



**National Headquarters**  
Fire and Emergency New Zealand  
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Ref: 14333

10 May 2024

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Tēnā koe Jamie

Thank you for your request of 6 May 2024, to Fire and Emergency New Zealand requesting the following information under the Official Information Act 1982 (OIA):

- *I would like to request the Incident Report for #F3969068*

Please find attached a copy of the SMS Incident Report (SMS Report). Some information has been withheld from the SMS Report pursuant to section 9(2)(a) of the OIA, to protect the privacy of natural persons. In making this decision, we have considered the public interest considerations in section 9(1) of the OIA.

We have also redacted the names of personnel involved with this incident and these have been labelled as *out of scope* in the attached PDF. However, if you want their names, please let us know. We may need to consult with the individuals concerned, which may take some time.

Please note the SMS Report provided to you is generated by Fire and Emergency's electronic station management system. In SMS Reports, 'Notifications' and 'Message Log' fields are reported in real time as fire crews and our communication centres communicate with each other during the incident. They are not the official final records of incidents but word for word transcripts of 'live' situations as they occur. For this reason, they may contain spelling errors or commonly used abbreviations.

This reply addresses the information you requested. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

We trust that the information being provided is of assistance. If you require further information, please email [officialinformationrequests@fireandemergency.nz](mailto:officialinformationrequests@fireandemergency.nz).

Nāku noa, nā



Aidan Saunders  
Manager, Information Requests

