



# FY2023/2025 ANNUAL REPORT



# TONGA FIRE & EMERGENCY SERVICES





# TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
Abbreviations .....	4
Minister’s Foreword.....	5
Commissioner’s Message.....	6
Ministry Overview.....	6
Our Vision.....	8
Our Mission .....	8
Our Outcomes .....	8
TFRS at a glance.....	8
TFES Values .....	8
Mandate .....	8
National Impact .....	8
GPA 1: .....	8
Stakeholders.....	8
GPA 3: .....	8
Organizational Structure .....	9
TFES Offices and Stations .....	9
Result Map.....	10
Governance of TFES .....	11
Overview .....	11
Ranks and responsibilities of TFES .....	11
FIRE & EMERGENCY STATS.....	11
Incident Comparison Statement .....	11
Estimated Loss And Saved (FY 22/23 vs FY 23/24) .....	11
Comparison Statement For FY23/24 .....	12
Financial Performance.....	13
Budget .....	13
Expenditure Breakdown.....	13
Comparison Statement .....	13
Procurement .....	14
Assets .....	14
Program 1: Leadership & Policy advice.....	15
Overview .....	15
Sub-Program Spotlight .....	15

Staffing & Composition .....	16
Staff Movements .....	16
Performance Management .....	16
Key Achievements .....	18
Conferences .....	18
Facilitation of External Support .....	18
Facility Development .....	19
International Firefighter’s Day .....	19
Program Results & performance .....	20
Program 2: Community safety .....	21
Overview .....	21
Sub-Program Spotlight .....	21
Key Achievements .....	21
Outreach Campaigns .....	21
Fire Safety Assessments.....	22
Investigation Services .....	22
program results & performance.....	22
Program 3: Fire Suppression & emergency response .....	23
Overview .....	23
Sub-program Spotlight .....	23
Key Achievements .....	24
Firefighting Responses.....	24
Emergency Responses .....	24
Capacity Development .....	24
Program Results & Performance .....	24
Program 4: Training & development .....	26
Overview .....	26
Sub-Program Spotlight .....	26
Key Achievements .....	26
Capacity Development & Upskilling .....	26
Hu’akavameiliku Recruit Course No. 14.....	26
Program Results & Performance .....	27
Significant issues & challenges.....	29
Significant Issues .....	29
Challenges .....	29
Conclusion .....	30
Annex 1: Legislations & Policies.....	31
Annex 1: Mandate & Guidng Documents.....	31
TFES Legal Mandate .....	31
Primary Legislation & Other Guiding Laws.....	31
Guiding Regulations .....	31

Internal Policies .....31  
Agreements .....31

**A**

**AFC** Assistant Fire Commander

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**C**

**CEO** Chief Executive Officer

**CO** Cadet Officer

**CSD** Corporate Services Department

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**D**

**DFC** Deputy Fire Commissioner

---

**E**

**ERD** Emergency Response Department

---

**F**

**FC** Fire Commander

**FF** Fire Fighter

**FO** Fire Officer

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**L**

**LA** Legislative Assembly

**LFF** Leading Fire Fighter

---

**M**

**MDA** Ministries, Departments and Agencies

**MoF** Ministry of Finance

---

**P**

**PFF** Principal Fire Fighter

---

**R**

**RFF** Recruit Fire Fighter

---

**S**

**SAP** Station Administration Procedure

**SAMFS** South Australia Metropolitan Fire Service

**SFF** Senior Fire Fighter

**SOP** Station Operation Procedure

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**T**

**TFES** Tonga Fire & Emergency Services

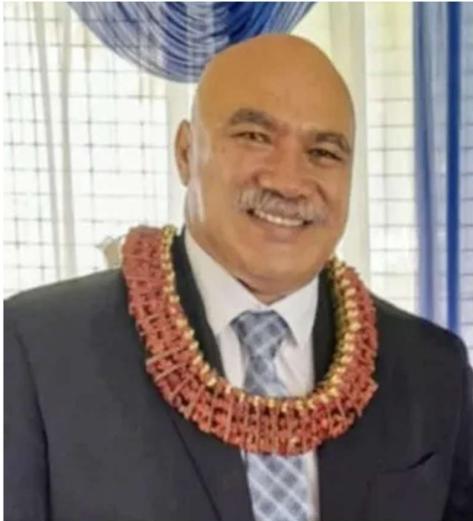
**TSDF** Tonga Sustainable Development Framework

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**U**

**USAR** Urban Search and Rescue

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**Hon. Paula Piveni Piukala**  
Minister for Fire & Emergency Services

On behalf of the Services – Tonga Fire & Emergency Services (TFES), I hereby present this Annual Report for the Financial Year 2023/2024, pursuant to section 51(5) of the Act of Constitution of Tonga (Amendment) (No.2) Act No.20 2010 which states the Minister for Police, Fire & Emergency Services shall provide to the Legislative Assembly with a report of the affairs of the Ministry for Fire & Emergency Services for the previous year.

This report details the logistics, achievements, and challenges of TFES for the abovementioned financial year. It seeks to provide insight into the accomplished responsibilities and legal mandate of the Services for this period, by drawing upon the plans set out in the Corporate Plan and other mandated documents.

For this period, the Services have continued to grow and develop, focusing on expanding its service area as well as capacity development. It has overcome many challenges and learnt from its oversights in its journey towards becoming a modern firefighting and emergency service provider for the Kingdom.

Accordingly, this Annual Report covers various operational and administrative activities of the Services for FYE 2023/2024 as they strive towards a safer and more resilient Tonga from the impacts of fires and other emergencies.

May God keep you and yours safe.

.....  
Honorable Paula Piveni Piukala  
**Minister for Fire & Emergency Services**

# 3

## COMMISSIONER'S MESSAGE

This Annual Report is presented on behalf of the officers of Tonga Fire and Emergency Services.

It documents the journey this organization has taken on towards becoming a modern firefighting and emergency service provider for Tonga and for the protection of lives, property, and the environment of the Kingdom of Tonga.

In Financial Year 2023/2024, TFES has focused on extending its reach and accessibility for the community as well as internal development and capacity building. This is slated to be a long-term project to ensure that the Services can achieve ideal operational capability in the future.

While this financial year was not without its challenges, the Services continued to do its best with the limited resources and opportunities afforded to it. It is my pleasure to state that the Services has continued to perform beyond expectations whilst learning valuable lessons along the way. Accordingly, TFES shall continue to endeavor and the restrictions of this year shall only become the stepping stones of the next oncoming year.

I extend our sincere gratitude to the Minister of Police, Fire & Emergency Services, Honorable Prime Minister Hu'akavameiliku for his guidance and support. All achievements of TFES could not have been possible without your aid.



**Viliami F. Tu'ihalamaka**  
Commissioner for Fire & Emergency Services

We also thank those who have supported the men and women of TFES in any capacity, your assistance is greatly appreciated.

To my staff, officers of TFES, I thank you for your efforts and dedication this year, may the Lord grant you strength to continue on our journey towards a safer and more resilient Tonga from the impact of fires and other emergencies.

