2nd Edition (NOHSC: 3003 (2005)

UNITS: Volume = Litres. Concentration = Fibres/millilitre (f/ml), Run Time = Minutes.

DOA: Date of Analysis.

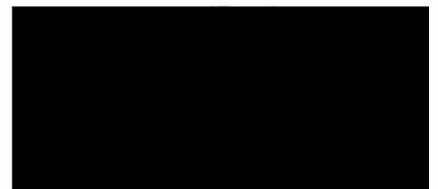
*Opinions and interpretations of test results expressed in this report are outside the scope of this laboratory's terms of accreditation.

Health and Safety at Work (Asbestos) Regulations 2016 and ACoP – Clearance level does not exceed 0.01 f/ml. Minimum sampling 480 litres



Authorised By:

[redacted]
Key Technical Person



Analysed By:

[redacted]
Senior Consultant/Analyst



All tests reported herein have been performed in accordance with the laboratory's scope of accreditation

From: [REDACTED]
To: [REDACTED]
Subject: RE: Peer Support for Wellington Fire
Date: Wednesday, 17 May 2023 8:26:00 pm
Attachments: [image002.png](#)

From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 10:53 am
To: [REDACTED]@fireandemergency.nz>
Subject: RE: Peer Support for Wellington Fire
Importance: High

Hi [REDACTED]

Sorted out the ones in Red, one yellow we need to keep an eye on, Avalon crew ill try tomorrow.

Thanks for the help.

If you could start on the below list that would be awesome! – Let me know if its too many. I've left in the detail of who they are covering for.

Avalon [REDACTED] - HUTT [REDACTED]
[REDACTED] - AVAL [REDACTED]
[REDACTED] - HUTT [REDACTED]
[REDACTED] - AVAL [REDACTED]
[REDACTED] - [REDACTED]) - AVAL [REDACTED]
[REDACTED] - HUTT [REDACTED]
[REDACTED] - AVAL [REDACTED]
[REDACTED]

Seaview [REDACTED] - SEAV [REDACTED]

[REDACTED]
[REDACTED] - SEAV [REDACTED]
[REDACTED] - SEAV [REDACTED]
[REDACTED] 9(2)a [REDACTED]
[REDACTED]

Trentham [REDACTED] - TREN [REDACTED]

[REDACTED]
[REDACTED] - TREN [REDACTED]
[REDACTED] - TREN [REDACTED]
[REDACTED]

Remutaka [REDACTED] * - REMU [REDACTED]
[REDACTED] * - [REDACTED]) - REMU [REDACTED]

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[REDACTED] - REMU [REDACTED]
[REDACTED] - REMU [REDACTED]
[REDACTED] - [REDACTED] - REMU [REDACTED]
[REDACTED] - [REDACTED]

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 10:38 am
To: [REDACTED]@fireandemergency.nz>
Subject: RE: Peer Support for Wellington Fire

Im available

From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 10:04 am
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
<[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>;
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>;
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>

Subject: Peer Support for Wellington Fire

Good Morning All

As you are probably aware, many of our people have been and continue to be involved with the Loafers Lodge fire in Newtown this morning. We already know that many people are going to need at least a listening ear to make sense of this, and I am also reaching out to individuals who have been brought to my attention who may need more intensive support.

Could you please advise me if you have any time available over today and tomorrow that you



could help with check-ins on the crews who attended?

Could you also advise me if you have any requests from Brigades to do group sessions, just so I can keep track of them, and to support you where needed.

Many thanks

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
L: [REDACTED]@fireandemergency.nz
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AUAHATANGA**

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From: [REDACTED]
To: [Brown, Trevor](#)
Subject: MBIE Comms - Loafers Lodge 160 Adelaide Rd WLG
Date: Wednesday, 17 May 2023 5:59:00 pm
Attachments: [image001.png](#)

Hi Trevor,

As discussed, I received a verbal request today from MBIE to open a formal line of communication between our organisations regarding the fatal fire at Loafers Lodge.

MBIE have tasked a Senior Fire Engineer within their Building System Performance team as our contact point, who has request me as the RR directorate relationship holder to be the FENZ contact.

The context is to share information to inform any change that maybe required to relevant Building legislation.

Could you please escalate the request as necessary to facilitate the request?

Regards

[REDACTED] (he/him)
Senior Policy and Capability Specialist - Risk Reduction
79 Creyke Road
Christchurch

Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz
Web: www.fireandemergency.nz



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NOTE: The views expressed in this message may not necessarily reflect those of Fire and Emergency New Zealand

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From: [Pyatt, Nick](#)
To: [Wellington District - All; Central Comcen](#)
Cc: [REDACTED]
Subject: Loafers Lodge Incident - Update and Next Steps
Date: Wednesday, 17 May 2023 8:17:47 pm
Attachments: [image001.png](#)

Good evening everyone,

You will all be well aware of the significant fatal fire which occurred at Loafers Lodge in Adelaide Rd, early yesterday morning.

Many of you attended, and while this was an immensely tragic incident, because of your direct actions more than 50 people escaped or were rescued. You did an incredible job under the most trying and challenging circumstances any Firefighter or Comcen operator would face. The Prime Minister and Minister of Internal Affairs visited the incident ground later yesterday morning and on your behalf I accepted their sincere gratitude and appreciation for your commitment and the significant work you undertook. This was a deeply sad day, but please remember those who are here today, because of your actions.

I want to also give you an update on the current situation and what the next steps will be.

Today the incident was formally handed over to the New Zealand Police, who have indicated that they are treating this as a potential crime scene. For us, this means that we are now supporting the Police and will continue to assist, as tasked. In terms of media requests, this means that no one, myself included are to make comment to the media. All media enquiries are to be directed to xxxxx@xxxxxxxxxxxxxxxxxx, who will liaise with the Police communications team. In terms of a presence at the incident group, until further notice we will continue to have an appliance and crew in attendance. Other resources will be requested as required. We currently have members of the Central USAR team in attendance. Their taskings have been initially to carry out an assessment of the structure integrity of the building (with our USAR engineer) and shore up areas, where this has been compromised. They have also assisted by erecting privacy partitions to the building entranceway.

Over the next two days, we will release our Recovery Plan for this incident. This will outline our priorities and a workplan for how these will be achieved. This plan will focus on three key priorities:

1. Supporting the psychological and welfare needs of District and Comcen personnel
2. Operational debriefing
3. Incident ground site management

Take care and I will update on further details as they come to hand.

Regards

Nick Pyatt
District Manager / Commander
Wellington
Te Ūpoko

Central Fire Station, 2 Oriental Parade, Wellington 6011

PO Box 19161, Wellington 6149

M:



xxx.xxxx@xxxxxxxxxxxxxxxxxx

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From: [REDACTED]
To: [Brown, Trevor](#)
Cc: [Rotarangi, Steph](#)
Subject: F1W: Coordination of investigation response to Adelaide Road
Date: Wednesday, 17 May 2023 5:21:35 pm
Attachments: [image002.png](#)
[Newtown Tragedy.msg](#)

Hi Trevor,

Steph has informed me you are the leading the investigation response into the Adelaide Road fire.

As a subject [REDACTED] expert I want to make sure FENZ is meeting its compliance obligations.

We need to set up compliance investigation protocols with all the other agencies involved in the Adelaide Road fire.

Can I please arrange a meeting with you to discuss how this is going to be managed.

All agencies are going to have their own requirements and the evidence is going to be needed by those multiple agencies. So you know I have already been approached by the Local Crown solicitor to provide guidance if required. I will work with them and [REDACTED] over this investigation.

1 **Conflict of interest.** Has consideration been given as to who is doing the scene examination as potentially there could be criticism aimed at FENZ and especially towards the local Risk reduction staff. For this reason we should be giving consideration to using out of region staff to carry this important work out. This would help reduce any implied conflict of interest in local staff investigating themselves.

2 [REDACTED]
6(c) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

3 **Coordinated approach.** We only get one crack at the scene examination so we need the FENZ team to collect evidence to court standards as there is a lot that we need to get from the scene. This is bigger than a standard origin cause investigation.

4 **Information sharing .** We need to make sure we have information sharing arrangements with other agencies. I suggest an investigation MOU. This will help prevent misunderstanding in the near future

[REDACTED]
[REDACTED]
[REDACTED]

I am currently in [REDACTED] doing a presentation with [REDACTED] [REDACTED] but I am happy to travel Wellington to discuss I cannot stress how important this is. [REDACTED]
[REDACTED]

Ngā mihi

██████████
Senior Regulatory Compliance Specialist

M: ██████████

██████████@fireandemergency.nz

www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington Central 6011,
PO Box 2133, Wellington 6140

He waka eke noa – Everyone in one canoe with no exception

From: Rotarangi, Steph <Steph.Rotarangi@fireandemergency.nz>

Sent: Wednesday, 17 May 2023 12:31 pm

To: ██████████@fireandemergency.nz>; Brown, Trevor
<Trevor.Brown@fireandemergency.nz>

Cc: Cooper, Ken <ken.cooper@fireandemergency.nz>

Subject: RE: Coordination of investigation response to Adelaide Road

Kia ora ██████████

Thanks for raising this with me along with your observations about potential breaches. I attach an email I sent out earlier but, in a nutshell, Trevor is our lead at this time. Russell and I will work on next steps over the coming days and with urgency. Please don't hesitate to start working with ██████████ on the compliance aspects.

Cheers, Steph

From: ██████████@fireandemergency.nz>

Sent: Wednesday, 17 May 2023 7:13 am

To: Brown, Trevor <Trevor.Brown@fireandemergency.nz>; Rotarangi, Steph
<Steph.Rotarangi@fireandemergency.nz>

Subject: Coordination of investigation response to Adelaide Road

Morena

Putting my advisor hat on.

Can I please be advised of who from FENZ is coordinating the FENZ investigation response with the other agencies in relation to the Adelaide Road.

██ and ensure FENZ is meeting our obligations under the various FENZ legislation.

Naturally the Police will be the lead agency in relation to the deaths. But I believe the Wellington

City Council, Tenancy, MBIE and Worksafe all will have an interest.

