

Operational and Regulatory Service Schedule between FSE and NZP

Terminology

Service delivery models are divided into three categories throughout the Operational and Regulatory Service Schedule:

Service Delivery Responsibility Model:	Definition
Police Delivered	New Zealand Police is responsible for delivering the service, including managing how the service is provided and meeting any agreed service expectations. Firearms Safety and Education may request or receive the service but does not lead delivery.
Firearms Safety and Education Delivered	Firearms Safety and Education is responsible for delivering the service, including managing resourcing, processes, decisions and outcomes. Police has no delivery role unless otherwise agreed.
Shared Delivery	Both parties have defined responsibilities for delivering the service. Each party is accountable for the elements assigned to it, and delivery arrangements, priorities and handover points should be agreed between the parties.

Service funding models are divided into five categories:

Service Funding Models:	Definition
Core Services	Services routinely provided to FSE to support the working arrangement and funded through the agreed overhead contribution, subject to standard Police service levels, capacity and prioritisation.
Additional Capacity Services	Additional resource, effort or volume required beyond normal or expected service levels. These services are subject to availability, prioritisation and agreement on how any additional costs will be met.
Cost Recovered Service	Services delivered by Police where the actual and reasonable costs are recovered from Firearms Safety and Education, in accordance with an agreed cost recovery approach.
Firearms Safety and Education Funded Service	Services that are the responsibility of Firearms Safety and Education and funded from its appropriation or budget. Police is not expected to fund or deliver these services unless separately agreed.
Negotiable Services	Services where responsibility, scope, priority, resourcing, funding and service levels need to be agreed before delivery. These may depend on demand, capacity, operational risk or the maturity of Firearms Safety and Education's operating model. Actual and reasonable costs are recovered from Firearms Safety and Education, in accordance with an agreed cost recovery approach.

Districts

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police in relation to activity which may require resources and assistance from within Police Districts.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Front counter services (this service supports documentary receipt, inquiry referral to FSE, identity or document checks, and other agreed administrative touchpoints)	Shared Delivery	Negotiable Services	Provide front counter staff where resourcing is available to respond to Firearms Safety and Education enquiries	Provide front counter face to face service on behalf of FSE where there is no Firearms Safety and Education resource present including the receipt of surrendered firearms
District Armory Services	Shared Delivery	Negotiable Services	Will utilise Police armories and manage in PROP all non-Police firearms held for regulatory matters. FSE will manage overload facilities when needed. Undertake regular audits on all firearms introduced into armory to confirm registry links.	Will maintain oversight of District armories and manage in PROP all non-Police firearms held for criminal and coronial purposes.
Remote and Isolated Communities (interviews, inspections)	Shared Delivery	Cost Recovered Service	Will be primarily responsible for the service and decision making	Support upon request by agreement, including completing required documentation, observation and other agreed assistance.
Visitor Licensing in International Airports (arrival and departure)	Shared Delivery	Cost Recovered Service	Provide advice and business support during business hours to Police Staff relating to arrivals and departures and ensure the registry is kept current	Police will undertake checks on border entry, issue licence, undertake checks at exit, including firearms checks against the import permit. Police will inform FSEnz when activities have been completed and/or when there are issues requiring resolution
Disposal and Destruction of Firearms	Firearms Safety and Education Delivered	FSE Funded Service	Will be primarily responsible for the service due to the need to ensure the registry is updated	No service provision
Firearms License Suspensions	Shared Delivery	Core Services	Will request Police support through 111 for urgent matters or 105 for non-urgent matters.	Will respond to requests in accordance with standard Police call-for-service processes and support FSE to safely carry out suspensions including seizure of firearms license and ammunition

Investigations

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police Investigations in relation to the undertaking of investigations and liaison and relationship management with Firearms Safety and Education.

Note: District Intelligence will also be required to support elements of the intelligence function. A number of points covered here will also be included and reconfirmed in the information sharing agreement.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Firearms Liaison Team <i>Escalation management, working group leadership</i>	Police Delivered	Cost Recovered Service	Will direct enquiries and escalation matters to the Firearms Liaison Team. Will work in partnership with Police to operationalise the Working Arrangement, use the team as the first point of contact for host agency matters, and attend regular working groups established to manage the interagency interface.	Will be the primary point of contact for Firearms Safety and Education on host agency matters. Will act as a conduit into Police workgroups, co-chair regular working groups where agreed, support relationship management, and assist with escalation of issues arising through the hosting arrangements.
Firearms Investigations Team <i>Includes diversion, retail firearms diversion and traceback, illegal manufacture/production, illicit supply, unlawful possession, modification, importation related offending and other general firearms offending where specialist firearms investigation capability is required.</i>	Police Delivered	Core Services	Will provide relevant information to the Firearms Investigations Team where diversion, retail firearms diversion or traceback matters are identified (including dealer records). Information to be shared also includes other forms of firearms offending (illegal manufacture). Section 358 of the Arms Act 2026 applies in respect of the collection of dealer transaction information.	Will work with Firearms Safety and Education (and in liaison with other NZP functions where applicable) on relevant investigations matters, including advising where a licence holder should be considered for a fit and proper review, diversion, retail firearms diversion or traceback action.
Joint regulatory and criminal investigations	Shared Delivery	Core Services	Will lead the regulatory elements of an investigation, including (but not limited to) licence holder assessment, fit and proper considerations, registry action, regulatory notices, and any Firearms Safety and Education decision making. Will share relevant information with Police and participate in joint planning, coordination and debriefs where required.	Will lead any criminal investigation, enforcement action and prosecution decision making (including District led investigations). Will work with Firearms Safety and Education to agree investigation roles, information-sharing requirements, operational risk controls and handover points where regulatory and criminal matters overlap.

