

2 Minute Briefings September 2023

The 2 Minute Briefings are a quick snapshot of the priority issues and actions from recent Joint Committee discussions between CFA and VFBV.

They are intended to update members on key issues that have recently been discussed. Effort is made to include any related items that may have been progressed out of session or through other avenues that are related to each committee's subject matter. Priority is given to topics where recent progress has been made. Topics where no progress has been made or where there are differences of opinion are sometimes included to ensure members are aware of VFBV efforts in continuing to advocate for progress or outcomes.

Joint Committees are formal committees between CFA and VFBV made up of VFBV delegates appointed by VFBV State Council, and CFA management representatives appointed by CFA. They are a critical loop in our consultative structures. They endeavour to work collaboratively and cooperatively on issues but may also be required to escalate issues where resolution or common ground cannot be found - requiring executive attention.

Joint Community Safety Committee



2 Minute Briefing

September 2023

Quick snapshot of the priority issues and actions from discussions between CFA and VFBV.

PEOPLE AT HIGHER RISK - EMERGENCY PLANNING ADVICE SERVICE

The Emergency Planning Advice Service (EPAS) is designed to support people who have a disability, are older, or have a chronic or acute medical condition and who may be at high risk of death or injury should a fire occur. This program can be delivered by appropriately trained and experienced CFA volunteers.

Findings from the 2009 Victorian Bushfire Royal Commission showed it was clear that community members, who were collectively defined as 'vulnerable people', were vastly overrepresented in mortality figures. 44% of people who died during the Black Saturday fires were considered 'vulnerable'. Recently a national study on preventable house fire fatalities has shown that 62% of people who died in a house fire had a disability.

In developing EPAS there has been research to explore how to better support those who are at higher risk. The program partners with other agencies, including the Red Cross, Ambulance Victoria, disability support agencies and local governments. There have been six demonstration programs in LGAs with five completed and one still underway.

Delivery of EPAS involves multiple visitations to an individual's home to discuss fire safety and preparedness and is designed to allow people to develop a personalised plan and empower individual decision making. This allows vulnerable people to tailor emergency preparedness planning to suit their individual support needs.

The short-term outcomes for the program include the participant being more aware of their hazards/risks and what that means to them. The participant also becomes more aware of their own capabilities in preparing and responding to the risks and a greater understanding on what leaving early and what home fire evacuation means for them in their circumstances.

CFA members who would like to participate in the delivery of EPAS will need to complete the EPAS Facilitator training before delivering the program. The training program is a combination of self-guided study and group-based face-to-face or online training (over three sessions of about 6hours each). Brigades who have members interested in delivering EPAS are encouraged to contact their CECs.

An introductory E- learning module called "Prevent, Detect, Escape" can be found on LMS and is also available to the general public. This module was co-developed with people who have a disability and has been designed for individuals at higher risk from fire. It provides resources and support for vulnerable people in the community. Short introductory videos also called "Prevent, Detect, Escape" can be found on CFA's YouTube channel.

COMMUNITY ENGAGEMENT CAPABILITY PATHWAY

Prompted by requests from volunteers for greater clarity and personalised learning pathways, VFBV delegates continue to pursue development of CFA volunteer training pathways to delivering Community Engagement. While operational competencies are sometimes obvious, there is a need for additional pathways for those who may wish to concentrate on community education and community safety type roles. Training pathways allow members to understand what skill, learning and training is required for them to deliver various community engagement programs as well as how to advance their training into other areas should they wish to do so.

It is planned for there to be four levels of capability depending on the complexity and nature of the programs being delivered. At a basic level the capability pathways begin at brigade-based community safety programs, such as smoke alarm installation or Property Advice Visitation Services. (PAVS) At the highest end of the capability pathway is training coordinated by Emergency Management Victoria for community engagement that can be delivered at a statewide level or at major incidents.

Joint Equipment and Infrastructure Committee



2 Minute Briefing

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40KM SPEED SIGNAGE

In recent months brigades and districts have escalated to State Council concerns regarding the safety of members attending incidents on roadsides especially those with 100km speed limits. Members are finding many motorists are placing firefighters working alongside busy roadways at risk by not adhering to the law that requires drivers and riders to slow to 40 km/h when passing stationary enforcement or emergency vehicles with flashing lights. Once fully passed the emergency vehicle, the rule requires drivers not to increase speed until a safe enough distance from the roadside incident.