So we do not lose evidence I just want to make sure we have an agreement between each agency who is going to do what. Each agency will have their own priorities and from experience in large multi-agency investigations they will only concentrate on their own needs.

6(c)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Out of Scope
[Redacted]
[Redacted]

Happy to discuss if required

Ngā mihi

[Redacted]
Senior Regulatory Compliance Specialist

M [Redacted]
[Redacted] [@fireandemergency.nz](mailto:[Redacted]@fireandemergency.nz)
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PO Box 2133, Wellington 6140

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From: [Rotarangi, Steph](#)
To: [Brown, Trevor](#); [Cooper, Ken](#); [REDACTED];
Cc: [Wood, Russell](#); [Thomas, Piki](#); [REDACTED]
Subject: Newtown Tragedy
Date: Wednesday, 17 May 2023 11:47:00 am
Attachments: [image001.png](#)

Kia ora team

I wanted first and foremost to acknowledge the significance of yesterday's events at Loafers Lodge and pay my respects to those who have tragically died. I also want to acknowledge those who have been injured and/or traumatised.

We have previously agreed that Service Delivery Design is about safer people, safer places and improved operations. We are dedicated to working together – as a team, with other branches, with agencies and the community – to improve operations and community safety. Events like yesterday cut deep and are the very thing we spend our careers trying to avoid.

Please do what you do need to, look after yourself and each other. I've asked my ELT colleague Piki Thomas to lend a hand with coordinating any extra welfare requirements we need, please reach out to him if you have any ideas or concerns.

I know many of you have questions about next steps. I will work with Russell and Trevor to define any lessons, observations and/or reviews that may need to be undertaken. In the meantime Trevor Brown will be our lead for next steps required to assist Police investigations at this time.

Thanks again for your efforts and commitment to fire safety. I look forward to working with you all to define our next steps.

nā Dr Steph Rotarangi

Tumu Whakarae Tuarua / Deputy Chief Executive Service Delivery Design

Toihau a-Motu Tuarua / Deputy National Commander

Te Ratonga Ahi me ngā Ohotata i Aotearoa / Fire and Emergency New Zealand

M: [REDACTED]

E: steph.rotarangi@fireandemergency.nz

National Headquarters, Level 7, 42-52 Willis St, Wellington Central, 6011
PO Box 2133, Wellington, 6140



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From: [REDACTED]
To: [Pyatt, Nick](#); [REDACTED]
Subject: RE: Loafers Lodge Incident - Update and Next Steps
Date: Thursday, 18 May 2023 6:01:28 am
Attachments: [image002.png](#)
[image001.png](#)
[image003.png](#)

Kia Ora Nick and [REDACTED]

[@Pyatt, Nick](#) On behalf of all our people on the floor here at Central Comms thank you for your kind words but also including us in these updates. Sometimes a lack of closure can make these situations worse, this email starts to provide some of that closure. The whole experience has been both horrible and humbling.

Thank you both for making last night's wellbeing session happen at such short notice. The experience, mana and words you provided to my colleagues and mates enabled them to start opening up and begin the healing process. We will continue to look out for each other.

If I can do anything to assist in the future please let me know.

Cheers

[REDACTED]
Shift Manager (Green Watch)
Central Fire Communications

①: [REDACTED] ① [REDACTED]
 [REDACTED]
✉: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
🌐: www.fireandemergency.nz

Wellington Central Police Station, Level 7, 41 Victoria St
PO Box 11349, Manners St, Wellington 6011

From: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>

Sent: Wednesday, 17 May 2023 8:17 pm

To: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz); [REDACTED]

[REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>

Cc: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>; M [REDACTED]

[REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>; [REDACTED]

[REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>

Subject: Loafers Lodge Incident - Update and Next Steps

Good evening everyone,

You will all be well aware of the significant fatal fire which occurred at Loafers Lodge in Adelaide Rd, early yesterday morning.

Many of you attended, and while this was an immensely tragic incident, because of your direct actions more than 50 people escaped or were rescued. You did an incredible job under the most trying and challenging circumstances any Firefighter or Comcen operator would face. The Prime Minister and Minister of Internal Affairs visited the incident ground later yesterday morning and on your behalf I accepted their sincere gratitude and appreciation for your commitment and the significant work you undertook. This was a deeply sad day, but please remember those who are here today, because of your actions.

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2. Operational debriefing
3. Incident ground site management

Take care and I will update on further details as they come to hand.

Regards

Nick Pyatt
District Manager / Commander
Wellington
Te Ūpoko

Central Fire Station, 2 Oriental Parade, Wellington 6011
PO Box 19161, Wellington 6149

M: [REDACTED]
xxxx.xxxxx@xxxxxxxxxxxxxxxxxx
www.fireandemergency.nz

From: [Brown, Trevor](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Adelaide Road Fire investigation
Date: Wednesday, 17 May 2023 8:53:05 pm
Attachments: [image001.png](#)

Kia ora [REDACTED]

I would like you to hold fire in doing anything else while I put our plan together on behalf of Steph and Russell, which will include liaising with and working with the Police investigation team where appropriate.

[REDACTED]
[REDACTED]
[REDACTED] Right now the building is in Police control and is likely to be so for a couple of days yet as they are treating this as arson at the moment but are closely connected with the local fire investigation team.

I intend to bring our team together very soon as our plan has been agreed with Russell and Steph, which I hope will be either on Friday or Monday.

Cheers, Trevor

Trevor Brown

Assistant National Commander

Kaiwhakahaere – Oati Mahi Ā-Motu / National Manager Operational Assurance

Te Ratonga Ahi Me Ngā Ohotata i Aotearoa / Fire and Emergency New Zealand

National Headquarters

Level 7, Spark Central, 42 – 52 Willis Street

Wellington 6011

M [REDACTED]

xxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx

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From: [REDACTED]@fireandemergency.nz>

Sent: Wednesday, May 17, 2023 6:52:38 PM

To: xxxx.xxxxxxx@xxxxxx.xxxx.xx <xxxx.xxxxxxx@xxxxxx.xxxx.xx>

Cc: [REDACTED]@fireandemergency.nz>; Brown, Trevor

<xxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx>; [REDACTED]

<[REDACTED]@fireandemergency.nz>

Subject: Adelaide Road Fire investigation

Kia ora Dion,

I hope all is well with you. NZ is a small place and our paths appear to be crossing again.

I am responsible for leading Compliance Investigations on behalf of FENZ. As such I will be leading the FENZ response into the actions of the owner of the Loafers Lodge.

I see you have been doing the media responses so I am looking to contact who ever is leading the Police investigation to ensure my work does not interfere with theirs.

My investigation will look at the culpability of the company in relation to the Fire and Emergency Act 2017 and associated Regulations. This is standards practice. Information from this will be useful for the inquest when that occurs in the future.

Are you able to point in the direction of who I should liaise with on your team to avoid any mix ups.

Ngā mihi

[REDACTED]
Senior Regulatory Compliance Specialist

M:

[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington Central 6011,
PO Box 2133, Wellington 6140

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From: [REDACTED]
To: [REDACTED]
Subject: Loafers UAS Data
Date: Wednesday, 17 May 2023 10:17:00 pm
Attachments: [image001.png](#)

Hey [REDACTED]

As a reminder with regards to the data from Loafers:

- The data will be highly useful and sought after from several internal stakeholders.
- I'd talk to [REDACTED] (a group of the IC's at the job) about how they'd like you to approach the Comms Team (xxxxxxxxxxxxx@xxxxxxxxxxxxxxxx.xx) and how in the loop they want to be
- [REDACTED], about if Fire Investigators would want an edit cut of the raw data
- [REDACTED], about what considerations for an edit cut an OER team may want

[REDACTED]
Station Officer
Wellington Fire District

A blue rectangle with white and orange text Description automatically generated with low confidence



P - [REDACTED]
E - [\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
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From: [REDACTED]
To: [Ali, Carmel](#)
Subject: FW: [REDACTED] on state of the fleet and impact on Loafers Lodge fire
Date: Thursday, 18 May 2023 9:16:54 am
Attachments: [image001.jpg](#)

Hi Carmel, as discussed this morning, see the highlighted part re why we have not been able to supply a Type 5 for Newtown while we resolve issues with their normal Type 5.

Regards
Mike

From: [REDACTED]
Sent: Wednesday, 17 May 2023 2:44 pm
To: [REDACTED]@fireandemergency.nz; Stubbs, Bruce <xxxxx.xxxxxx@xxxxxxxxxxxxxxxx.xx>; Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Cc: Ali, Carmel <xxxxxx.xxx@xxxxxxxxxxxxxxxx.xx>; Media - External Affairs <xxxxx@xxxxxxxxxxxxxxxx.xx>; Stuart-Black, Jim <Jim.Stuart-Black@fireandemergency.nz>; [REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz; Wood, Russell <xxxxxxx.xxxx@xxxxxxxxxxxxxxxx.xx>; Sinclair, Sarah <xxxxx.xxxxxxx@xxxxxxxxxxxxxxxx.xx>; [REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz; Cooper, Ken <xxx.xxxxxx@xxxxxxxxxxxxxxxx.xx>
Subject: RE: [REDACTED] on state of the fleet and impact on Loafers Lodge fire

Fleet and our maintenance provider have not been notified of any "labouring" issues with the Type 4 or any other appliances at the incident. FYI by design the appliance gives priority to the pump when both the pump and aerial are engaged. This means that when both are engaged and the pump is idling with low engine revs the aerial will operate slower than when the engine is revving at the optimal level for the aerial alone. Perhaps that scenario occurred, which could give the impression of the engine labouring. This is not a fault but simply how the appliance is designed to operate and how it has operated since it was built.

The only issue we have had reported with the Type 4 was that a buzzer or other warning sound was heard from the Type 4 at one point and we understand that the crew turned the truck or aerial off and back on and the noise did not reoccur. The Type 4 has buzzers to alert the operator when required, and a manually operated signal 'horn'. The presence of a buzzer or warning is not necessarily indicative of a fault and the on-site mechanic checked the appliance (after the crew had restarted the truck so the buzzer was not going when the mechanic was at the appliance) and could not see any issue. The Type 4 remains in service and no faults for this appliance are currently logged with the fleet maintenance provider.