Intelligence

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police Intelligence in relation to the collection, collation and interpretation of intelligence information for operational and strategic decision making.

Note: District Intelligence will also be required to support elements of the intelligence function. A number of points covered here will also be included and reconfirmed in the information sharing agreement.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Intelligence gathering and sharing <i>Intelligence reporting, Tactical Intelligence</i>	Shared Delivery	FSE Funded Service	Will collect, record and share firearms-related intelligence and licence holder information through agreed systems and processes. This includes ensuring related information is current and accurate for reporting purposes, including where firearms are stored at another location due to illness, absence or other relevant circumstances. Will also monitor relevant international firearms trends, maintain relationship with Police liaison officers, and participate in appropriate Australian policing forums where operational delivery remains within Australian police jurisdictions. Will align with and adopt the Police intelligence competency model ensuring common language and standards for intelligence related work.	Will support relevant intelligence gathering and sharing by capturing relevant occurrences and intelligence notings related to firearms licence holders in common systems, including NIA, and sharing information in accordance with agreed systems and processes. Will provide relevant intelligence reports, briefings and assessments relating to firearms system matters and promptly share tactical intelligence relevant to frontline safety, operational risk, firearms possession, storage, licence holder risk, regulatory decision making and operational planning.
Intelligence Training	Shared Delivery	Cost Recovered Service	Will request Police support for the delivery of intelligence training.	Will provide access to existing intelligence training pathways, guidance and competency frameworks where appropriate and subject to eligibility, capacity and prioritisation. This may include baseline intelligence training, the Intelligence Certificate and alignment to the Police intelligence competency model. Any FSE specific, specialist or bespoke intelligence training, dedicated course development, assessment, mentoring, quality assurance or capability uplift required beyond existing Police intelligence development products will be separately scoped, prioritized, agreed and funded by FSE unless otherwise agreed.

Capability Group

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police Capability Group in providing specialist armory services.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Armory Services – inspections <i>Permit to import, and other required inspections destruction</i>	Police Delivered	Cost Recovered Service	Will put requests into the Police Armories	Will provide services within the agreed service timeframes

Emergency Communications and Dispatch

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police Service Group in providing call handling for firearms enquiries and entering incidents where Firearms Safety and Education requires Police support.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Handling urgent calls for service	Police Delivered	Core Service	Will contact EDC (111) for all urgent events involving required Police response.	Will respond on accordance to standard practice for all urgent calls for service
Firearms Safety and Education field staff supervision (Responder)	Police Delivered	Core Service	Will be responsible for ensuring field staff safety, wellness and location tracking and that their staff have access to and are trained to use Responder.	Will monitor field staff log into responder and respond to 10/10 related incidents.

Service Group

Purpose: The purpose of this table is to establish clear operational responsibilities between Firearms Safety and Education and New Zealand Police Service Group in providing call handling for firearms enquiries and entering incidents where Firearms Safety and Education requires Police support.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	NZ Police Responsibilities
Non-urgent reports/calls of concern from Medical Practitioners.	Shared Delivery	Core Service	Will take calls for service inside of business hours	Will take calls for service outside of business hours referring to Firearms Safety and Education if not urgent
Handling Calls relating to regulatory matters	Shared Delivery	Core Service	Will provide a direct line for FSE calls for service during business hours	Transfer 105 calls for FSE related matters and enter occurrences that involve law enforcement as per standard practice
Firearms Safety and Education call for Police Service: - Criminal activity identified by Compliance - Request to carry out a firearms license suspension	Police Delivered	Core Services	Direct all non-emergency calls for services through 105	Will record requests in alignment with standard Police Policy
Firearms Safety and Education Staff Vetting	Police Delivered	Cost Recovered	Will vet all FSE in accordance with Police Employee Policy	Will provide a vetting service for all FSE staff as Police Employees

Firearms Safety and Education Undertaken Services

Purpose: This table captures services identified through review as being undertaken by Firearms Safety and Education only, including matters moved out of individual Police workgroup tables where Police has no substantive delivery role. It is included for transparency and consultation purposes.

The Services We Provide	The Service Delivery Model	Service Funding Model	Firearms Safety and Education Responsibilities	Police Responsibilities
Districts – Permits to Import	Firearms Safety and Education Delivered	FSE Funded Service	Will be primarily responsible for the service.	No service provision.
Districts – Emergency Management - Supporting Emergency Response - Support for regulatory matters during an emergency declaration - Staff Welfare and Safety - Emergency Management Business Continuity Plans	Firearms Safety and Education Delivered	FSE Funded Service	FSE manage their responsibilities through emergencies.	No service provision.
Iwi and Communities – Iwi Engagement and Partnership <i>Iwi engagement, community engagement, partnership support, advisory input</i>	Firearms Safety and Education Delivered	FSE Funded Service	Will be primarily responsible for the service	No service provision