In the majority of incidents CFA vehicles are in attendance far in advance of Victoria police arrival on scene to deploy their electronic speed signs to warn traffic of speed limits. Until then members only have the option to block the road/lane with the appliance to enable a safety barrier for members, but this creates an issue when other services such as SES or Ambulance Victoria arrive on scene creating a bottleneck for access.

VFBV is seeking in-principal support for the investigation of supply of adequate speed limit displays to Brigades/Groups that frequently attend incidences on roadways whether digital, magnetic, or foldable that could be stored and placed on the side of any vehicle that is used to block the lane/lanes of traffic.

VFBV is also requesting support for the resumption of a cross-agency statewide safety education campaign in mixed media platforms that would assist in reinforcing the need for driver caution/consideration when passing emergency workers.

FORWARD COMMAND VEHICLE LIGHTING CONCERNS

Delegates are investigating a matter raised by several groups regarding the disconnection of the factory indicators on the 2021 model Ford Ranger FCV's fitted with factory bull bars.

Members have reported that when they went to change the indicator globe on their FCV they have found that there is no wiring going into the headlight assembly and that the wiring loom now bypassed the head light and is connected to the festoon globe assembly in the bulbar.

The matter was raised locally at District level with CFA confirming that this is now standard for the current FCV builds. VFBV has been asked to investigate the fittings instructions on the Ford bull bar which allegedly indicate what wiring loom link you need to fit when installing this bar to retain the factory lighting.

Volunteers have raised two issues with VFBV; one is the depth that the replacement unit is set in the bull bar as they believe it is now barely visible from the side at the mandatory 80% where the factory unit is still clearly visible. The second issue is that in moving away from LED lights as was on the previous model to a festoon and a bulb globe, the increased propensity for the globes to stop working or jump out of their fitting position on rough roads due the vibration in the bull bar. Delegates are discussing these concerns with CFA Fleet and Engineering and seeking a resolution.

PERSONAL PROTECTIVE CLOTHING (PPC) CLEANING

With the increasing risk of contaminants in turnout gear brigades have again escalated concerns about washing their turnout gear in their home washing machines.

Under the EMV safety alert when dealing with PPC made of PROBAN-treated cotton, the following actions should take place. 1. Store garments in an open, well-ventilated environment. 2. PPC should be washed regularly or when heavily soiled or dirty. 3. PPC should be washed separately from other garments. 4. Do not shake garments before washing and if they are excessively dirty, rinse before washing. Brigades are continuing to call on CFA to consider laundry options, including the provision and installation of washing machines in stations.

Joint Member Services Committee



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VOLUNTEER RECRUITMENT AND RETENTION

CFA has worked with an external agency to create a raft of resources to help brigades and districts with volunteer recruitment. The resources include social media tiles and videos for use on Facebook, Instagram, and posters that can be customized to individual brigades, email images for signature blocks and other specialized images for brigades to use. Brigades are encouraged to incorporate these materials into their own recruitment campaigns. Some brigades have commented that while these resources are great for brigades in high population areas with lots of social media and electronic coverage, they may not be as beneficial for brigades in areas with poor connectivity and low population density. This feedback has been noted, and CFA has stated materials will be reviewed to support letter drops and other offline activities.

There is also significant work being done in the background to gauge the effectiveness of the 'Give us a hand' campaign and VFBV encourages brigades to report back on if the campaign has been successful for their brigade or area. VFBV will continue to push for continued support for recruitment and retention activities. In positive news, and as a result of VFBV lobbying and extensive user feedback - CFA have also released an update to the Volunteer Recruitment Hub (VRHv4.0) to address many of the issues, with a commitment to investigate further work and updates to address some remaining issues.

CHAMPIONSHIPS

CFA is currently conducting a review of the 2023 Championships, a copy of which will be provided to VFBV for dissemination. In the meantime, the Rural and Urban competition committees are focused on making the event even more successful and enjoyable and a great deal of work is being done to ensure that the events are relevant to fire ground practices so that members gain skills they can use back in their districts to protect their communities.

If you have competed in the past or want to give it a try for the first time, you still have time to get your team back on the competition track, talk to your local competition association or VFBV District Council for information and support. The 2024 State Urban Junior Firefighting Championship will be on the 16th and 17th March 2024 and the Urban Senior and Rural Junior and Seniors on the 23rd and 24th March, 2024 at Mooroopna.