FYI there was also a reported issue with the Thorndon Type 5 mid-morning (business hours) Tuesday. The appliance was on site at the Newtown fire and the crew were packing up the appliance to shift it to another location when the boom stopped just above the fully housed position. People from the Fleet team went to the site and housed the boom using the bleed down function on the aerial. No specialist tools were used, just the built-in appliance functionality. A lot of water was on the appliance including around the operating joysticks (the crew advised they had been operating in very heavy rain at times that morning), and when the legs were housed a lot of water was seen to come out of one leg housing (right rear). The aerial

was then tested and worked without error. The crew then relocated the appliance and recommenced their work. No further issues have been reported at this stage and the appliance remains in service.

Out of Scope
[Redacted]

Also the RNZ website [Newtown hostel fire: Firefighters 'pretty cut up' they couldn't rescue more people as second ladder truck unavailable | RNZ News](#) says FENZ has “a backlog of problems with cracks on some Type 3 trucks” and [Redacted] said in his interview with [Redacted] that some of our “smaller trucks have got cracks in parts of them, they’re trying to get those.. and can’t use them”, whereas all Type 3s with cracks have been repaired and there are currently none out of service with cracks.

Regards

[Redacted]

From: [Redacted] <[Redacted]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 12:12 pm
To: Stubbs, Bruce <Bruce.Stubbs@fireandemergency.nz>; Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Cc: Ali, Carmel <Carmel.Ali@fireandemergency.nz>; Media - External Affairs <Media@fireandemergency.nz>; Stuart-Black, Jim <Jim.Stuart-Black@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>; Wood, Russell <Russell.Wood@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>; [Redacted] <[Redacted]@fireandemergency.nz>
Subject: [Redacted] on state of the fleet and impact on Loafers Lodge fire

fyi

[Wellington hostel fire: Firefighters 'pretty cut up' they couldn't rescue more people as second ladder truck unavailable - NZ Herald](#)

[Redacted]
Manager, Media

National Headquarters
Spark Central, Level 7
42 – 52 Willis Street
Wellington 6011

Ph: [REDACTED]

Text Description automatically generated



Email address: media@fireandemergency.nz

www.fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Subject: FW: Loafers Lodge Wellbeing Plan
Date: Thursday, 18 May 2023 9:56:00 am
Attachments: [Loafers Lodge Wellbeing Plan.pdf](#)
[image001.png](#)

Welfare plan attached as promised.

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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MANAAKITANGA | WE ARE BETTER TOGETHER - WHANAUNGATANGA | WE STRIVE TO IMPROVE –
AUAHATANGA**

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Recovery Support

For information regarding this incident please call 04 801 0812 and quote this reference:

F

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Useful contacts following an emergency

Victim Support	0800 842 846
Wellington City Council	XX
Porirua City Council.....	XX
Work and Income	0800 559 009
Kāinga Ora	0800 801 601
Salvation Army	XX
Wellington City Mission.....	XX
SPCA.....	XX

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Peer Support for Wellington Fire
Date: Wednesday, 17 May 2023 11:35:00 am
Attachments: [image002.png](#)

Anytime [REDACTED]

From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, May 17, 2023 11:17 AM
To: [REDACTED]@fireandemergency.nz>
Subject: RE: Peer Support for Wellington Fire

Awesome thank you – still piecing together the op support space so that’s really useful.

I may call again on you later today if that’s ok.

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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MANAAKITANGA | WE ARE BETTER TOGETHER - WHANAUNGATANGA | WE STRIVE TO IMPROVE –
AUAHATANGA**

From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 11:14 am
To: [REDACTED]@fireandemergency.nz>
Subject: RE: Peer Support for Wellington Fire

Hi [REDACTED]

[REDACTED] VFB – spoke with [REDACTED] – the crew didn’t make it to the scene – were or
standby at Thorndon Station – told me that [REDACTED] VFB attended so I phoned [REDACTED]
[REDACTED] who told me they did attend but didn’t go into the hostel – the crew is doing well and know
where to get support if required

[REDACTED] VFB – spoke to [REDACTED] [REDACTED] [REDACTED] - ops support attended – didn’t go into the hostel
– the crew is fine but know where to go for support if required

[REDACTED]

From: [REDACTED]@fireandemergency.nz>

Sent: Wednesday, May 17, 2023 10:04 AM

To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz> [REDACTED]@fireandemergency.nz>;
[REDACTED]@fireandemergency.nz> [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]@fireandemergency.nz>;
[REDACTED]fireandemergency.nz> [REDACTED]
[REDACTED]@fireandemergency.nz> [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz> [REDACTED]@fireandemergency.nz>

Subject: Peer Support for Wellington Fire

Good Morning All

As you are probably aware, many of our people have been and continue to be involved with the Loafers Lodge fire in Newtown this morning. We already know that many people are going to need at least a listening ear to make sense of this, and I am also reaching out to individuals who have been brought to my attention who may need more intensive support.

Could you please advise me if you have any time available over today and tomorrow that you could help with check-ins on the crews who attended?

Could you also advise me if you have any requests from Brigades to do group sessions, just so I can keep track of them, and to support you where needed.

Many thanks

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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AUAHATANGA**

From: [REDACTED]
To: [REDACTED]
Subject: Notes 16/05
Date: Wednesday, 17 May 2023 11:45:18 am

Notes to be added into Sitreps

WCC - Respnse manager/Centre Manager David Enver

[REDACTED] FENZ CRR Liason arrived 9am.

Update from [REDACTED] FI provided to centre 9.30am - residents will not return today.

Agencies on site as at 10am

MSD, WCC (including WREMO, Community team, Welafre, Hapai Ake), City Mission, Sallies, FENZ, Police, Corrections, DCM (Ngaire), Wellington Free.

Actions being taken:

WCC - Centre management (David Enver here since 2am, will change over soon).

Centre will be open all day, but not overnight. Their team are working to sort

Emergency accomm for tonight.

WREMO - Welfare Liason here.

Sallies - Psychosocial support, clothes, shoes, BBQ arrived 9.45am.

DCM - usually supports residents, knows some of the residents, supporting WCC at centre.

Police - interviews, list of those accounted for. Spoke to Katie Sutherland, she is updating list. She has my contact details.

Wellington Free - medical checks still being completed as at 9.30am, scripts needed, scripts are sent to countdown, once these are collected majority of team will leave but leave standby staff on site.

MSD - doing needs assesments, housing assessments, financial support.

City mission - lounge open behind the church if needed.

WCC Communtiy team - setting up needs assessment area.

Sent to michelle - 10am.

Sitrep 2

Update for residents 10.30am at EAC (done by Milly, WCC)

- showering encourgaed as asbestos was in building

- hot lunch coming

- social workers from city mission on site

- chaplain is here to support.

- thanking for patience.

- directing to WCC staff for questions.

- people are asking for a Police update on missing persons - directed to talk to police on site and 105.

- can we go to Winz office? Yes Centre manager Tom is here to help.

- told they don't have to stay. Just make sure recorded.

- [REDACTED] is loafer lodge rep that is here.

Info update - between Police (Rachel) and GM [REDACTED]

- 11 still unaccounted for at 10.31hrs. Police at centre given this Update from [REDACTED]
- [REDACTED] (building staff, has respect of residents) on scene still.

Meeting between FENZ and Police - 10.40hrs (Police commander and FENZ GM [REDACTED] WCC Community liason Mark and FENZ CRr [REDACTED] present also).

- Comparing of data on persons.

Police - calls going to 105 still. Dec seargent updating file in office.

- Projected deceased communicated to Police. Comparing of lists.
- 10 unaccounted for at this point 1100hrs. Excluding known K41s inside (6).

Sent to Tom in sitrep.

Sitrep 3 update from [REDACTED] -

- Meeting between Rachel [REDACTED] and Assistant commander [REDACTED] and Corrections 11.20hrs, compared with Police forms
- lots of people ringing 111 and 105 of people concerned about friends and whanau
- Corrections update on location of people with bracelets sent to FENZ to compare to list.
- GM Wilby spoke to [REDACTED] (Loafers manager) at 12.43hrs. [REDACTED] spoken with [REDACTED] building manager at Loafers, to check list. Confirmed room numbers and empty rooms.
- unaccounted list now sits at 13
- Meet at 1.30hrs to compare lists.

1.30hrs meeting comparing lists (Lead police. Fenz, msd, victim support, wcc, wremo)

- Going through list with Police Intel Carrie and Sam.
- confirmed with other agencies who have sighted/spoken with them
- 2pm - list still being collated and finalized.
- 3.30hrs lists finished collating.

Sitrep update 4

- All agency meeting 4pm. WCC says Residents being moved. Now whittling it down.
- 16.30hrs food arrived for residents. Phones arrived for residents from Warehouse 1700.
- WCC and MSD staying here at EAC til close.
- Michelle Walsh WCC new centre manager.
- Wellington RRT arriving to support with centre closing/cleaning the EAC.
- EAC shut down tonight, aiming for 7pm. Residents are advised of this.
- [REDACTED] number with Centre manager, WCC, and MSD for contact tonight if

needed.

- [REDACTED] departed EAC 1715.

Contacts from event/who I talked to:

David envor wcc centre manager and [REDACTED] Response

Millywcc (usually msd liason)

[REDACTED] (Sallies)

Joel and Hannah wremo (response manager)

David wremo

Katie (leader) and Laura - Wellington free

Chris (ambo manager) and Hannah - Wellington free

MSD - clothing, financial support, medication, housing assessment, financial advances. Regional commisioner of MSD, and Sheryl.

Millie Ferrick - Corrections

Victim support - Melissa

Fahimi - later shift for WCC.

Michelle Walsh taking over as Centre manager.

Salvation army - psychosocial support. 2 on the way.

Hapai ake is here. - Welfare support

Police - Kate. Police. RACHEL (COMMANDER)

Yvonne, Jared, Mark - WCC communtiy team

Police number direct - 105

File number for incident is [REDACTED]

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M: + [REDACTED]

E: xxxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx

National Headquarters, Level 7, 42-52 Willis St, Wellington Central, 6011
PO Box 2133, Wellington, 6140



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 160 Adelaide Rd fire
Date: Wednesday, 17 May 2023 2:55:21 pm
Attachments: [image001.jpg](#)
Importance: High

Hi

Trevor Brown has just contacted me re the above fire. He has been instructed by DCE Rotarangi to begin a Level 3 PIA. She is producing some terms of reference.