Malo 'aupito.

.....  
**Commissioner Tu'ihalamaka, V.**  
Commissioner for Fire & Emergency Services

# 4

## MINISTRY OVERVIEW

## OUR VISION

Building a safer and resilient Tonga to achieve minimal impact from fire and other emergencies

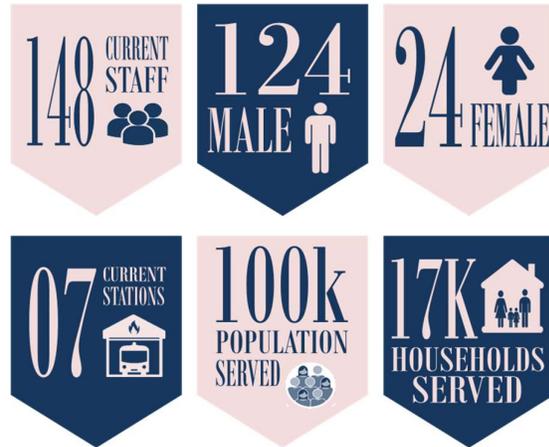
## OUR MISSION

To protect life, property and the environment from fire and other emergencies

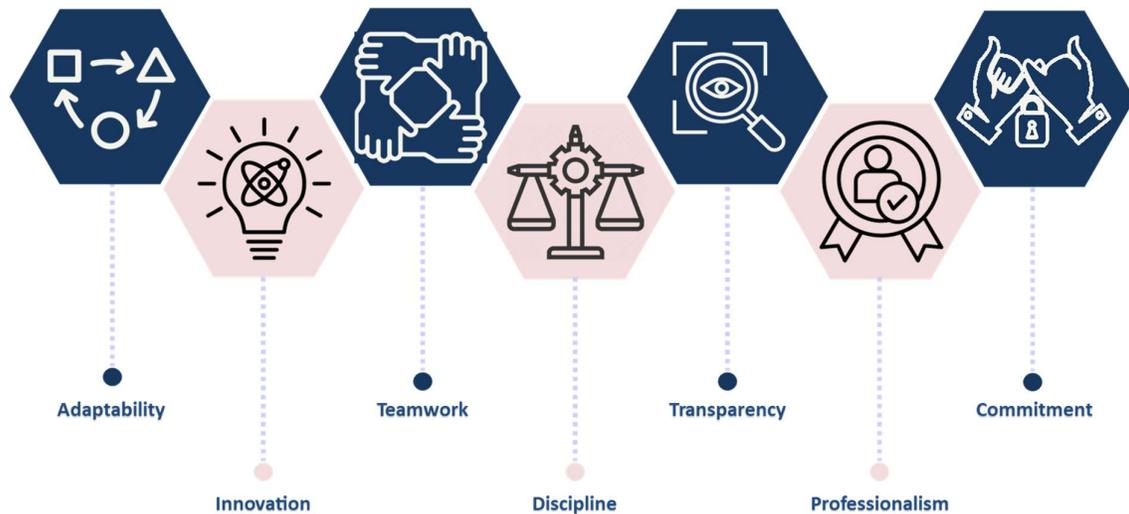
## OUR OUTCOMES

1. Improved national and community resilience from extreme natural events & climate change
2. Strengthened implementation and enforcement of law and order
3. Closer partnership between government, churches & other stakeholders for community development

## TFES AT A GLANCE



## TFES VALUES





### National Impact

A progressive Tonga supporting a higher quality of life through more inclusive human development, improved good governance, and higher resilience to climate change and risk

### Legislations

TFES has 8 legislations, 2 Regulations, and 1 Internal Policy which establishes its mandates and authority, as listed under Annex 1.

### GPA 1:

Building resilience and safer platforms to natural disasters and meeting of ongoing challenges of Climate Change

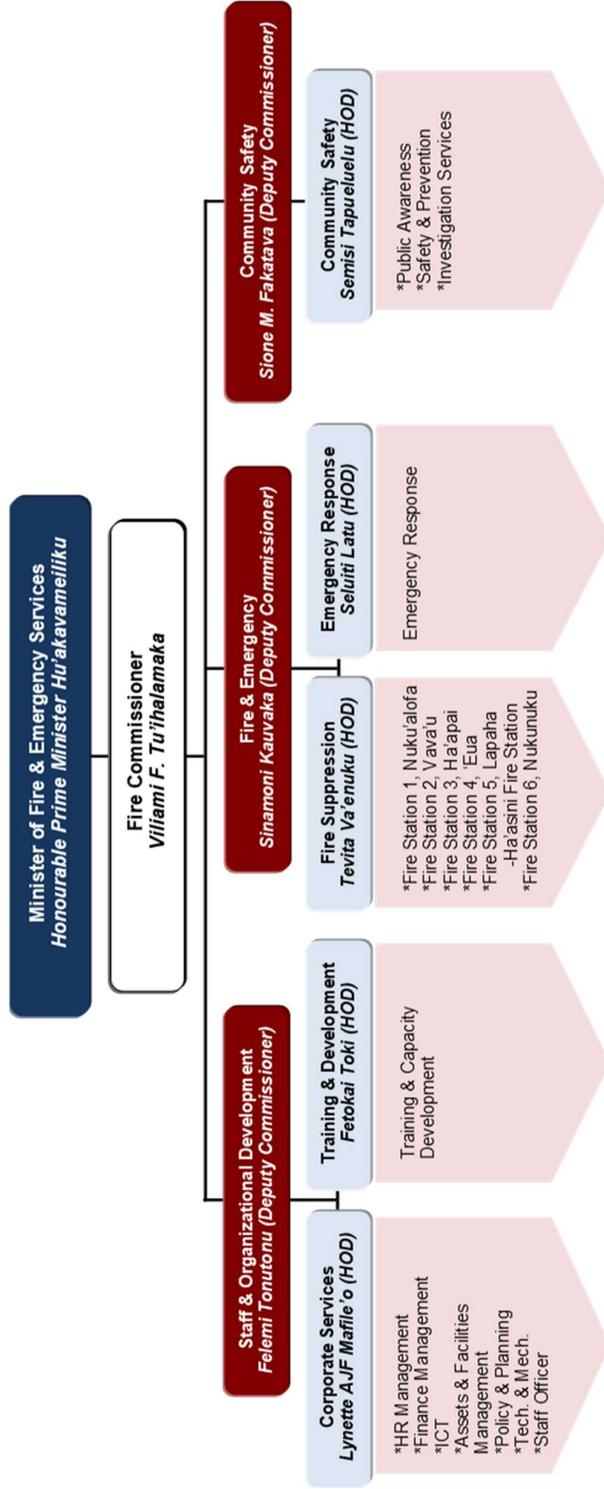
### GPA 3:

Mobilizing National and International response to effectively reduce supply and the use of illicit drugs, and address harm reduction processes through enforcement of law and order and empowering community engagement

### STAKEHOLDERS

TFES are in engagement with various stakeholders, including:

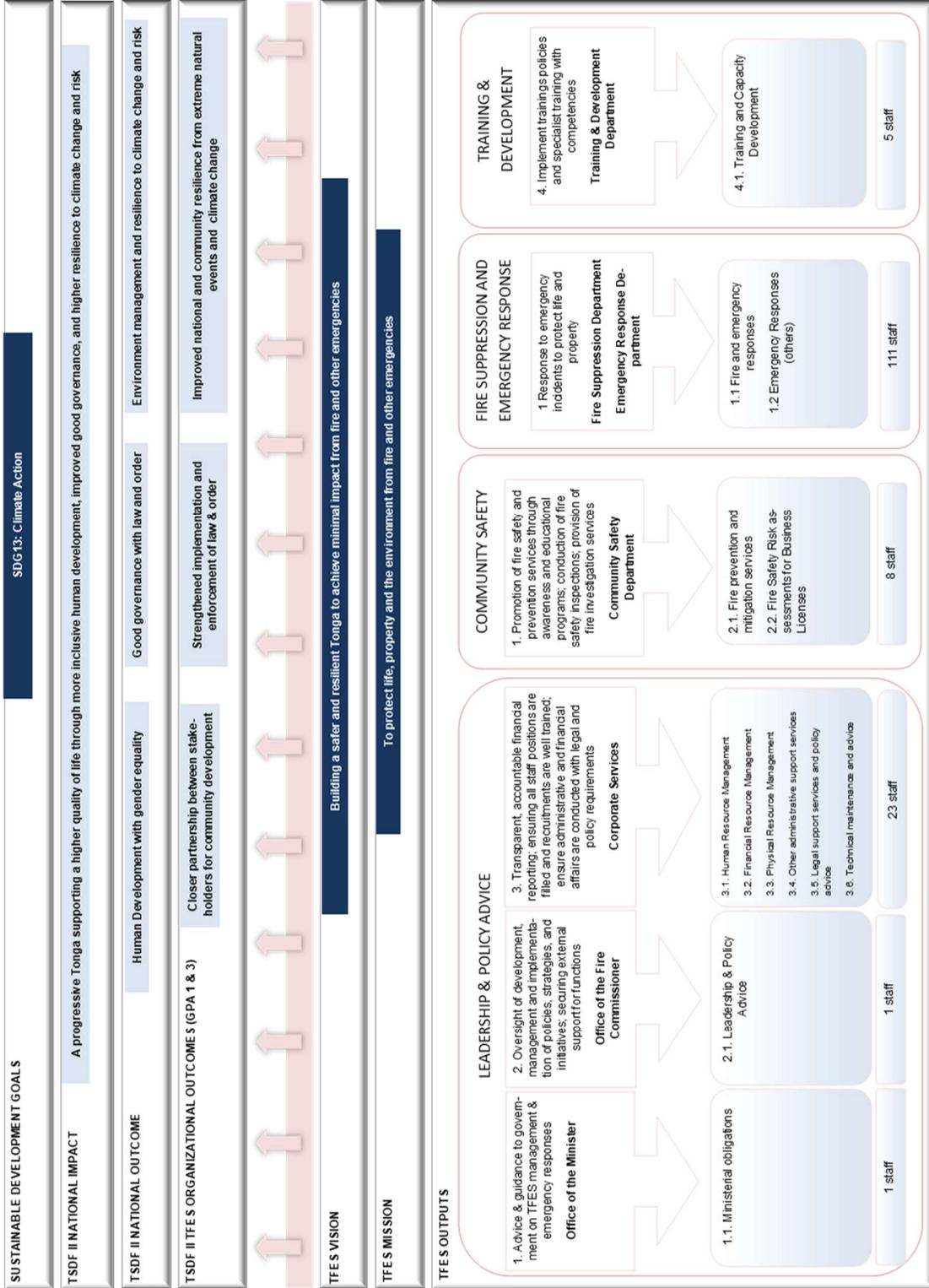
- Cabinet
- Legislative Assembly
- Ministry of Infrastructure
- Tonga Police
- Ministry of Trade & Economic Development
- National Disaster Resilience Management Office
- Public Enterprises
- Businesses
- General public
- Development Partners



**TFES OFFICES AND STATIONS**

The Services operates eight (08) facilities throughout Tonga, which consists of an administration building (Headquarters) six stations, and one sub-station.





## GOVERNANCE OF TFES

### Overview

The TFES organizational structure is based on the type of function performed, classification of personnel employed in each division and the overlapping geographic factors.

The executive administration of TFES is led by the Minister for Fire & Emergency Services and supported by the Fire and Emergency Commissioner. They hold external and internal responsibilities linked to the performance indicators. Externally, the Service's Executive Officers are responsible for supervising and providing appropriate advice and guidance on management of the Services.

Within the Service, the Minister is responsible for providing leadership and political direction necessary for the delivery of the Ministry's programs and sub-programs. The Fire and Emergency Commissioner manages the administration, development, and implementation of the Service's sub-programs and provides necessary leadership to the staff.

At the departmental level, each program is managed by a Fire Commander (Officer Commanding) whose performance is measured by respective departmental outputs.

### Ranks and responsibilities of TFES

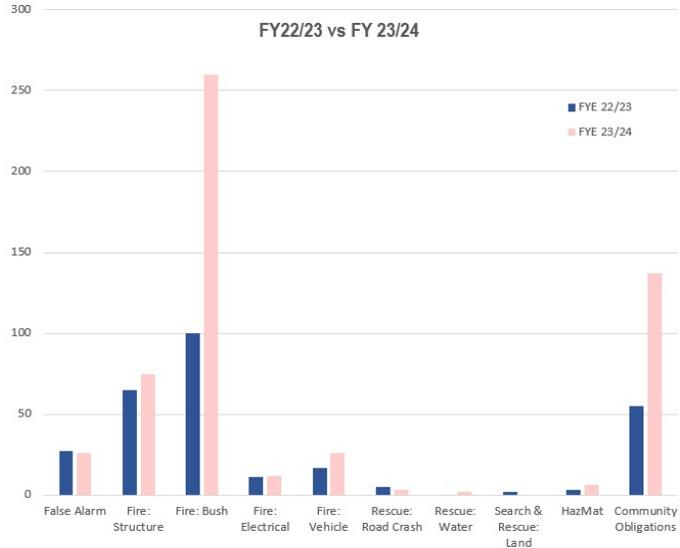
RANKS	ABBREV OF RANKS	RESPONSIBILITIES
Minister	NA	Overall Command
Commissioner	FEC	Responsible for the general and management of the TFES
Deputy Commissioner	DFEC	Responsible for the general efficiency of the emergency service, preventive, and administrative duties of divisions
Fire Commander	FC	Head of Department, responsible for the day-to-day management of units which are the main operational entities of the Services
Assistant Fire Commander	AFC	Officer In-Charge (OIC) of Units (including fire stations)
Fire Officer	FO	Second Officer In-Charge (2iC) of Units or Shifts
Cadet Officer	CO	An Assistant Fire Commander in training who must complete a set period of on-the-job training as an OIC before promotion to the AFC rank
Senior Firefighter	SFF	Officers at operational level in units (including fire stations) with various levels of minimum to none managerial responsibilities and duties; performance of unit daily routine duties and responsibilities
Principal Firefighter	PFF	
Leading Firefighter	LFF	
Firefighter	FF	
Recruit Firefighter	RFF	Probationary member of Services, firefighter in training and unconfirmed member of TFES