COMPLEMENTARY VOLUNTEER MEMBERSHIP MODEL

With brigades continuing to reach out to VFBV for support, advice, and a helping hand to ensure their brigades remain viable with a reduction in membership, CFA have recently agreed to examining a complementary volunteer membership model. This will be done in conjunction with the brigade classification/management model. Both reviews will involve significant consultation with VFBV and brigades across the state.

A number of brigades have approached VFBV advising that they have been given an ultimatum that if they don't fill all roles within the BMT in accordance with the CFA Regulations, they will be forced to close, amalgamate, or become a satellite station, and VFBV encourages any brigade being told this to please approach your local State Councillor or VFBV Support Officer as a matter of priority.

VFBV encourages brigades that are experiencing such difficulties to talk with their ACFO and ask for assistance from the district by way of a recruitment drive, community meeting or any resources they can offer to assist. At the same time, please engage with the local VFBV District Council so we can monitor what support you receive and help resolve any barriers you may encounter. VFBV is keen to gauge the level of assistance that brigades receive in way of helping to develop a list of case studies that may assist others into the future. Members of the committee are keen to understand what can be done to proactively assist brigades that run into difficulty and welcome any suggestions so we can advocate to CFA.

Joint Operational Capability Committee

VFBV

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OPERATIONAL ENDORSEMENT PROCESS

Volunteers have communicated to VFBV the inconsistencies that occur from district to district when gaining an endorsement after they have successfully completed selected training courses. Members would be aware that once a volunteer has completed the mandated driver training units the endorsement to drive Code 1 is delegated to the Captain of the brigade, with this being consistent across the state. Once a member has completed the required driver training the captain can then endorse a member to drive code 1 or require them to do further training before the final sign off.

This is not the case in many other training endorsements with endorsement required variously from the ACFO, District office, or District Manager Learning & Development. Members have asked that a clear and consistent process be developed so that members have surety of what the process involves them to do once they successfully complete a qualification and how the endorsement process will unfold. CFA has agreed to work with the committee to develop a simple endorsement process that will provide a transparent process to ensure consistency across the State.

F15 HELMET TORCHES

Delegates have continued to escalate the concerns of members reporting helmet torch issues with CFA having now agreed to do more research into the issue of the plinth torches becoming loose on the new F15 structural helmets.

Many brigades have told VFBV that they often have trouble securing the torch back into the helmet bracket when it becomes loose. The torch becomes unattached for various reasons and the manufacturer has confirmed the torches are designed to come off to avoid neck and head injuries when the helmet gets caught on a hook hazard while in a hostile environment. Some brigades have requested that the torches be glued in or permanently attached.

CFA has agreed to look at all the options to make the torch more secure and have agreed to undertake a risk assessment should the solution be to permanently fix the torch to the helmet and also investigate alternatives that may be available to secure the torch. VFBV delegates recommend that members do not glue or permanently affix the torches until the full safety review and solution is tested and agreed on. We will keep you updated on progress of the review.

DECONTAMINATION PROCESS REVIEW

Delegates have raised concern that CFA SOP 10.03 Asbestos Incidents has not been reviewed since 2011 and while the process is still in use by brigades at incidents that have a suspected asbestos contamination there are many Districts that are reviewing or have developed their own 'add ons' to the way in which asbestos and PPE decontamination takes place, creating inconsistencies across the State.

The SOP outlines the use of a decontamination shower and copious amounts of low pressure water to wash members exposed to Asbestos contaminant during the incident and how to bag up gear for washing after the incident but it does not state where this is to be done.

While brigades are doing this at the incident this then leaves the member soaking wet and having to spend considerable time exposed to the elements in nothing more that a t-shirt and shorts, while the incident is completed, and crews can return to station. Members have asked CFA to review the SOP and consider a consistent approach across the state.

Joint Operational Performance Committee



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DISTRICT PLANNING COMMITTEES

While most districts operate under a District Planning Committee (DPC), with involvement and input from senior and experienced volunteers and District staff there is one District that continues to operate with a District Strategic Advisory Team (DSAT). The DSAT concept was a pilot that began in 2018 with three Districts and was part of the Chief Officer 5 priority projects back in 2018. While 2 of the 3 pilots have finished and the districts involved returned to the regular DPC process, one District continues to run a DSAT process. Delegates have asked CFA if there is a report that has been written from the pilot and how long the pilot is intended to go given that it is heading into its 6th year and have asked what are the outcomes of the project.