In the first instance, can you [REDACTED] request the building file from WCC. If they decline to provide this we will need to talk to Sarah Dwen about drafting a Official public records request.

Once we have the terms of reference we will need to decide how we undertake the investigation.

Regards

[REDACTED]
B.E.(mech), M.Bld.Sc(dist), M.E. (fire engineering)
Fire Engineering Manager

Text Description automatically generated



DDI: [REDACTED]
Fax: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
National Headquarters, 2 Poynton Terrace, Newton,
Auckland
PO Box 68 444, Victoria St, Auckland 1142

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From: [Brown, Trevor](#)
To: [Rotarangi, Steph](#)
Subject: RE: Reviews and lessons learnt
Date: Wednesday, 17 May 2023 2:56:27 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Kia ora Steph

I am putting a draft plan together for your consideration but briefly it will run as follows:

1. Our fire investigators will conduct the usual origin and cause investigation. Done by Wellington District tam but with direct support from our NHQ investigation team ([REDACTED] to coordinate for me)
2. In liaison with the Wellington DM operational Assurance will facilitate the formal debrief(s) – they may need to be held in several locations around Wellington.
3. Operational Assurance will also facilitate a command debrief with all officers in key roles during the fire eg first arriving SSO and SO, first arriving GM's, Both IC's.
4. Fire Safety component – this will involve an in depth look at our history with the building, a PIA(post incident analysis) conducted by the Fire Engineers to understand how the building behaved in the fire, how safety systems worked or not etc
5. Operational Assurance will conduct an operational review based on the ToR agreed by the RM and GM (standard practice) looking at command and control, equipment, appliance performance with a report showing findings only unless agreed otherwise.
6. Coordinate with police to ensure we stay in our lane and support their investigation as required. I will reach out to find who I need to work with on this.

So I will formulate this into a better described plan. Please note I am on leave tomorrow (Thursday).

Cheers, Trevor

Trevor Brown
Assistant National Commander
Kaiwhakahaere – Oati Mahi Ā-Motu / National Manager Operational Assurance
Te Ratonga Ahi Me Nga Ohotata i Aotearoa / Fire and Emergency New Zealand
National Headquarters
Level 7, Spark Central, 42 – 52 Willis Street
Wellington 6011
M: [REDACTED]
trevor.brown@fireandemergency.nz
www.fireandemergency.nz

[Operational Efficiency & Readiness | The Portal](#)

From: Rotarangi, Steph <xxxxx.xxxxxxxx@xxxxxxxxxxxxxxxx.xx>
Sent: Wednesday, 17 May 2023 2:42 pm
To: Brown, Trevor <xxxxxx.xxxxx@xxxxxxxxxxxxxxxx.xx>
Subject: FW: Reviews and lessons learnt
Importance: High

Trevor please consider and advise

From: Wood, Russell <xxxxxxx.xxxx@xxxxxxxxxxxxxxxx.xx >
Sent: Wednesday, 17 May 2023 2:24 pm
To: Rotarangi, Steph <xxxxxx.xxxxxxxx@xxxxxxxxxxxxxxxx.xx >
Subject: Reviews and lessons learnt

Kia ora Steph,

Following on from yesterday's tragic events I'm requesting you undertake a review into operations associated with Loafers Lodge, this will include facilitating debriefs as appropriate and investigating use of resources.

Please get back to me on your pathway forward

Ngā mihi

Russell

Russell Wood ([he/him](#))

Deputy Chief Executive Service Delivery Operations / National Commander
Tumu Whakarae Tuarua Mō Tuku Ratonga Ngā mahi / Toihau a-Motu
Fire and Emergency New Zealand

Mobile: [REDACTED]
Phone: [REDACTED]
Email: xxxxxxx.xxxx@xxxxxxxxxxxxxxxx.xx



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From: [REDACTED]
To: [REDACTED]
Subject: Loafers Lodge Wellbeing Plan
Date: Wednesday, 17 May 2023 3:53:59 pm
Attachments: [Loafers Lodge Wellbeing Plan.pdf](#)

Hey [REDACTED]

Have a read before you send out. I will leave you to disseminate to appropriate stakeholders with the Te Upoko circles. I will forward a copy to [REDACTED] and Trevor Brown as a courteous and to [REDACTED] and [REDACTED] to push out to NHQ people.

Any questions please sing out.

Regards

[REDACTED]

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Wellbeing Plan – Loafers Lodge Hostel

May 2023

1. Background

Fire and Emergency attended a 5th alarm structure fire at the Loafers Lodge hostel in the early hours of Tuesday 16th May. The fire resulted in multiple fatalities despite the valiant and brave efforts of the Communications Centre team and the 29 crews and Commanders who responded to the incident.

2. Purpose

To support the wellbeing of our people as they process the incident and ensure their wellbeing need are meet.

3. Objectives

- Empower our people to access support and have access to support options that meet their needs
- Be upfront with our people through open and honest communication to ensure all personnel feel supported by FENZ
- Work together with our Unions and Associations to provide assurance that the wellbeing needs of our people will be looked after.

4. Initial actions (24-36 hours)

- Identify all personnel involved in initial response to the incident.
- Organise visits with Communications Centre personnel
- Debrief with Officer group of responding crews
- Liaise with Community Risk Team
- Liaise with Unions and Associations
- Liaise with partner agencies
- Identify any personnel languishing and/or showing acute signs of distress post the fire and link to appropriate wellbeing support.
- Provide assurance to all personnel of the fantastic job they did through internal and external communications.
- Mobilise peer support
- Identify any cultural needs or customs that need to be meet
- Provided briefing to employee assistance provider

5. Ongoing Approach

The below table outlines the wellbeing support options in a staged approach post incident

Time blocks:	Approach to Support:
Initial support	People leaders <ul style="list-style-type: none">• supporting workers with their presence and messaging

24 -72 hours	<ul style="list-style-type: none"> • providing advice, directing our people to wellbeing support available both internal and external. • focus on the positive outcomes of the incident i.e., lives saved, crew efforts <p>Group Managers</p> <ul style="list-style-type: none"> • providing direct support to their crews via debriefs and station visits • encourage officer group and firefighters to look out for each other and raise any concerns <p>Wellbeing Team and peer Support</p> <ul style="list-style-type: none"> • providing advice and support to managers • providing advice and support for individuals, crews directly and indirectly involved in the incident and post fire activities • proactive onsite debriefing and external support services as required and appropriate • checking in on personnel via phone and station visits <p>Vitae</p> <ul style="list-style-type: none"> • self-referral for counselling as required <p>Psychologists</p> <ul style="list-style-type: none"> • referral by the wellbeing team on a case-by-case basis • crew debriefs as required and appropriate
72 hours – 1 week	<ul style="list-style-type: none"> • continued support from and access to the above initial support resources. • station visits and phone calls to all responding personnel by Managers and Wellbeing Team
2 weeks plus	<ul style="list-style-type: none"> • continued support from and access to the above initial support resources. • offer wellness checks • follow up phone calls and visits • continue to encourage all personnel to seek support for themselves or their colleagues if showing signs of struggling

6. Stakeholders

Key internal

- Service Delivery - Te Ūpoko personnel
- Wellbeing Team and wider SHW Team
- Kaupapa Maori
- Peer Supporters

Key external

- Vitae
- Panel of psychologists
- Wellington Free Ambulance
- New Zealand Police

7. Risks, issues, and mitigation

Risk	Mitigation
Psychological Harm	<ul style="list-style-type: none">• Providing continued access to the support options as outlined in the table above• Allowing time and space for individuals to process the incident• If time off work is needed because of a traumatic event, employees should see their GP to have a medical certificate issued. They should then contact the Injury Management Unit on [REDACTED] to discuss.• Constant dialogue between people leaders and affected personnel

8. Tools and tactics

We will use the below tools to engage with our stakeholders.

Tactic	Details
Regular updates	Provide information on what we are doing to provide support to key stakeholders as required
Phone calls	Direct discussions with key stakeholders to coordinate and advise
Email correspondence	Emails to coordinate and advise both internal and external stakeholders
Portal	Regular communications published on the Portal
Brigade visits	Leaders and wellbeing teams to visit all impacted crews
U&A Engagement	Regular contact to provide updates and identify unmet needs

9. Monitoring

We will monitor effectiveness through:

- Regular feedback from stakeholders and personnel
- Number/type of emails and requests for further psychological support i.e., psychologist referrals.
- Number of referrals for Vitae utilising the "Loafers Lodge" code
- Anecdotal feedback from external providers

10. Communications

We will continue to provide both informal and formal communication, and adapt messaging as required to support the needs of our people.

11. Dependencies

This plan will be adjusted to reflect changes to priorities or emerging issues that need to be addressed through the severe weather emergency response. It will remain a living document.

From: [REDACTED]
To: [REDACTED]; [Welfare Officers](#)
Subject: RE: Loafers Lodge Hostel Fire
Date: Wednesday, 17 May 2023 5:17:11 pm
Attachments: [image002.png](#)

Like I said to [REDACTED] this morning, if you need to vent we are here.

Thinking of you both down there – yell out if you need any help with anything

[REDACTED]
Wellbeing Adviser
Te Hiku (Region 1) Headquarters, 2 Poynton Terrace,
Newton, Auckland 1010
PO Box 68-444, Wellesley Street, Auckland 1141

M: [REDACTED]
[\[REDACTED\]@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)
www.fireandemergency.nz
Kahore he mea nui ake i to tatou iwi
Nothing is more important than our people

From: [REDACTED]@fireandemergency.nz>
Sent: Wednesday, 17 May 2023 4:33 pm
To: [REDACTED]@fireandemergency.nz>
Subject: Loafers Lodge Hostel Fire

Kia ora Team

Thank you for the offers of support as [REDACTED] and I respond to the needs of our people post this tragic event. We spent some time with the Com Cen crews last night and are working with the managers and the wider officer group to ensure the needs of our people are met.