# FIRE & EMERGENCY STATS

## INCIDENT COMPARISON STATEMENT

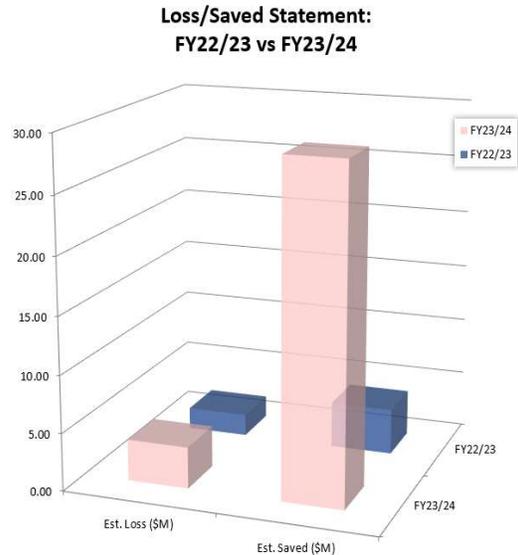
Classification	No. of incidents	
	FYE 22/23	FYE 23/24
False Alarm	27	26
Fire: Structure	65	75
Fire: Bush	100	260
Fire: Electrical	11	12
Fire: Vehicle	17	26
Fire: Vessel (marine)	0	0
Rescue: Road Crash	5	3
Rescue: Water	0	2
Search & Rescue: Land	2	0
HazMat	3	6
Aircraft Distress	0	0
Civil Unrest	0	0
Community Obligation	55	137
Onset Disaster	0	0
<b>Total</b>	<b>285</b>	<b>547</b>



**Note:** There is a noticeable spike, during this period, of Community Obligations (general services rendered to the public, including filling of water tanks, etc). This is accredited to the increased public knowledge regarding our service of unlocking vehicles.

## ESTIMATED LOSS AND SAVED (FY 22/23 VS FY 23/24)

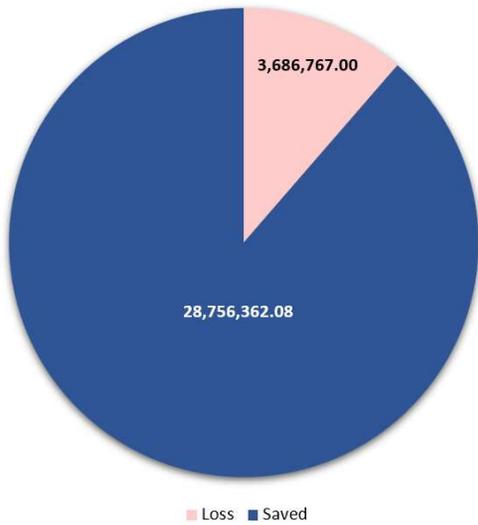
Classification	Estimated Loss		Estimated Saved	
	FYE 22/23 (\$)	FYE 23/24 (\$)	FYE 22/23 (\$)	FYE 23/24 (\$)
False Alarm	3K	3K	39K	6M
Fire: Structure	1.6M	3M	3.1M	19.3M
Fire: Bush	93K	400K	114K	600K
Fire: Electrical	40K	41K	613K	1.3M
Fire: Vehicle	68K	66K	64K	100K
Fire: Vessel (marine)	0	0	0	0
Rescue: Road Crash	32K	68K	26K	38K
Rescue: Water	0	50	0	1K
Search & Rescue: Land	200	200	0	0
HazMat	0	3K	19K	78K
Aircraft Distress	0	0	0	0
Civil Unrest	0	0	0	0
Community Obligation	107K	4K	35K	1M
Onset Disaster	0	0	0	0
<b>Total</b>	<b>1.9M</b>	<b>3.6M</b>	<b>4M</b>	<b>28M</b>



**Note:** Estimated Loss calculations, including those under the False Alarm classification, also takes into account losses incurred by the Services for response (e.g. fuel costs, etc)

COMPARISON STATEMENT FOR FY23/24

**FY 23/24 Loss vs Saved (\$)**



Classification	Estimated Loss (\$)	Estimated Saved (\$)
False Alarm	3,270	6,092,040
Fire: Structure	3,058,566.79	19,336,826.63
Fire: Bush	439,638.50	619,235.45
Fire: Electrical	41,292	1361,468
Fire: Vehicle	66,110	172,810
Fire: Vessel (marine)	0	0
Rescue: Road Crash	68,930	38,800
Rescue: Water	50	1,800
Search & Rescue: Land	200	0
HazMat	3,850	78,382
Aircraft Distress	0	0
Civil Unrest	0	0
Community Obligation	4,860	1,055,000
Onset Disaster	0	0
<b>Total</b>	<b>3,686,767</b>	<b>28,756,362.08</b>