Coinciding with this are reports from some Districts that several DPC's have been changed to have less volunteer representation than in the past, as well as changes to voting rights. Given DPC structures were intended to be consistent across the State, delegates have requested the review be finalised and lessons learned posted ASAP in order to inform further discussions.

OVERSEAS DEPLOYMENTS

VFBV is aware of the concerns being raised by volunteers on the difficulties that volunteer members are experiencing being considered for international deployments. International and interstate deployments not only give volunteer members the opportunity to develop their skills in a completely different environment that they would normally work in but also allow for cross agency harmonization. Delegates have requested that CFA review its processes and seek to resolve any barriers making it difficult for volunteers to be deployed. CFA has agreed to investigate further.

FLOOD AFTER ACTION REVIEWS

The lack of a sector wide after-action review (AAR) for the 2022/23 floods was referred to the Committee by State Council following volunteer complaints. Given the number of agencies involved, delegates have requested CFA escalate these concerns to EMV and enquire why EMV did not coordinate an appropriate AAR following the flood event. CFA members provided significant and vital assistance to the SES and it is important that lessons be learned in order to ensure all members keep themselves and other members safe during these responses. It has been highlighted that in many areas that were heavily supported by CFA volunteers in response to the devastating floods there has been limited opportunity for volunteers to provide feedback or contribute to lessons learned in an effort to improve the response in the future.

Volunteers have told VFBV that many of the limited AAR sessions have been held during the day or at times that are not 'volunteer friendly' which makes it very difficult for volunteers to attend or contribute to. While CFA was not the lead agency during the flood response, CFA volunteers contributed over 12,000 FTE days alongside SES to help their communities and can provide the agencies with some valuable insights to ensure the response is enhanced in the future.

Volunteers have also asked that the CFA doctrine team revisit SOP 10.26 Supporting VICSES Flood Operations doctrine to ensure it is updated to better reflect the changes in response across the state and to consider those communities that do not have access to SES facilities and where the CFA response is the first on scene. The Victorian 'all hazards, all agencies' approach means that when the community is in need, we all contribute. The SOP was last updated in 2012 and outlines the command-and-control expectations of each event but is limited in its explanation of what CFA volunteers need to do if confronted with the need to rescue someone from flood waters.

Brigades have sought additional cross-agency training be provided, and have suggested CFA consider making specific flood training available for brigades who are frequently called upon during floods. Delegates are seeking these options be considered during the SOP's review.

Joint People, Culture & Safety Committee

VFBV

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CFA COMPLAINTS PROCESS UPDATE

As the result of ongoing advocacy by VFBV, CFA are now actively recording and reporting on the number of less-formal complaints, with 73 less-formal cases remaining outstanding. Previously, CFA HQ only monitored serious cases, but given the number of unresolved less-serious cases that continued to fester, delegates have continued to advocate on the importance of dealing with all matters in a timely and professional manner. These matters are often resolved by mediation, facilitated discussion, counselling, training, education and changes to work environments.

VFBV has requested CFA provide de-identified statistics so the committee can review a breakdown of these outstanding cases by Region and status of complaint. It is VFBV's contention that some of these matters may be 'in limbo' and may have seen little or no movement for extended periods of time. VFBV feel better able to monitor these cases if provided with more information, including time frames, as part of an ongoing status report. We continue to urge volunteers who are involved in a less-formal complaint that appears to be stagnate or faltering, to contact their HR Business Partner or the Complaints Department at complaints@cfa.vic.gov.au If you require any support, assistance and guidance dealing with your matter, please contact your VFBV District Council or VFBV Support Officer for advice.

Delegates were briefed on the establishment of a complaints process map, which will be available to members shortly. This map will provide resources and explain the CFA complaints process step by step, so that a volunteer (respondent or complainant) can see each particular "step" and see what to expect at that juncture of the process. VFBV is assisting with the design to ensure relevant information and frequently asked questions and answers are provided also. Delegates have commended CFA on progress of this initiative in responding to this frequent request for an easy to understand and follow process map to assist volunteers going through the process.