Our people are doing well and most are processing the events well although it is still early stages. Giving them space and time and meeting their needs rather than imposing ours is always key.

I am here until Friday and if there is anything pressing I am mostly available to take a call, but that is my normal anyway.

Thank you for everything you are doing in your regions, I certainly appreciate it.

Regards

[REDACTED]
Manager Wellbeing
143 Durham Street

P O Box 341
Tauranga 3140

M:

@fireandemergency.nz
www.fireandemergency.nz

Kahore he mea nui ake i to tatou iwi

Nothing is more important than our people

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From: [REDACTED]
To: [Brown, Trevor](#)
Cc: [REDACTED]
Subject: FW: 160 Adelaide Road
Date: Tuesday, 16 May 2023 9:35:42 am
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hi Trevor,

Can we meet with you ASAP this morning to discuss the points that [REDACTED] raises in his email below.

Thanks and regards

[REDACTED]
Regulatory Compliance Manager
National Headquarters
2 Poynton Terrace, Newton, Auckland, 1145
PO Box 68-444, Wellesley St, Auckland, 1141

Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz

FENZ 1360 Tohu Email Signature-09



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Fire Fact "A House Fire Can Become Fatal within 3 Minutes"

—

From [REDACTED]@fireandemergency.nz>
Sent: Tuesday, 16 May 2023 8:42 am
To: [REDACTED]@fireandemergency.nz>; Brown, Trevor
<xxxxxx.xxxxx@xxxxxxxxxxxxxxxx.xx>; [REDACTED]@fireandemergency.nz>
Subject: 160 Adelaide Road

Morena

I have had a quick look at this one,

[REDACTED]

My advice is from what we know.

6(c)
[REDACTED]

6(c)

1. If it is Arson the Police will lead that part of the investigation
2. The Police will lead the investigation on behalf of the Coroner
3. Worksafe will look at it from PCBU perspective
4. However if it is not Arson the investigation should be led FENZ.

The cause and origin investigation needs to be closely coordinated with any compliance investigation and scene needs to be treated as a crime scene.

- That means we should coordinating with the police early and setting up an Investigation specific MOU.
- It also means if we are involved all scene examinations should be carried out under a Search Warrant.
- Insurance companies need to be kept out until such times as we are ready to release the scene to them

Can I suggest we have a round table before too long to discuss our possible responses.

Ngā mihi

Senior Regulatory Compliance Specialist

M:

P: +

[@fireandemergency.nz](mailto:fireandemergency@fireandemergency.nz)
www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington Central 6011,
PO Box 2133, Wellington 6140

He waka eke noa – Everyone in one canoe with no exception

The investigation by Wellington Specialist Fire Investigators is in its early stages and being assisted by a Senior Specialist Fire Investigator from the Fire Research and Investigation Unit from National Headquarters.

The investigation is in its early stages and is expected to take some days and involve various sectors of Police, USAR and other agencies.

I am unable to provide information as to whether this is an avoidable residential fire fatality or what impact this will have on the total number of fire fatalities at this time.

Updates will be circulated once information comes to hand and is confirmed as accurate.

As the Police are the Lead Agency requests for information should be referred to them.

Regards



Senior Specialist Fire Investigator
Fire Research and Investigation Unit
National Headquarters, Level 7 42-52 Willis Street, Wellington Central
PO Box 2133, Wellington 6140



DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]@fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Engineering report for Loafers
Date: Tuesday, 16 May 2023 12:52:53 pm

Thanks [REDACTED]

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From: [REDACTED]@fireandemergency.nz>
Sent: Tuesday, May 16, 2023 12:50:36 PM
To: [REDACTED]@fireandemergency.nz>
Cc: [REDACTED]@fireandemergency.nz>
Subject: RE: Engineering report for Loafers

Ok have forwarded to [REDACTED] will copy you in as well.

From: [REDACTED]@fireandemergency.nz>
Sent: Tuesday, 16 May 2023 12:49 pm
To: [REDACTED]@fireandemergency.nz>
Subject: Engineering report for Loafers

Hi [REDACTED],

I understand that there was an engineering report written on the Loafers building in Wellington. Is it possible to send me a copy of that report. I am just building a history on these premises.

Thanks

[REDACTED]

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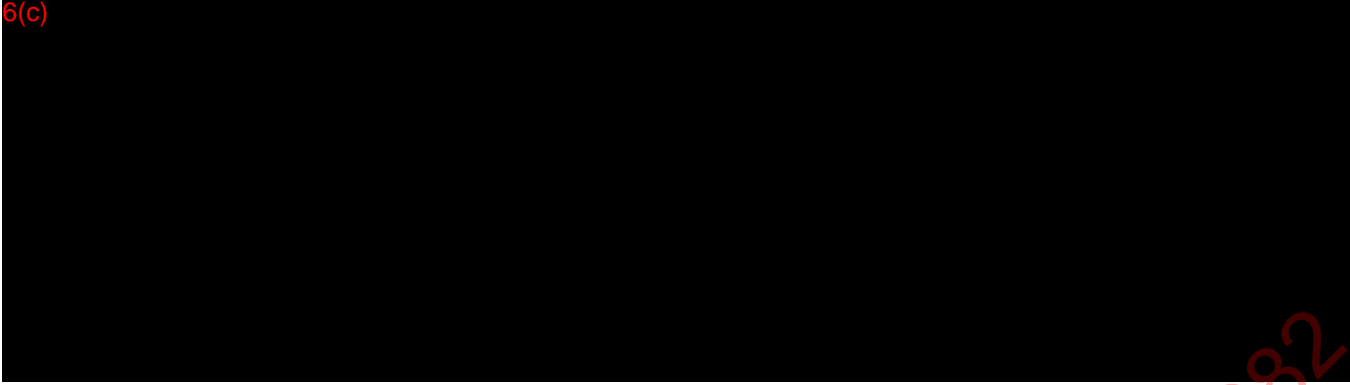
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Fire and Emergency NZ
Fire engineering Unit
PO Box 68-444
Wellesley St
Auckland

Service Request No 445769
Property ID: 1130006

Dear Sir/Madam

Copy of Building Consent application

Service Request Type:	Building Consent
Site Address:	160 Adelaide Road
Legal Description:	C2 - CoA - Installation of a swipe card door
Project Description:	access system.

We recently received an application for a building consent relating to the above building. A copy of the application is attached as required under section 46 of the Building Act 2004.

Copies of architectural plans and fire report are attached.

If you would like to contact the Council about this [REDACTED] please telephone on 801 4311

Yours sincerely

Leah Karu
Building Compliance and Consents

Enclosure:
Copy of Building Consent application

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From: [REDACTED]
To: [REDACTED]
Subject: USAR Squad for Loafers Lodge
Date: Tuesday, 16 May 2023 1:28:09 pm
Attachments: [image002.png](#)

Hi Angela

As per Nick Pyatt's request:

The following USAR staff are deploying to Wellington to support the operations at the above fire scene.

Squad Leader

[REDACTED]

SSO Wanganui

[REDACTED]

Tech

[REDACTED]

SO New Plymouth

Tech

[REDACTED]

SFF Wanganui

Tech

[REDACTED]

Training Development

Wellington

Tech

[REDACTED]

Trainer Palmerston North

Tech

[REDACTED]

SFF Wanganui.

If you have any queries please give me a buzz.

Cheers

[REDACTED]

[REDACTED]
Station Officer Red Watch
Operations Officer NZUSAR
Central Team
Palmerston North



M:

P:

[@fireandemergency.nz](#)

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Welfare Update re Loafers Lodge
Date: Tuesday, 16 May 2023 1:58:00 pm
Attachments: [image001.png](#)

Hi [REDACTED]

Bullet points as discussed:

- Plans are being put in place for welfare of brigades and crews involved, along with DM, GMs, Fire Investigators, VSOs and drone operator – provided by Wellbeing Team and Peer Support
- Welfare/Wellbeing are organising for debriefs for affected crews, as they will be back on shift tonight.
- Principal Advisor Wellbeing and Wellbeing Advisor/Welfare Officer will be debriefing Central ComCen watch as well at the start of tonight's shift
- Aiming to arrange psychologist group sessions this weekend once people have had time to process
- Following up with individuals who have been identified as being particularly impacted

[REDACTED]
Region 3 / Te Upoko Welfare Officer

Region 3 Headquarters
2 Oriental Parade, WELLINGTON 6149

M: [REDACTED]
[REDACTED]@fireandemergency.nz
www.fireandemergency.nz

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: [REDACTED]
To: [REDACTED]; [Pyatt, Nick](#): [REDACTED]
Subject: FW: Acknowledging the Wellington tragic loss of life and your response role
Date: Tuesday, 16 May 2023 5:16:48 pm
Attachments: [image001.png](#)
[image002.png](#)

Kia ora Team

Below are copies of the messaging that [REDACTED] and I have sent out to our Teams. My intention in sharing this is to ensure we're all on the same page for tonight. You should be able to sign in at reception when you arrive, who will alert the Shift manager. If not the Shift Manager can be reached on [REDACTED]

Thank you for the support.

Ngā mihi,
[REDACTED]

[REDACTED] ([he/him](#))

Communications Centre Manager / Kaiwhakahaere Pokapū Whakawhiti Kōrero

Central Communications Centre, Level 7, Wellington Central Police Station, 41 Victoria St
PO Box 11349, Manners St, Wellington 6142

DDI: [REDACTED]

Mob: [REDACTED]

[REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)

www.fireandemergency.nz

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

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From: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>
Sent: Tuesday, 16 May 2023 3:58 pm
To: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>
Cc: [REDACTED] [@fireandemergency.nz](mailto:[REDACTED]@fireandemergency.nz)>
Subject: FW: Acknowledging the Wellington tragic loss of life and your response role

Kia ora team

Following the tragic events at The Loafers Lodge early this morning, I wanted to let you know that we have arranged for [REDACTED] [REDACTED] and [REDACTED] [REDACTED] from our Welfare team to speak with Blue Watch at 7pm today. Central will go into BCP during this time and this has been agreed to with North and SouthCom. Also, Nick Pyatt has requested to come in around the same time and

provide further support, to which I have agreed. To those of you involved in this incident, I'd like to personally thank you for your efforts. As reflected in [REDACTED] message below, the feedback I am receiving is that you were impeccable in how you dealt with an extremely difficult situation.

