



**National Headquarters**  
Fire and Emergency New Zealand  
National Headquarters  
Spark Central, Level 7  
42-52 Willis Street  
Wellington Central  
Wellington 6011  
  
Phone +64 4 496 3600

6 October 2023

Irene M

By email: [fyi-request-24216-02c52769@requests.fyi.org.nz](mailto:fyi-request-24216-02c52769@requests.fyi.org.nz)

Tēnā koe Irene

**Information Request F3824719**

Thank you for your information request dated 23 September 2023. You asked for:

- 1. The full incident report for incident reference number "F3824719" including all details related to the incident, actions taken by emergency responders, and any relevant documentation.*
- 2. Call logs or records related to incident reference number "F3824719," including information on emergency calls, dispatch times, and responses.*

In accordance with the provisions of the Official Information Act 1982 (OIA), we enclose the SMS Incident Report (SMS Report). This report is the incident report, and also includes the message log, despatch time and response.

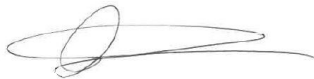
Some personal information has been withheld to protect the privacy of natural persons under section 9(2)(a) of the OIA. We do not consider that there is a public interest in the release of the information which outweighs withholding it. We have redacted the names of the firefighters who attended this incident. 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 New Zealand'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. They may contain spelling errors or commonly used abbreviations.

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.

Nāku noa nā



Julia McCook-Weir  
Manager Information Requests

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