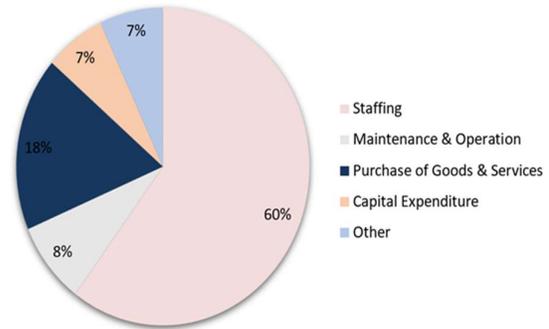
# 8 FINANCIAL PERFORMANCE

## BUDGET

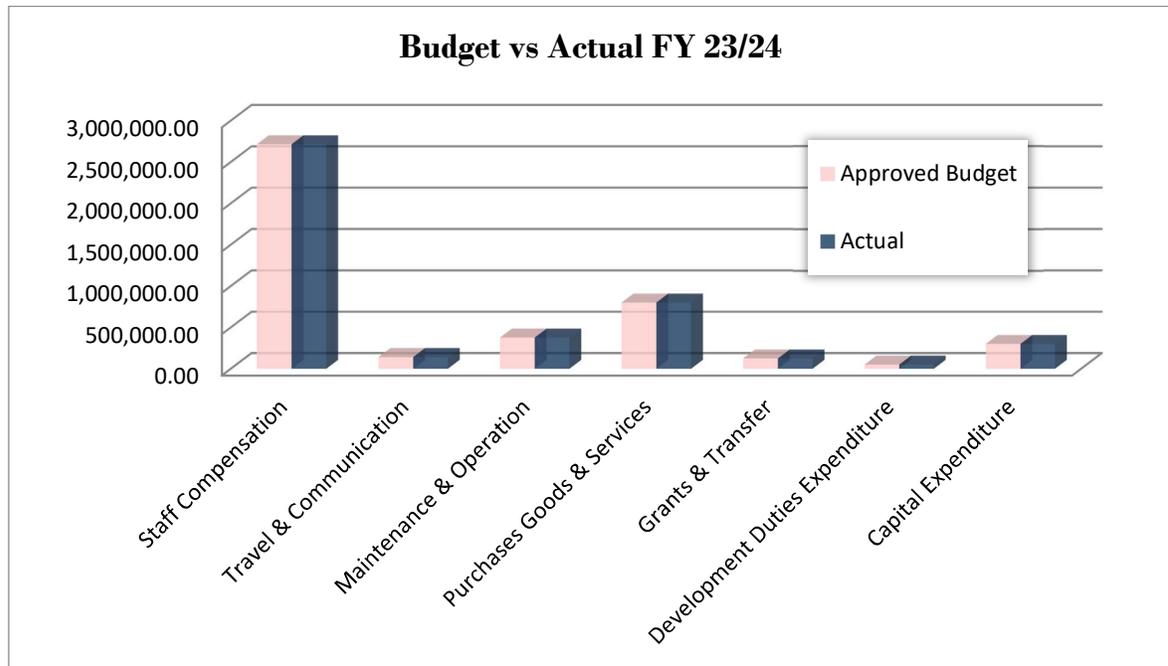
<b>APPROVED BUDGET FYE 23/24</b>	<b>\$ 4,509,300.00</b>
SALARY BILL	\$2,961,300.00
OPERATION BILL	\$2,103,400.00
<b>Actual</b>	<b>\$ 4,509,300.00</b>
<i>Budget over Expenditure</i>	\$ 0.00

## EXPENDITURE BREAKDOWN

Classification	Costing	Notes
Staffing	\$2.7M	Main source of expenditure
Maintenance	\$300K	Mostly maintenance of fire appliances
Purchase of Goods & Services	\$800K	Increased cost of utilities and fuel; adjustments made for staff increase and capacity development.
Capital Expenditure	\$300K	Acquisition of capital (such as fixed assets, equipment, etc)
Other	\$100K	Consists of travel, development duties, and capital expenditure



## COMPARISON STATEMENT



## PROCUREMENT

Purchases over \$20,000, as required under the Procurement Regulations 2020, are managed and processed by the Procurement section of the Financial Management Unit of CSD. As such, the following procurements were made during this period:



### HazMat Facility (variation)

**\$12,728.90**

Variation of costs for the construction of facility for Hazardous Material responses & engagements



### OiC Residence (variation)

**\$17,062.46**

Variation of costs for the construction of OiC Residence for OiC, Fire Station 3 (Angaha, Eua)

## ASSETS

The Asset Register of the Services during this period had a closing book value of \$3,384,475.12 (actual value of \$10,220,591.63).

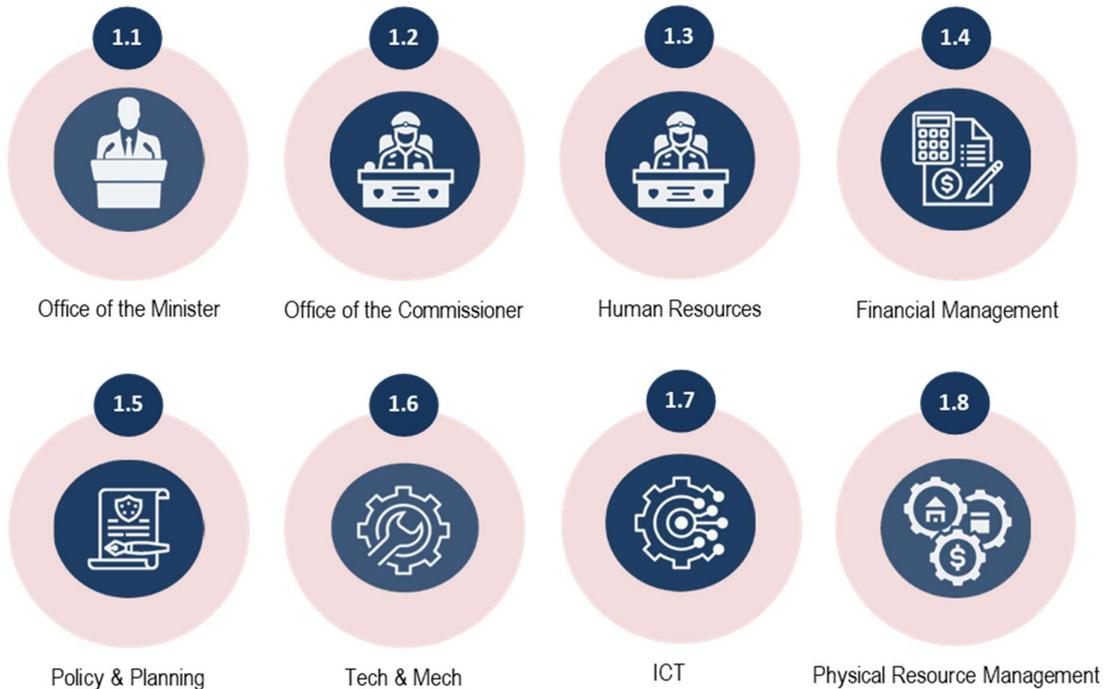
The summary of assets is as follows:

ASSET	BOOK VALUE
Building	1.4M
Infrastructure	
Vehicles	800K
Computer Software	
Computer Hardware	9K
Office Equipment	
Furniture & Fittings	25K
Other Plants & Equipment	1M

<b>Outcome</b>	Improve resilience from extreme natural events and climate change
<b>Output</b>	Effective and efficient leadership, management and support services

## OVERVIEW

Program 1: Leadership & Policy Advice has eight (08) sub-programs which consist of the following:



## SUB-PROGRAM SPOTLIGHT

### 1.1 Office of the Minister

- Ministerial Obligations

### 1.2 Office of the Commissioner

- Policy development
- Securing external support for mandate
- Proposal, initiative & strategy development
- CP & AR development

### 1.3 HR

- Performance Assessment
- Job Analysis
- Recruitment & Retention
- Staff development
- Leave Management & Report
- Staff entitlements
- Administrative Assistance

### 1.4 Financial Management

- Financial services
- Budget Plans and reports
- Staff salaries and allowances

### 1.5 Policy & Planning

- Legal advice
- Delivery of trainings & conferences
- Internal Disciplinary Cases
- Regulatory development & review