And on a final note, Andrew has asked that we let you know he is thinking of and wishes the team well.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him*)

Communications Centre Manager / Kaiwhakahaere Pokapū Whakawhiti Kōrero

Central Communications Centre, Level 7, Wellington Central Police Station, 41 Victoria St
PO Box 11349, Manners St, Wellington 6142

DDI: [REDACTED]

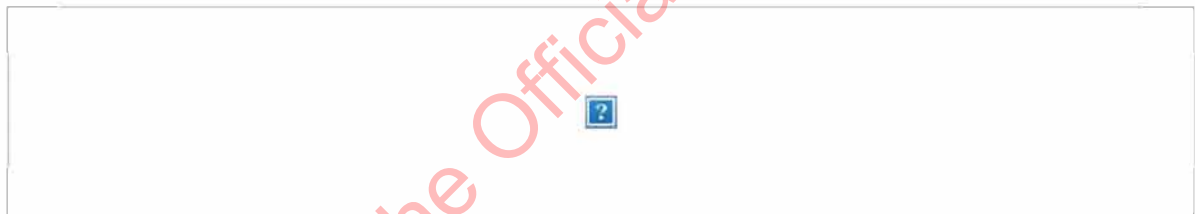
Mob: [REDACTED]

[REDACTED]@fireandemergency.nz

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

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From: [REDACTED]@fireandemergency.nz>

Sent: Tuesday, 16 May 2023 2:30 pm

To: [REDACTED]@fireandemergency.nz>

Subject: Acknowledging the Wellington tragic loss of life and your response role

Tena Koutou Katoa,

The tragic incident that unfolded in Wellington during the early hours of Tuesday 16 May 2023 has been at the front of our minds as day broke and the reality of losing people become real. The media has played a key role in sharing this tragedy with those of us not located in the Capital, this has enabled a closer connection through the pictures and commentary they create.

While mindful of the emotional and wellbeing impact this incident has on people closer to this than some of us, our minds immediately turn to our own people. The on call Manager, Wellbeing and HR support quickly turned focus to help our own. During this response phase to help our own team, there were already messages of support for ComCen in your actions and delivery of your role during a upsetting incident. No one may ever know the personal impacts these incidents present for you, but you can share in the comfort that people notice you, hear you and reach out during and after these incidents.

This morning I felt privileged to receive a call from the NZPFU President [REDACTED] [REDACTED] expressing his concern and support for you and emphasising the great job you did, noting the stress you were under because he could hear it in your voice. His praise for the great job well done, during such a horrific night is testament to the professional role you play when our communities need emergency help. I am comforted and welcome the level of support from our Senior Executives and the Incident Controller, it's another reminder the work you do is critical and valued.

As a national team this appreciation is shared for everyone involved directly or in a support role. If you are in need of any support please reach out to any of us.....

Ngā mihi,

[REDACTED] [REDACTED] | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pūtahi Whakawhitihiti ā-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
PO Box 68-444, Wellesley Street, Auckland 1141

 + [REDACTED]  + [REDACTED]  www.fireandemergency.nz



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From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Adelaide Road
Date: Tuesday, 16 May 2023 2:57:17 pm
Attachments: [image001.png](#)

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From: Pyatt, Nick <Nick.Pyatt@fireandemergency.nz>
Sent: Tuesday, May 16, 2023 12:00 PM
To: Wellington District - [REDACTED] <WellingtonDistrict@[REDACTED]fireandemergency.nz>
Subject: FW: Adelaide Road

For your information.

From: [REDACTED] <[REDACTED]@fireandemergency.nz>
Sent: Tuesday, 16 May 2023 11:38 am
To: [REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]
[REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz; [REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
[REDACTED]@fireandemergency.nz;
Subject: Adelaide Road

Hi all

Many of you would have attended the tragic fire at the Loafers Lodge early this morning. There will be much said and many questions asked in many various forums in the coming days, weeks and months. My heart goes out to those who have lost loved ones in this horrific event. It is a sad day when such a loss occurs, especially due to fire – a thing we normally beat. Whatever comes of this and any reviews or enquiries, I want you to remember one very important fact. More than 50 people are alive today because they got out of that building, many because they were rescued by you and your crews, or enabled to escape because of a fast fire attack to prevent further fire development.

Despite the sadness of the loss of life, I am very proud of what was achieved by the crews faced with the most daunting of scenarios they could have ever faced. The quick thinking and efficient

actions across all levels saved many lives. Don't forget about the good you done today.

Look after yourselves. Accept the offers of help and ask for what you need to stay well.

Take care

██████████ ██████████

Assistant Commander
Kaiwhakahaere Rōpū, Rongotai
Wellington District



M: ██████████
██████████ fireandemergency.nz
www.fireandemergency.nz

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Potential offences under FENZ legislation re 160 Adelaide Road, Wellington
Date: Tuesday, 16 May 2023 5:15:00 pm
Attachments: [image002.png](#)

Hi [REDACTED]

I have been requested to attend the Police briefing for this operation in the morning. Additionally, I picked the Scene Coordinator up from the airport earlier this evening as he is a long standing acquaintance.

I have discussed the contents of this email with him, and it will be a topic for the briefing as well. It is intended that I will be part of the initial scene walk through with the police videographer and photographer before any examination is undertaken. I will take photos of anything which appears to be a breach of the Act or the Regulations, along with full field notes relating to any photos.

I will be in touch in due course with the outcome of my activities.

Regards

[REDACTED]

From: [REDACTED]@fireandemergency.nz>
Sent: Tuesday, 16 May 2023 2:36 pm
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>
Subject: FW: Potential offences under FENZ legislation re 160 Adelaide Road, Wellington

From: [REDACTED]@fireandemergency.nz>
Sent: Tuesday, 16 May 2023 1:54 pm
To: [REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; [REDACTED]
[REDACTED]@fireandemergency.nz>; Brown, Trevor
<Trevor.Brown@fireandemergency.nz>
Subject: Potential offences under FENZ legislation re 160 Adelaide Road, Wellington

Kia ora

Things to consider in the investigation to the Adelaide Road incident.

The offences listed below are all breaches of Fire and Emergency legislation that will most likely fall outside the scope of any Police investigation. [REDACTED]
[REDACTED] Some of the offences will fall away quite quickly but should be taken into account during the scene examination

█ if you could please ask you investigators to keep an eye out for evidence against these sections while conducting their origin and cause investigation. As previously discussed I believe they should enter the site under both 70 (2)(b)&(c) to make sure we are completely covered. Wee should then execute a search warrant should they find anything.

We probably need to talk to the Police and come up with an operational MOU about evidence sharing to cover off where there maybe (unlikely) conflicts over the evidence each organisation requires.

There are a large number of Victims and hopefully the Police will have that phase of the investigation covered, but we will need to know who they are and have access to their initial interviews for preparation of victim impact statements if we end up taking a prosecution. It would be good to have a permanent liaison person with the Police

From what I can ascertain the building is owned by Loafers Lodge Limited and the company has one director and one share holder. The shareholder appears to be deceased so company is owned by his estate. This means we can potentially only hold the company to account as the owner. There are other offence that may or may not have committed by tenants or occupiers who also could victims. Their culpability can be determined through and thorough investigation. I will take advice from Megan on this but there could be a danger that the company may cease trading which will leave nothing for us to follow up with. However there maybe something around the role of a Director that means we could look at their culpability. I will need legal advice on that.

█
█
█

Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018

5 Owner and tenants of building must maintain means of escape from fire for building

(1) The owner and every tenant of a building must maintain the means of escape from fire for the building so as to ensure that—

- (a) the means of escape are kept clear of obstacles at all times; and
- (b) exit doors are unlocked and free of barriers or blockages so that the building's occupants can leave the building in the event of a fire emergency; and
- (c) smoke-control and fire-stop doors are kept closed unless they are kept open in a way that complies with the building code; and
- (d) stairwells and passageways are free of stored items and accumulation of waste

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other

\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00
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6 Flammable cleaning liquid and flammable material

- (1) The owner and every tenant of a building must ensure that flammable cleaning liquid or flammable material in the building—
- (a) is stored in non-combustible containers with close-fitting lids; and
 - (b) is not stored near or in the means of escape from fire for the building

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

7 Owner of building must provide evacuation procedure

- (1) The owner of a building must have a procedure in place (**evacuation procedure**) for the safe, prompt, and efficient evacuation of the building's occupants in the event of a fire emergency requiring evacuation.
- (2) The procedure must—
- (a) provide for the occupants to be evacuated to a place or places of safety; and
 - (b) without limiting paragraph (a), provide for the safety of any person who requires particular assistance.
- (3) The owner of a building must ensure that information about the evacuation procedure is readily available to the building's occupants, including information about—
- (a) the routes of travel to the place or places of safety for the building; and
 - (b) the fire alarm signals or other methods that are used for alerting occupants or that are available for use by the occupants; and
 - (c) any firefighting equipment that is available for use by the occupants; and
 - (d) the provision for any person who requires particular assistance; and
 - (e) how to alert FENZ to a fire emergency.
- (4) The owner of a building must erect clear, distinct, and legible signs and notices at appropriate places in the building that clearly summarise the [REDACTED] specified in subclause (3) (a) to (e).
- (5) Without limiting subclause (4), the signs and notices required by that subclause must comply with the following requirements:
- (a) the signs and notices must have a safety blue background and a white border; and
 - (b) lettering on the safety blue background must be white; and
 - (c) printed lettering on the signs and notices must be no less than 5 mm high; and
 - (d) any spaces on the signs or notices that are designed to contain hand-written information must be white and at least 10 mm high.
- (6) The place or places of safety for a building that is a relevant building must meet the requirements of [regulation 26](#).

