



Te Kawa Mataaho
Public Service Commission

7 December 2022

Mr Paul James
Secretary for Internal Affairs and Chief Executive
Te Tari Taiwhenua | Department of Internal Affairs

By email: Paul.James@dia.govt.nz

Dear Paul

Independent Review of Fire and Emergency New Zealand's Workplace Culture and Complaint Handling Practices

The independent review of Fire and Emergency New Zealand's (Fire and Emergency) Workplace Culture and Complaint Handling Practices has now concluded and the Public Service Commission with the reviewer, Ms Belinda Clark QSO, will release the report tomorrow.

It is evident that much work needs to be done to ensure that Fire and Emergency is a safe and inclusive workplace for all personnel. This is not just the responsibility of the Fire and Emergency board and new executive leadership team. External expertise and oversight is required.

As the monitoring agency for Fire and Emergency, the Department of Internal Affairs (DIA) has an important role in supporting Fire and Emergency to implement the review recommendations. I know DIA will continue to actively lead on that front and closely monitor Fire and Emergency's progress in improving its culture and complaint handling practices. I look forward to engaging with you further on your plan to support Fire and Emergency to implement the recommendations.

I appreciate the personal attention you have given to these matters.

Yours sincerely

Helene Quilter
Te Pou Turuki mō Te Kawa Mataaho
Deputy Public Service Commissioner

Copy to: Fire and Emergency New Zealand Board Chair