### 1.6 Technical & Mechanical

- Inspections

### 1.7 ICT

- IT support services

### 1.8 Physical Resource Management

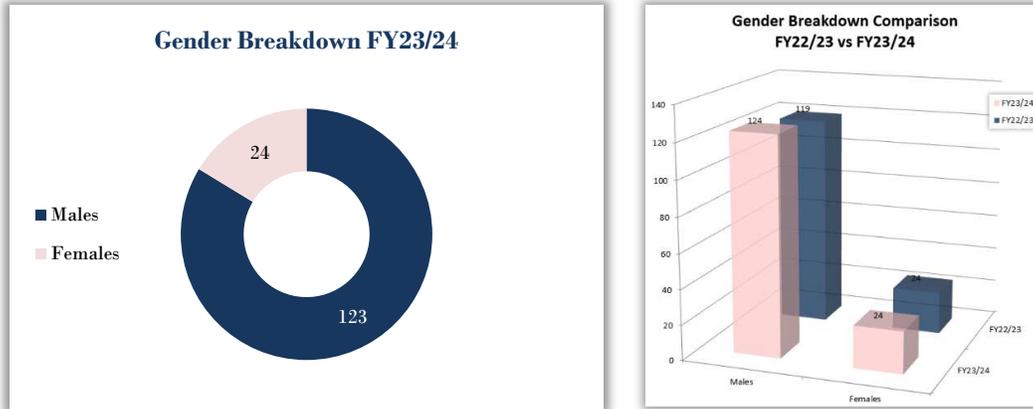
- Asset management
- Facility management
- Ration management

## STAFFING & COMPOSITION

As of 30 June 2024, TFES had a total of 148 staff.

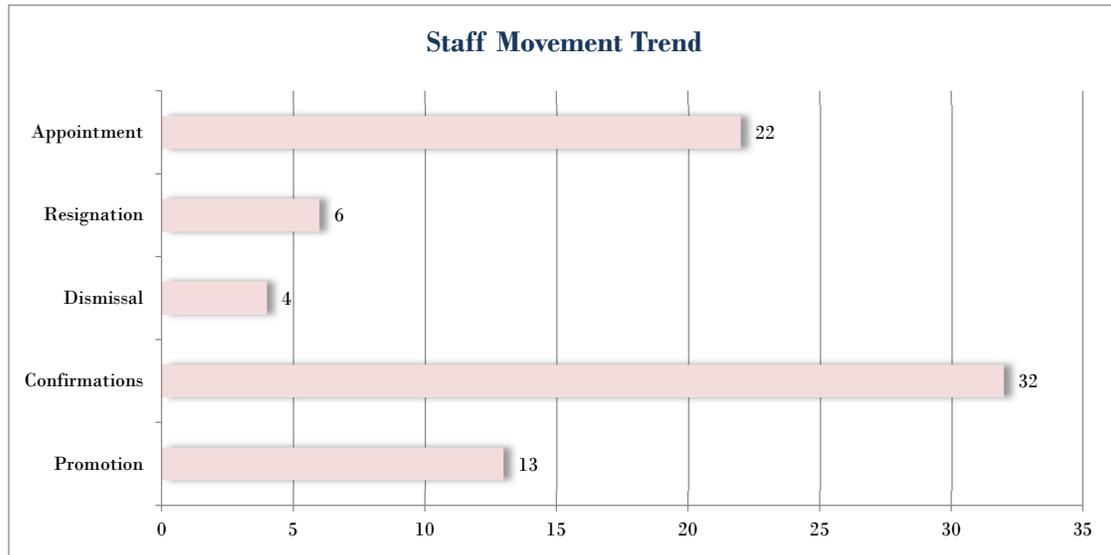
Notwithstanding the Commissioner, who is appointed by the Minister and is employed through contract, all staff are classified as career members (permanent).

The TFES gender breakdown comprises of 24 females and 124 males.



## STAFF MOVEMENTS

Human Resources Management Unit (HRMU) processed the following movements within this financial year:



## PERFORMANCE MANAGEMENT

	FULL REWARD	PRO-RATA	INCOMPLETE	INELIGIBLE	TOTAL STAFF
5%	8	6			
3%	71	16			
1.5%	16	9			
<b>Total</b>	<b>95</b>	<b>31</b>	<b>6</b>	<b>26</b>	<b>158</b>

## KEY ACHIEVEMENTS

### Conferences

On the 22 July 2023, the Commissioned Officers' Conference was successfully held and hosted at Ancient Tonga. This is a long-standing tradition of the Services to allow Commissioned Officers an opportunity to come together, update each other on the status of their respective units and departments, as well as learning from each other. This is especially important for managers who are stationed in the outer islands because the Conference affords them an opportunity to voice their concerns and reconnect with the fellow officers on the mainland. This year's theme focused on discipline which continues to remain an essential value of the Services.



### Facilitation of External Support

#### South Australian Metropolitan Fire Services

##### EQUIPMENT DONATION

On the 20<sup>th</sup> July 2023, the Services successfully facilitated the transportation and arrival of 2 fire appliances and surplus equipment from the South Australian Metropolitan Fire Services (SAMFS). This valuable donation assists to allocate essential resources to the fire stations to ensure that stations maintain daily operationality for the response to emergencies for the protection of life and property.



On the 20<sup>th</sup> October 2023, the Services further facilitated the transportation and arrival of a further 2 fire appliances. These fire appliances were donated by the County Fire Services of Adelaide to SAMFS for the purpose of

contributing them to TFES, a part of an ad hoc and informal understanding between the fire departments of Australia under their Pacific partnership program.



##### RENEWAL OF MEMORANDUM OF UNDERSTANDING

On the 25<sup>th</sup> August 2023, the Memorandum of Understanding between the Services and SAMFS was successfully renewed. This MOU covers and regulates the donations of physical resources and trainings between the two fire departments and is a long-standing and valuable resource of the Services for development.



#### People's Republic of China

On the 19<sup>th</sup> July 2023, the Services successfully handed over a passenger bus from the People's Republic of China. The application for donorship shed light on the need of the Services for a large passenger vehicle to mass transport staff, especially for recruit cohorts. In addition to non-emergency purposes, the bus was also intended to transport Service first responders during large scale emergencies or to evacuate civilians. The handover ceremony was attended by Commissioned Officers and the staff of Embassy of the People's Republic of China.



## Other External Support

On the 30 October 2023, Mr. Joe Lynch, an American firefighter, arrived in Tonga to inspect and handover his personal donation to the Services, which included tools, surplus equipment, bedding, and food items.



## Facility Development

### Ha'asini Fire Station

On the 28<sup>th</sup> December 2023, the Ha'asini Fire Station & Police Post was successfully commissioned. This project was funded by the Illicit Drugs program and is aimed at improving response times to emergencies in the Eastern District (Tongatapu) as well as ensuring a peacekeeper presence in communities. Ha'asini Fire Station is a sub-station of Fire Station 5, Lapaha.



## ERD (HazMat) Office

On the 14<sup>th</sup> March 2024, the Services hosted a soft opening and commissioning of the Hazardous Material Office, under the Emergency Response Department, located in Veitongo. This facility is the first of its kind and provides office space for ERD staff as well as preliminary operational space for any HazMat responses.