Penalty

Fine	Fine		
Individual	Other		
\$ 15,000	\$30,000		

8 Duties of occupants of building regarding evacuation procedure

(1) Every tenant of a building must ensure that every person who uses or occupies floor space of the tenant (whether as a party to a tenancy agreement, lease, sublease, or other contractual arrangement) is informed of the evacuation procedure provided by the owner of the building under [regulation 7](#).

(2) Every occupant of a building must, in a fire emergency or alarm of fire, follow the evacuation procedure provided by the owner of the building under [regulation 7](#).

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

9 Owners or tenants of certain buildings must have employees trained to assist occupants to evacuate

(1) Subclause (2) applies to a building described in paragraph (4), (5), (8), (9), (10), (13), (14), or (27) of [Schedule 2](#).

(2) The owner of the building must ensure that occupants who are employees of the owner are trained to assist any other occupants of the building to evacuate the building in a fire emergency in accordance with the evacuation procedure for the building.

(3) Every tenant of the building must ensure that occupants who are employees of the tenant are trained to assist any other occupants of the building to evacuate the building in a fire emergency in accordance with the evacuation procedure for the building.

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

10 Appliances and systems

(1) The owner and the occupants of a building must take reasonable fire prevention precautions in relation to—

(a) electrical wiring, equipment, and appliances, including portable electrical equipment and appliances; and

(b) gas reticulation systems, equipment, and appliances, including portable gas reticulation equipment and appliances; and

(c) equipment and appliances fuelled by flammable liquids (for example, kerosene), including portable equipment and appliances.

(2) Any appliance that gives an open flame or is fuelled by a flammable liquid or gas must not be used in a building unless the appliance is constructed, secured, and protected in a manner that minimises the risk of fire to the building and its contents.

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

11 Control of open flames

- (1) No fire may be lit in a building other than in—
- (a) a fireplace that complied, at the time of its construction, with the building code and any bylaw or other relevant legal requirement and is maintained in proper repair; or
 - (b) an appliance maintained in proper repair.
- (2) No chimney may be used in a building unless the chimney—
- (a) is constructed for the purpose; and
 - (b) complied, at the time of its construction, with the building code and any bylaw or other relevant legal requirement; and
 - (c) is properly maintained.
- (3) For the purposes of subclause (2), **chimney** includes any flue, vent, or stove pipe installed or provided to allow the escape of smoke, fumes, heat, and other products of combustion.

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

12 Packing and unpacking of goods

- (1) The packing or unpacking of goods packaged in straw, paper, wood-wool, or other flammable material may be undertaken in a building only in places—
- (a) where the public is not permitted; and
 - (b) that are not directly connected to any stairway, liftwell, or other opening between floors that is not protected against the spread of fire, smoke, or fumes; and
 - (c) in which there is no lighting or heating device that may be used in a manner that could cause the packaging to ignite; and
 - (d) where smoking is not permitted.
- (2) Flammable packaging materials used in a building must be kept, outside of working hours,—
- (a) away from the building; or
 - (b) in non-combustible containers with close-fitting lids in the building; or
 - (c) in a building that complies with [regulation 13](#).

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

13 Storage of certain materials inside and outside buildings

- (1) A building must not be primarily used for the storage of 1 or more of the materials described in subclause (5), unless the building is located in such a position that any fire in it cannot spread to any nearby building or to any road or other public place.
- (2) If a part of a building is primarily used for the storage of 1 or more of the materials described in subclause (5), it must be protected in such a way that any fire cannot spread to the

rest of the building or any nearby building or to any road or other public place.

(3) If a building or part of a building is primarily used for the storage of 1 or more of the materials described in subclause (5), the materials may be stored only in places that are as described in [regulation 12\(1\)\(b\) to \(d\)](#).

(4) No materials described in subclause (5) may be stored outside a building in a way that creates a fire hazard to the building, another building, or to any road or other public place.

(5) The materials are—

- (a) timber:
- (b) firewood or other wooden materials:
- (c) hay, straw, or other dry plant cuttings:
- (d) flammable packaging materials:
- (e) waste of a type that is likely to burn if lit:
- (f) any other flammable material.

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

14 Maintenance of firefighting equipment for use by building’s occupants

The owner of any hand-operated firefighting equipment installed in a building for firefighting by the building’s occupants must maintain it in accordance with NZS 4503:2005—Hand operated fire-fighting equipment.

Penalty

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 1500.00	\$7500.00	\$ 500.00	\$ 2500.00

Fire and Emergency New Zealand Act 2017

60 Causing or allowing fire to get out of control and to spread

(1) A person must not cause or allow a fire to get out of control and to spread to vegetation or property.

(2) Subsection (1) does not apply to a person who, as soon as practicable after discovering the fire, notifies FENZ.

(3) A person commits an offence if the person knowingly or recklessly contravenes subsection (1).

(4) A person who commits an offence under this section is liable on conviction,—

- (a) in the case of an individual, to a term of imprisonment not exceeding 2 years or a fine not exceeding \$300,000, or both; or
- (b) in any other case, to a fine not exceeding \$600,000

Penalty for subsection (1) only

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other

\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00
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76 Owner must provide and maintain evacuation scheme for relevant building

(1) The owner of a relevant building must provide an evacuation scheme that is designed to enable evacuation from the scene of a fire or an alarm of fire safely to a place of safety within a reasonable time.

(2) The owner of a relevant building must maintain an evacuation scheme that has been approved by FENZ under [section 77](#).

(3) However, the owner of a relevant building is not required to provide or maintain an evacuation scheme for the building if—

(a) the building is used only for either or both of the purposes specified in [section 75\(1\)\(a\)\(ii\) and \(iii\)](#); and

(b) the building has an automatic sprinkler system; and

(c) the owner of the relevant building notifies FENZ, in writing and in the prescribed form (if any), that the building does not require an evacuation scheme.

(4) A person who knowingly contravenes subsection (1) or (2) commits an offence and is liable on conviction,—

(a) in the case of an individual, to a term of imprisonment not exceeding 6 months or to a fine not exceeding \$75,000, or both:

(b) in any other case, to a fine not exceeding \$150,000.

Penalty (other cases)

Fine	Fine	Infringement fee	Infringement fee
Individual	Other	Individual	Other
\$ 2,250.00	\$11,250.00	\$ 750.00	\$ 3750.00

Ngā mihi

Senior Regulatory Compliance Specialist

M:

P: +

[@fireandemergency.nz](mailto:fireandemergency@fireandemergency.nz)

www.fireandemergency.nz

National Headquarters,
Spark Building, Level 7, 42-52 Willis Street, Wellington Central 6011,
PO Box 2133, Wellington 6140

He waka eke noa – Everyone in one canoe with no exception

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Final sitrep from EAC 16th May
Date: Tuesday, 16 May 2023 5:21:11 pm
Attachments: [DRAFT - Status Report Template - May23.docx](#)

I am now leaving EAC at 1715hrs. Have informed Centre manager I will remain available on phone until 1900 (predicted close of EAC). See attached final sitrep for today. FENZ activity at EAC now closed.

[REDACTED]

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STATUS REPORT		
Event: Loafers Lodge Fire		Section/function/agency:
Date: 16/05/23	Time: 1700	
Operational Period:		Originator Record #:
<p>Current Situation: (Incidents, actions taken, resource status...)</p> <p>Sitrep update 4 – 1700hrs</p> <ul style="list-style-type: none"> - All agency meeting 4pm. WCC says Residents being moved. Now whittling it down. - 1630hrs food arrived for residents. Phones arrived for residents from Warehouse 1700. - WCC and MSD staying here at EAC til close. - Michelle Walsh WCC new centre manager. - Wellington RRT arriving to support with centre closing/cleaning the EAC. - EAC shut down tonight, aiming for 7pm. Residents are advised of this. - [REDACTED] number with Centre manager, WCC, and MSD for contact tonight if needed. - [REDACTED] departed EAC 1715. Will remain available on phone until close of EAC to answer any further questions from partner agencies tonight. <ul style="list-style-type: none"> - [REDACTED] to touch base with Wellington CRR District team for wider community support actions over coming days with support from NHQ CRR team. 		
Outstanding Issues/Challenges/Problems:		
Anticipated Priorities/Activities: (For future operational periods)		
Other Comments/Issues: (i. e., media information, public information bulletins, safety tips...)		

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Sent to:
(Add CIMS function, example: Recovery/Relief Coordination)

Signed by:
Function:

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From: [REDACTED]
To: "SHEFFIELD-CRANSTOUN, Bevan"; [REDACTED]; [REDACTED]
Subject: Loafers lodge major incident - Avata request
Date: Tuesday, 16 May 2023 6:18:22 am

Hey Bevan,

As discussed, there has been a major incident in Newtown overnight. Large multi-storey structure fire. Wellington UAS team has operated with M30 overnight conducting thermal night flights.

The Senior Base Pilot, has requested support from Police with the DJI Avata drone to conduct internal flights to located, identify and confirm Victim locations.

Address is: 160 Adelaide Road, Loafers Lodge
POC is [REDACTED]: [REDACTED]

Timing is ASAP.
Please liaise with [REDACTED] for more detail.

Regards

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Job

Job #: 0000352

Details

Operational

Job Name: Loafers Lodge Fire
Job #: 0000352
Status: Approved
Multiday: No
Job Date: 16/05/2023 04:36
Estimated Finish: 17/05/2023 12:36
Client: FENZ - USAR
Internal Job Reference:
RPA: • U322 DJI (M30T) (Multi-rotor helicopter)
RPA Equipment:
Pilots: [REDACTED]
Support Crew/Observer:
Location: Adelaide Road
Tethered Operation: No
Max. Job Height: 200 ft. AGL
Job Details: Search For Lost People In Building Fire

Emergency Contacts

#1. [REDACTED]
#2. [REDACTED]

Maps and Charts

Maps and Charts are available and checked. No

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Attachments

There are currently no attachments for this job.

