



RELATIONSHIP AGREEMENT

Neighbourhood Support New Zealand and Fire and Emergency New Zealand

October 2020

Title

The title of this Relationship Agreement is the *'Relationship Agreement between Neighbourhood Support New Zealand, and Fire and Emergency New Zealand'*.

1. Purpose

The purpose of this Relationship Agreement is to establish and promote a collaborative relationship between Neighbourhood Support New Zealand (Neighbourhood Support) and Fire and Emergency New Zealand (Fire and Emergency). This agreement sets out the guiding principles, goals and our approach to working together. The attached specific schedules provide more detail on operational delivery between the agencies.

The overall relationship agreement and its schedules are intended to be living documents which will evolve over time as we work together, learn more about each other, and our priorities continue to develop and change.

2. Background

The parties to this agreement are Neighbourhood Support and Fire and Emergency New Zealand.

Fire and Emergency New Zealand

Fire and Emergency is a Crown entity under the Fire and Emergency New Zealand Act 2017, which combines urban and rural fire services. The Act sets out Fire and Emergency's principal objectives, which are to:

- reduce unwanted fires and their associated risks
- in relation to Fire and Emergency's functions:
 - protect and preserve life
 - prevent or limit injury
 - prevent or limit damage to property, land and the environment.

Fire and Emergency gives effect to these objectives by performing a number of main and additional functions, which deliver various outcomes for New Zealanders such as:

- reduced likelihood of unwanted fires
- reduced consequences from emergencies
- increased community resilience.

In achieving its objectives, Fire and Emergency works cooperatively and collaboratively with other relevant organisations and the communities of interest they serve.

Neighbourhood Support New Zealand

Neighbourhood Support is a nationwide community led movement that brings people and neighbourhoods together to create safe, resilient and connected communities. We work alongside our partners to equip neighbourhoods to improve safety, be prepared for emergencies and support one another so that our communities are great places to live.

We encourage neighbourhood connection because people who know each other are more likely to offer, accept and ask for help when they need it. Neighbourhood Support New Zealand is a member-based, charitable organisation that provides information and support to the nearly 70 organisations that coordinate Neighbourhood Support groups in their communities.

Shared objectives and outcomes

Neighbourhood Support and Fire and Emergency recognise that we both serve the same communities. Each organisation has a strong interest in fire and emergency reduction, readiness, response and recovery (the 4Rs), with a focus on creating safe, resilient and connected communities. A well-connected community helps to improve the safety, resilience and well-being of all residents.

3. Guiding principles

Our relationship will be governed by a set of principles that guide how we aspire to work together day to day. While we expect these principles to endure, the way we work with each other will continue to evolve and strengthen over time.

- **Relationships** – We enable and foster resilient, open and positive relationships at all levels of our organisations. We encourage our people to continue to work, learn and innovate together.
- **Professionalism** – We work together in good faith with mutual respect. We use an *'early warning, no surprises'* approach and understand that, when there are tensions or disagreements, both agencies will work constructively and openly to achieve a quick resolution.
- **Collaboration** – We understand each other's priorities and businesses to ensure that our actions improve (rather than complicate) our partner's operations. We work together on areas of shared interest, including sharing information, intelligence and good practice. Sometimes we may have different views, but we remain committed to supporting each other and finding common ground where possible.

4. Shared Goals

Our working relationship will focus on three aspirational goals, aligned to our outcomes and legislative mandates.

Goal 1: Enhanced safety and wellbeing of our personnel and our communities

To achieve this goal, we will:

1. increase the level of community awareness and understanding of risks, and encourage communities to take actions to manage these risks
2. work to provide targeted support to vulnerable people and families
3. increase the level of participation by our respective staff in safety and wellbeing activities.
4. participate in joint events to raise awareness of home safety and fire awareness around the home

Goal 2: More effective service delivery

To achieve this goal, we will:

1. enhance our understanding of operational roles, responsibilities and expectations; including legislative requirements; make sure that information is understood at the right levels within each agency
2. ensure that opportunities are created at all levels for sharing of experience and information where there are benefits to the other agency

3. promote proactive risk identification, prevention and reduction
4. improve the way we share information and intelligence between agencies including developing formal information sharing protocols in line with guidance from the Privacy Commissioner
5. develop stronger connections with the District Representatives in each of the Regions for clearer communication when there are incidents

Goal 3: Improved technical co-operation

To achieve this goal, we will:

1. develop protocols for the use of the Neighbourhood Support member databases for fire safety communication.
2. develop shared collateral that is in the welcome pack for new neighbourhood support members

5. Governance group

The following agency representatives will form a governance group, responsible for managing this relationship agreement. This will include the development of a prioritised work programme including roles and responsibilities for delivery, development of schedules to this agreement and acting as a forum for proposals that advance the objectives of this agreement.

Membership of the governance group is as follows:

- **Neighbourhood Support**
 - NSNZ Chief Executive
 - NSNZ Chair
 - NSNZ Community Advisor
- **Fire and Emergency**
 - National Risk Reduction Manager
 - National Manager Community Readiness and Recovery
 - National Manager Communications and Engagement.

Where a member cannot attend a governance group meeting, it is expected that a delegate will attend in their place.

6. Engagement

For the purposes of this agreement, formal engagement will consist of an annual meeting of the agencies' Chief Executives.