## Fire Station 4 OiC Quarters

On the 20<sup>th</sup> September 2023, the Services successfully commissioned the Staff (OiC) Quarters for Fire Station 4, Angaha, in a soft ceremony. The construction of these quarters is aimed at improving the response time and management of outer island stations as well as improving facilitation of mandatory staff transfer for capacity development purposes.



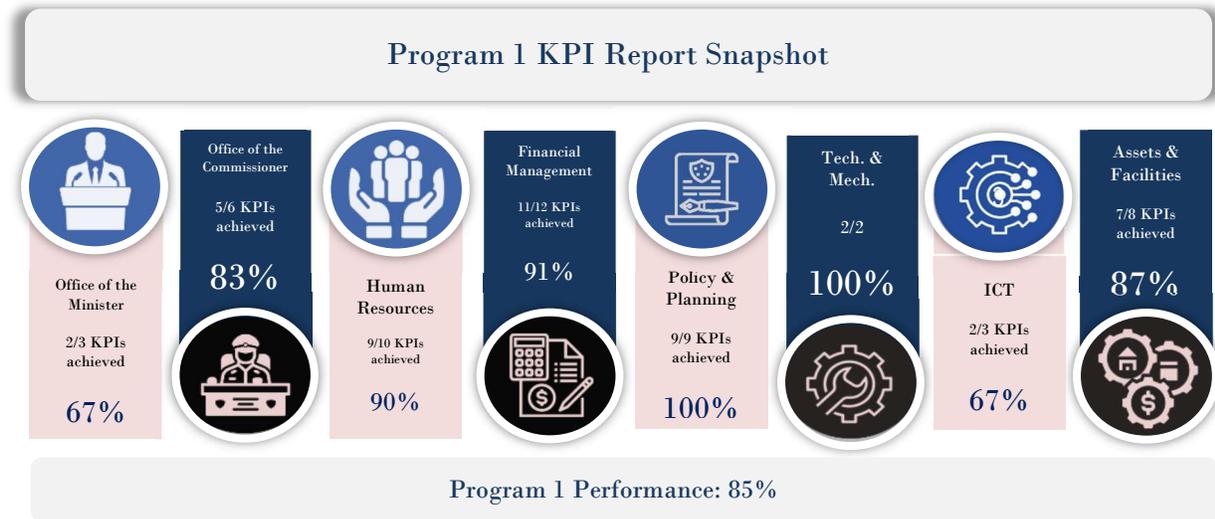
## International Firefighter's Day

During the first week of May 2024, the Services hosted its annual Fire Week in celebration of International Firefighter's Day, which acknowledges the sacrifice of firefighters worldwide on the 4<sup>th</sup> May. This year, the Services facilitated initial signification of IFFD with a dedicated Monthly Meeting, facilitated by the Women in Fire & Emergency Services (WiFES), a Sports Day, and a Walk. Unfortunately, the Walk which was to be held on the 4<sup>th</sup> May 2024, had to be delayed due to heavy raining and intermittent flooding of the public roads



## PROGRAM RESULTS & PERFORMANCE

Program 1 was responsible for discharging 53 Key Performance Indicators (KPIs). The following sub-programs performed as below:



# 10 PROGRAM 2: COMMUNITY SAFETY

<b>Outcome</b>	Improve resilience from extreme natural events and climate change
<b>Output</b>	Effective and efficient fire prevention & mitigation services

## OVERVIEW

Program 2: Community Safety has three (03) sub-programs which consist of the following:



## SUB-PROGRAM SPOTLIGHT

### 2.1 Public Awareness

- Conduction of Education Programs on fire safety
- Carry out public notifications/engagements
- Stakeholder (organization) trainings

### 2.2 Safety & Prevention

- Conduct Fire Safety Inspections
- Program Development
- Conduct Fire Safety Risk Assessments for Business Licences
- Conduct Fire Safety Assessments

### 2.3 Investigation Services

- Conduct fire cause investigations
- Conduct internal disciplinary case investigations

## KEY ACHIEVEMENTS

### Outreach Campaigns

Mitigation continues to be an essential element of the fight against destructive fires. Accordingly, community outreach programs are conducted to raise awareness about fires and fire safety. Forty-three (43) educational programs were conducted successfully during this period.

Eighteen (18) public awareness programs were conducted through the media as well. In addition to this, all requested fire safety trainings from various sectors and stakeholders were successfully delivered.



### Fire Safety Assessments

Fire safety for commercial buildings is important for the overall wellbeing of civilians – both for staff working in those buildings as well as the clients they are serving.

Two hundred and twenty-five (259) Fire Safety Inspections were carried out during this period. Five hundred and seventy-nine (579) Fire Safety Assessments and Fire Safety Risk Assessments for Business Licences were conducted successfully.



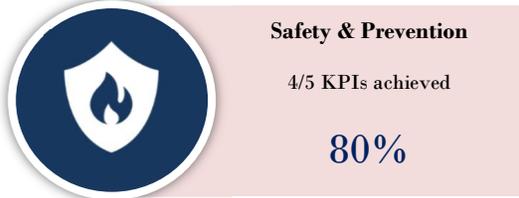
### Investigation Services

Fire cause investigations play a vital part in mitigation as they identify the causes of fires which allow adjustment of the focus of outreach campaigns to ensure that they appropriately address causes of fires in their awareness programs.

### PROGRAM RESULTS & PERFORMANCE

Program 2 was responsible for discharging 10 Key Performance Indicators (KPIs). The following sub-programs performed as below:

#### Program 2 KPI Report Snapshot

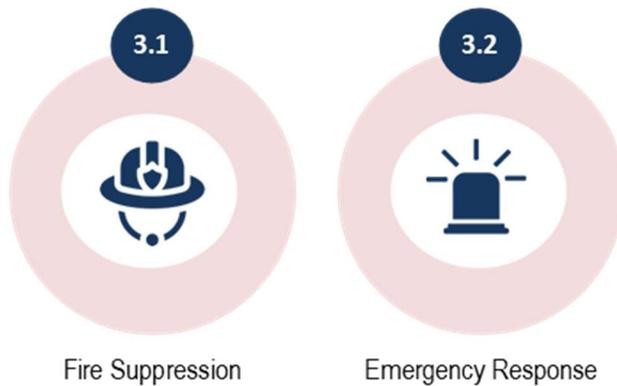


**Program 2 Performance: 80%**

<b>Outcome</b>	Improve resilience from extreme natural events and climate change
<b>Output</b>	Effective and efficient fire suppression and emergency response services

## OVERVIEW

Program 3: Fire Suppression & Emergency Response has two (02) sub-programs which consist of the following:



## SUB-PROGRAM SPOTLIGHT

### 3.1 Fire Suppression

- Standardized response time to incidents
- Compliance with all communication procedures
- Submission and approval of Incident & Technical Report
- Standard training & assessment of operational staff
- External drills and trainings

### 3.2 Emergency Response

- Standardized response time to incidents
- Compliance with all communication procedures
- Submission and approval of Incident & Technical Report
- Standard training & assessment of operational staff
- External drills and trainings

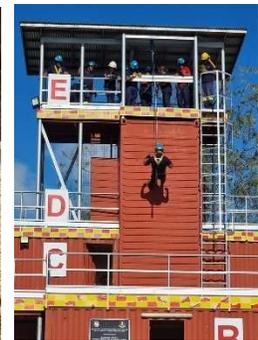
## KEY ACHIEVEMENTS

### Firefighting Responses

From inception, responses to fire-related emergencies have been a main function of TFES, discharged by the Fire Suppression Department under the Response & Prevention Division. In this period, the Services responded to 373 fires (and 26 False Alarms) of various scales throughout Tonga, including the outer-islands.



emergency response (both fire and non-fire related) during this period. This included a drill presented to the Embassy of the People's Republic of China during the initial official visit of the newly appointed Chinese Ambassador.