External Risk Assessment Completed

Yes

Signature

[Redacted Signature]

[Redacted] (16/05/2023) @172.31.0.92

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JSA Items

Ability to maintain visual line of sight	Checked
Jobs specific threat and management	Checked
Maps and charts available and checked	Checked
Local restrictions/by laws	Checked
Weather within limits for operation	Checked
Airspace classification and requirements	Checked
Permission of any land owners	Checked
NOTAMs	Checked
Pilot's ability matches location/task	Checked
Possibility of public moving into area	Checked
Possible interference (powerlines/antennas)	Checked
Footpath/right of way	Checked
Privacy	Checked
Landing area including alternate	Checked
Signage placement	Checked
Ability to maintain 30M of public	Checked
Obstructions (buildings, trees)	Checked

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Job Area - Adelaide Road



Existing Job Areas

■
Ops Area

Google

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Operational Area: Ops Area

Centre Position: 0.0000, 0.0000
N0° 00' 0.00", E0° 00' 0.00"

Elevation: 92 ft

Area: 0.0000 km²

Operating up to:

- 400 ft AGL
- Altitude 492 ft AMSL

Op Time: 04:36 Local

First Light: 00:00 Local

Last Light: 00:00 Local



Nearby Landing Areas

There are no nearby landing areas.



Nearby Conservation Areas

There are no nearby conservation areas.



Nearby High Voltage Power Lines

There are no nearby power lines.

Image is currently being processed. Please try again.

Operational Area Boundaries

Airspace & Radio Frequency Details

Relevant Airspace: None selected for area.

Relevant Radio: None selected for area.

Frequencies:

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Operational Area: Ops Area (Continued)

Position: 0.0000, 0.0000
N0° 00' 0.00", E0° 00' 0.00"

Elevation: 92 ft

Area: 0.0000 km²

Operating up to:

- 400 ft AGL
- Altitude 492 ft AMSL

Nearby Airspace

There is no nearby airspace.

Image is currently being processed. Please try again.

Airspace & Radio Frequency Details

Relevant Airspace: None selected for area.

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Map Images for Ops Area

Image is currently being processed. Please try again.

Image is currently being processed. Please try again.

Image is currently being processed. Please try again.

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Relevant NOTAMs

ICAO: NZWN

NOTAM ID: 400000012576738

Content: ACFT REQUESTING A VISUAL APCH CAN EXPECT CLR ROUTING FOR A VISUAL APCH VIA: RIDGE FOR RWY 16 OR 6NM FINAL FOR RWY 34

Start: 10/05/2023 22:51:00 UTC

End: 02/08/2023 02:00:00 UTC

Permanent: No

Lower Limit: SFC

Upper Limit: 99900FT

NOTAM ID: 400000012581717

Content: ALL LDG AREA AND TWY LGT FAC WITHDRAWN MAINT

AVBL WITH 30 MIN PN TO ATC TEL +64 4 387 1980

Start: 15/05/2023 16:30:00 UTC

End: 15/05/2023 17:30:00 UTC

Permanent: No

Lower Limit: SFC

Upper Limit: 99900FT

NOTAM ID: 400000012413984

Content: TXL Q REROUTED DUE WIP. ACCESS TO ACFT STANDS 16 17 78 79 21 22

AND 24 VIA TEMPO TXL Q ESTABLISHED BTN TWY B7 AND ACFT STANDS 78 AND

79. ACFT ENTERING AND EXITING TXL Q TO USE MINIMUM REQUIRED POWER

Start: 31/03/2023 00:07:00 UTC

End: 01/06/2023 12:00:00 UTC

Permanent: No

Lower Limit: SFC

Upper Limit: 99900FT

NOTAM ID: 400000012266943

Content: AD NOT AVBL TO CODE D AND CODE E ACFT EXC WITH 7 DAYS PN TO

WELLINGTON INTL AIRPORT OPS TEL +64 4 385 5124. AD AVBL AS ALTERNATE

FOR CODE D AND E ACFT WITH 60 MIN PN TO WELLINGTON INTL AIRPORT OPS

TEL +64 4 385 5124. AD AVBL TO MIL OPS WO PN

Start: 05/03/2023 08:45:00 UTC

End: 01/06/2023 11:59:00 UTC

Permanent: No

Lower Limit: SFC

Upper Limit: 99900FT

NOTAM ID: 400000012413985

Content: TWY B6 AND TWY B BTN ACFT STAND 25 AND TWY B7 CLSD DUE WIP.

ACFT STANDS 23 AND 24A CLSD DUE WIP. HOLDING ZONE Z1 NOT AVBL DUE WIP

Start: 31/03/2023 00:13:00 UTC

End: 01/06/2023 12:00:00 UTC

Permanent: No

Lower Limit: SFC

Upper Limit: 99900FT

NOTAM ID: 400000012234870

Content: JET BLAST HAZARD EXISTS AT DISCONNECT POINT ABEAM ACFT STAND 7



FOR CODE B ACFT TRANSITING TAXILANES U AND D
 Start: 19/02/2023 23:21:00 UTC
 End: 20/05/2023 00:00:00 UTC
 Permanent: No
 Lower Limit: SFC
 Upper Limit: 99900FT

#####

ICAO: NZWH

There were no NOTAMs found for this location.

#####

ICAO: NZQW

There were no NOTAMs found for this location.

#####

NZ GEN

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Chief Remote Pilot (or delegate)

Additional comments:

Approval Signature



[Redacted] (16/05/2023) @172.31.2.158

Approval Attachments

There are currently no attachments for this job.

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Pre Flight - U322 (M30T)

Aircraft batteries	N/A
Battery	N/A
Controller batteries	N/A
Frame	N/A
Gimbal	N/A
Lights	N/A
Motors	N/A
Propellers	N/A
Transmitter	N/A
Undercarriage legs	N/A

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Flight Details

Flight Time:	Aircraft	Flight Time	Did Aircraft Fly?
	U322	0.00	No
			Reason for not flying U322:
	Total Flight Time	0.00	
Duty Time:	0.00		
Conditions:			

Battery Details

#	Battery	Cycles	Est. Run Time (mins)
Total Est. running time of batteries selected: 00:00 (hh:mm)			

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Post Flight - U322 (M30T)

Aircraft	N/A
Aircraft batteries	N/A
Frame	N/A
Gimbal	N/A
Motors	N/A
Propellers	N/A
Undercarriage legs	N/A

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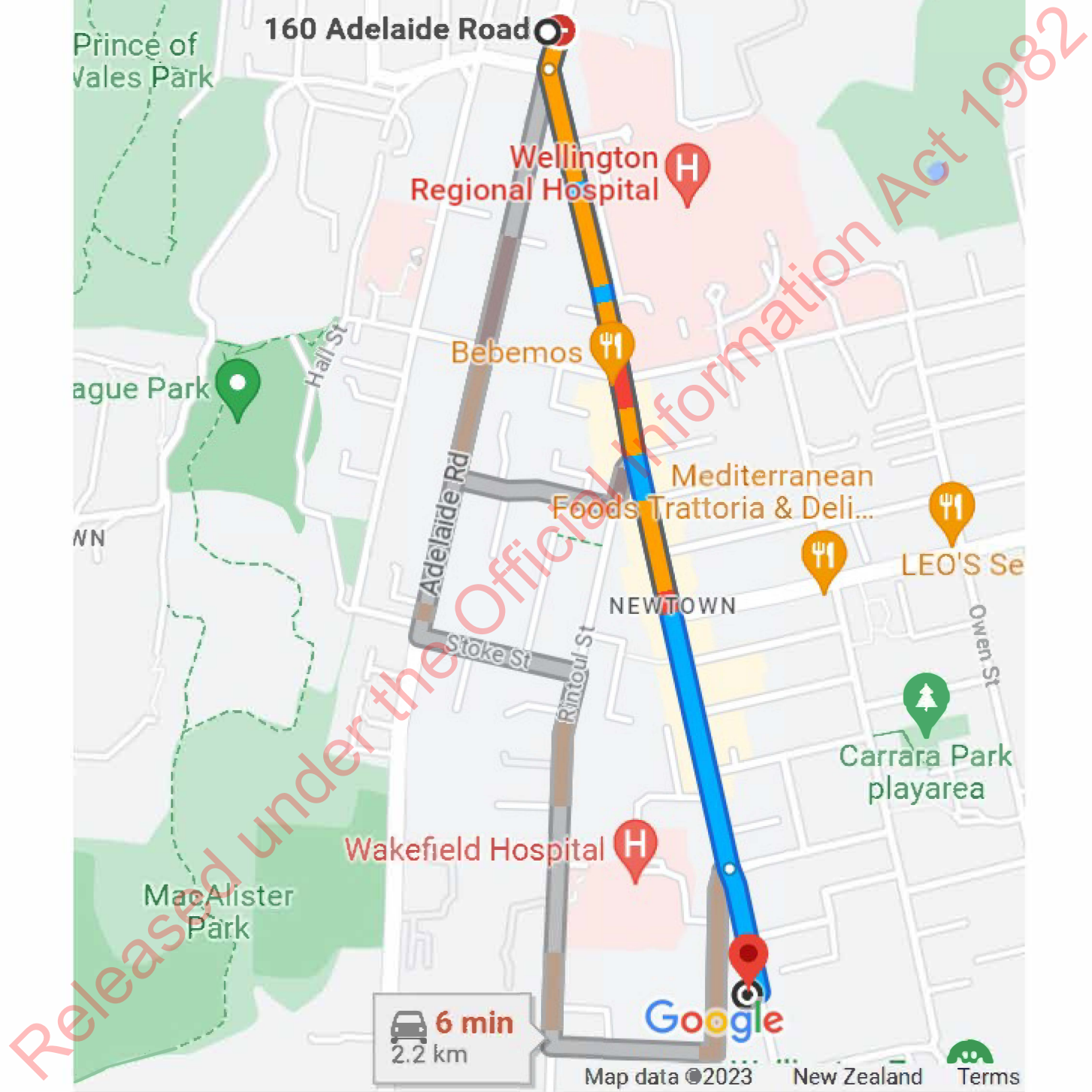


Defects

Defect #	Date	Status	Categories	Description
There are no defects associated with this job.				

Please visit: <https://parkair.rpa.avcrm.net/rpa/job/352> for further information.

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160 Adelaide Road

Wellington Regional Hospital

Bebemos

Mediterranean Foods Trattoria & Deli...

LEO'S Se

NEWTOWN

Wakefield Hospital

MacAlister Park

6 min
2.2 km

Google

Map data ©2023

New Zealand

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