The governance group will jointly develop appropriate governance mechanisms to monitor:

- the health of the relationship
- progress of our joint work programme
- ownership and responsibility for developing and maintaining each schedule to the agreement.

7. Term and legal status

This relationship agreement will commence on the date of signing by both agencies, and continue until withdrawn or superseded by a new agreement. Either agency can withdraw from this relationship agreement by providing four weeks' written notice.

This relationship agreement is not legally binding. Schedules to this relationship agreement may or may not be legally binding, in accordance with their terms.

In no case shall this relationship agreement be understood to require either party to carry out measures at variance with its legal obligations.

The provisions of the relationship agreement are to be read subject to any Chief Executive, Board, Ministerial or Cabinet directives, and any enactment.

8. Health and safety

Each participant acknowledges its responsibilities to comply with all relevant laws including the Health and Safety at Work Act 2015 and the Hazardous Substances and New Organisms Act 1996. Each participant will, so far as reasonably practicable, ensure that their respective personnel have the appropriate level of training and awareness to understand and deal with any situation concerning dangerous goods, hazardous substances and health and safety risks.

Each participant will discharge its duties under the Health and Safety at Work Act 2015 during the conduct of any activities undertaken pursuant to this Relationship Agreement, including their respective duty to, so far as is reasonably practicable, consult, cooperate with, and co-ordinate activities with each other where they have a duty in relation to the same matter.

9. Review

This agreement will be reviewed at least once every three years, or sooner if required. The governance group will be responsible for managing this review process. The agencies may vary this agreement. Any changes must be in writing and mutually agreed.

The agencies may vary the schedules to this agreement, with the agreement of the governance group. The governance group will then ensure that this relationship agreement is amended and re-signed by the Chief Executives at their next annual meeting.

Each variation is effective from the date agreed by the parties, regardless of whether it has been included in a version of the relationship agreement that the chief executives have re-signed.

10. Dispute Resolution

If there is any dispute between the parties, the governance group will meet in good faith to resolve the dispute as quickly as possible.

If the matters are not resolved within a reasonable time, the agency that raised the dispute may refer the matter to their chief executive for resolution with the other agency's Chief Executive.

11. Schedules to this relationship agreement

The schedules to this agreement will set out more specific arrangements on specific areas. The governance group must be notified of the development of any regional level agreements. These agreements should be consistent with the principles of this relationship agreement

The agencies agree that:

- new schedules will supersede existing schedule agreements
- a schedule may be reviewed, modified or terminated on mutual agreement of the signatories to that schedule, with the approval of the governance group.

The appendices to this relationship agreement include:

- Appendix A – Guidance on the structure of schedules
- Appendix B – List of schedules to this agreement.
Note: This will be updated as new schedules are agreed between the agencies, and will not require formal variation to this agreement.

12. Work programme

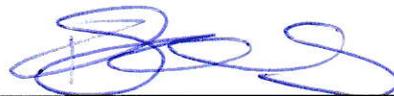
The agencies will implement this relationship agreement by ensuring all staff can access a signed copy, by publishing it on either their local intranet site or their external website.

We will agree a joint work programme and refresh it annually. This programme will set out a timetable for developing operational schedules and other key enabling pieces of work. The programme is intended as a starting point for the agencies working together, and does not preclude other opportunities to work together.

As part of the work programme, we will develop and maintain a relationship matrix, to help give effect to Principle 1: Partnerships.

Signatories to the relationship agreement

SIGNED for and on behalf of Fire and Emergency New Zealand and Neighbourhood Support.



Signed on this day

19 October, 2020

day month

Signed on this day

19 October, 2020

day month

Name: Louise Grevel

Chair

NEIGHBOURHOOD SUPPORT NEW ZEALAND

Name: Rhys Jones

Chief Executive

FIRE AND EMERGENCY NEW ZEALAND

Appendix A – Guidance on the structure of schedules to this relationship agreement

The agreement's schedules will specify how the agencies work together in particular areas, or on specific issues. Each schedule should include the following information:

1. Schedule title
2. Clearly identify that the document is a schedule to this relationship agreement
3. Purpose of the schedule
4. Outcomes, including outcomes for vulnerable people, families/whanau and communities
5. Agency context
6. Reference to any schedule being replaced
7. Agreed process (if required)
8. Agreement on any information sharing, including provisions to ensure privacy and safety are preserved by law
9. Definitions (if required)
10. Disputes and resolutions
11. Implementation plan (if required)
12. Agency representatives (i.e. owners of schedules, if they are different from the signatories)
13. Provision for monitoring
14. Provision for review
15. Signatories and signing date.

The agencies may review, modify or terminate existing schedules if the signatories mutually agree.

The signatories to the schedules may amend the list of schedules in Appendix B, or add new schedules, without the chief executives needing to re-sign this relationship agreement, as long as the amended or additional schedules comply with the principles of this agreement.

Appendix B – Schedules to this Relationship Agreement

We will develop schedules to this relationship agreement in the areas below. Please note the list of below is indicative only – the actual titles and content of schedules, once developed, may differ from this list.

- Operations and incident management:
 - database information protocols
- Proactive risk identification, prevention and reduction:
 - Fire Season and Fire Permit messaging for high risk, remote communities
 - Work on combined Messaging for Summer
- Community resilience/ safety
- Education
 - National Events Calendar
- Sharing intelligence and information
- Staff safety
- Relationship matrix