### Emergency Responses

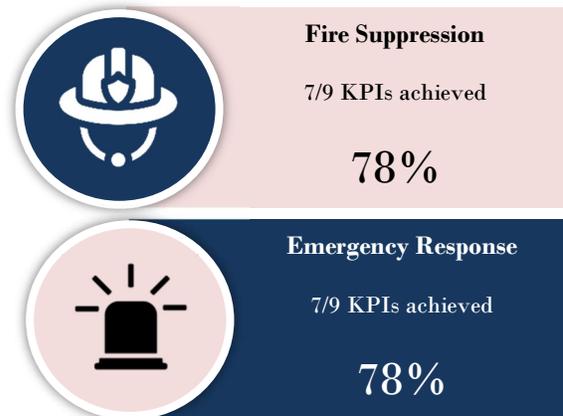
Responses to non-fire related emergencies became a TFES mandate in 2014, discharged by the Emergency Response Department, as supported by the Fire Suppression Department. These emergency responses (total of 148 in FY23/24) include Road Crash Rescue, Search & Rescue, and Water pumping and Drainage to flooded, low lying areas.



## PROGRAM RESULTS & PERFORMANCE

Program 3 was responsible for discharging 12 Key Performance Indicators (KPIs). The following sub-programs performed as below:

### Program 3 KPI Report Snapshot



**Program 3 Performance: 75%**

### Capacity Development

During this period, various drills and trainings were conducted by the Fire Suppression Department for capacity development and maintenance of skills in the area of

<b>Outcome</b>	Improve resilience from extreme natural events and climate change
<b>Output</b>	Implement training policies and specialist trainings with competencies

### OVERVIEW

Program 4: Training & Development has one (01) sub-program that consists of the following:



Training & Capacity Development

### SUB-PROGRAM SPOTLIGHT

#### 4.1 Training and Capacity Development

- Training needs assessment
- Initial Training
- Physical Fitness Training

### KEY ACHIEVEMENTS

#### Capacity Development & Upskilling

The Training & Development Department is responsible for the maintenance of skills and upskilling of operational firefighters and emergency responders. During this period, they successfully delivered various trainings to Tongatapu stations as well to outer-island stations. These trainings focused on firefighting skills and rescue aid.



#### Hu'akavameiliku Recruit Course No. 14

On the 7 November 2023, twenty (20) civilians entered the Services to undertake the Recruit Firefighter Training Course program. The 13 male, 7 female cohort was stylized as the Hu'akavameiliku Recruit Course No. 14 and was the first of its kind to be bestowed a patron (Honourable Prime Minister Hu'akavameiliku).



On the 23 February 2024, this cohort successfully completed its Recruit Firefighter Training Course at a Passing Out Ceremony, attended by the Minister, members of the diplomatic corps, and staff of the Services.



Upon passing out, they were deployed to various departments and units for their work experience component, and are scheduled for Confirmation as permanent (career) members of the Services in December 2024.

**PROGRAM RESULTS & PERFORMANCE**

Program 4 was responsible for discharging 07 Key Performance Indicators (KPIs). The following sub-program performed as below:

**Program 4 KPI Report Snapshot**



**Training & Capacity Development**

4/7 KPIs achieved

**57%**

**Program 4 Performance: 57%**

### SIGNIFICANT ISSUES

- Insufficient manpower to cater with sudden onset national disasters/responses to large scale disasters
- Insufficient funds allocated by the Government for the effective administration and operation of the Services;
- Lack of reticulated water or physical water supplies for firefighting purposes in small villages;
- Necessary diversion of all resources (especially financial resources) towards large scale responses such as water drainage and pumping, and landfill fires

### CHALLENGES

- Lack of functioning water hydrants across the Nuku'alofa region;
- Delayed reporting of fires from fire scene;
- Lack of street names for easy identification of the fire scene;
- Lack of technical gadgets for when calls for assistance are made;
- Lack of firefighting equipment which includes hoses;
- Lack of vehicles for daily administrative operations;
- Lack of reporting to emergency number despite effective community programs;
- Lack of building infrastructure available for Services; and
- Lack of Training facilities and equipment for Fire Fighters

During the financial year 2023/2023, the Services continued to embark on its development journey. This was reflected in its construction projects that are aimed at better catering to the growing demands on the Services and its first responders. The establishment of the Ha'asini Fire Station and the HazMat Office were pipeline projects come to fruition since the first initial concern to improve service delivery as well as expanding first responder presence in the outer lying communities.

The entry of the Hu'akavameiliku Recruit Course No. 14 was also a reflection of the Services' development journey, which signified the first recruit cohort to receive a patron as well as allocating its female recruit members to operational duty during their work attachment component of the Recruit Firefighter Training Course. This allocation recognized the development of the Services to better gender sensitivity and equality in the organization – underpinned by the need to deliver better service to the people and the Kingdom of Tonga.

In short, the financial year 2023/2024 was a year of development for the Services. It will continue this journey in the financial year 2024/2025 with the hope to improve discharge of its mandate for the protection of life and property in the Kingdom.

TFES is guided and legitimized by the Tonga Fire and Emergencies Act 2014. Section 4 mandates its purposes and functions as below:

- Provide fire suppression, prevention and investigation services;
- Provide emergency response services for the protection of life and property before, during and after an emergency;
- Issue any public warning about fire and fire threats in the Kingdom for the purpose of protecting life and property;
- Carry out any other functions conferred on the Services by or under this Act or any other Act or by order made by the Minister;
- Perform activities to raise the profile of the Services or raise funds to support the Service in the performance of its functions; and
- Do anything necessary for, or incidental, the exercise of its functions

### Primary Legislation & Other Guiding Laws

1. Tonga Fire and Emergency Services Act 2014
2. Building Control and Standards Act 2002
3. Public Finance Management Act 2002
4. Emergency Management Act 2007
5. Police Act 2010
6. Petroleum Act 1997
7. Intoxicating Liquor Act 2010
8. Tonga Water Board Act 2000

### Guiding Regulations

1. Building Code Regulation 2007
2. Petroleum Regulations 1988

### Internal Policies

1. Standard Operation Procedures (SOP)
2. Standard Administrative Procedures (SAP)

### Agreements

1. Memorandum of Understanding and Addendum to the MOU signed between TFES and SAMFS 2023