RESOLUTION SUPPORT SATISFACTION SURVEY

CFA have recently changed their procedure, forwarding the Resolution Support Satisfaction Survey (RSSS) to complainants and respondents upon completion of the Hearing Process. Previously, CFA were forwarding the survey quarterly and found volunteers were either not completing the survey or only part completing the survey and therefore not providing enough information to glean usable data. The format has also been reviewed ensuring the survey is more user friendly. VFBV have requested CFA include questions in the survey to capture the volunteer experience of subcontracted investigative companies engaged by CFA to conduct investigations. The object of the RSSS survey is to gather information of how CFA handles a complaint at each juncture along the journey, including HR Business Partners' case management, wellbeing services provided, District office(s) response and service provided by external investigators. It is vital this information be provided in order to address any gaps or failures in the process. VFBV encourage all volunteers to participate in the survey and provide their valuable feedback which supports our advocacy for improvements.

MEDICAL REVIEW PROCESS

VFBV was alarmed to find CFA had updated its medical review process and self-assessment questionnaire on new member application forms without any formal VFBV consultation. Members would recall this process was last reviewed several years ago following significant volunteer backlash over intrusive and inappropriate questions being added to registration forms. The new iteration is very long and onerous for volunteers to complete, and given recent data breaches, VFBV holds serious concerns about the use and storage of private medical information and how it is used within CFA and has raised these concerns with senior management. CFA has agreed to review its Medical Clarification Report (MCR) and committed to improve this process for members and reduce onerous time constraints. Once the draft MCR is completed, we will be seeking feedback including from volunteers who have been engaged in the medical review process previously.

We will continue to monitor and update members on progress including what steps CFA is taking to securely store and handle this sensitive medical information.

Joint Technology & Innovation Committee



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SHARED MAILBOXES

Delegates were presented with an outline of CFA's plan for the provisioning of shared mailboxes for Brigade Management Team (BMT) and Group Management Team (GMT) members. As a part of the project each brigade will be issued with a shared mailbox with 50GB of storage and an MS Teams channel included as well. A pilot was conducted with 13 brigades. The intent of shared mailboxes is for brigade officers to have an email mailbox for their portfolios in the format <BrigadeName>.<position>@cfa.vic.gov.au and will be updated based upon role changes recorded within RMS. Each successive officer will have access to the history of previous emails for that position. The shared mailbox positions available at this time are Captain, Secretary, BMT and officer being the default with options for brigades to include others such as Lieutenant, Treasurer, Comm Safety Coordinator, Comms, BTO, and FEM. At the moment access to the shared email boxes is still only available through the web version of the Microsoft 365 suite.

WORKING WITH CHILDREN DASHBOARD

At a recent District Council meeting a brigade indicated the difficulty it was having with the visibility of members Working With Children Clearances (WWCC) and seeing their currency/expiry. Delegates have raised the need for visibility of members WWCC status and expiry via a dashboard or similar to avoid members falling through the cracks. It was suggested that if the brigade officer was able to view a list of members whose WWCC was about to expire they could confidentially approach the members to ensure they renew their cards prior to expiry. CFA have given an undertaking to investigate the ability of any child safety component within the Brigade Capability Profiling Tool having consideration for privacy rules and will report back next meeting.

MICROSOFT 365 LICENCES

The Joint Technology and Innovation Committee has raised concerns with CFA about the limitations of the current Microsoft 365 Licence. If, for any reason, there is a requirement to access CFA related emails under the current licence outside of Australia - approval must be obtained prior to the member's departure although this is not widely known to members. This approval is obtained by contacting the CFA IT Help desk on 03 9262 8207 prior to your departure from Australia.

Also, volunteers have reported email have been blocked when the initiator is not known to CFA despite examples provided such as from EMV. CFA indicated this is no longer occurring and are now being forwarded on. If any member becomes aware of any instances of blocked emails, please report it to the CFA IT Help desk as well as VFBV Support Officer Peter Sharman via p.sharman@vfbv.com.au so we can monitor. Please include the from address for the blocked email and the reason given for the blocked email.

RADIO REPLACEMENT

Under the radio replacement project there is a commitment for additional portable radios being made available where operationally justified or to ensure each breathing apparatus set has an associated portable for each appliance. What has not been identified and advised to VFBV is how the portables will be securely stowed along with their spare batteries and how the charge will be maintained whilst on the appliance.

VFBV has been made aware from members of the CAD Users Group and DPC meetings that there will only be one charger per appliance and that charger will require a strap to hold the portable in place unlike the current charger where the portable is securely locked in place. VFBV representatives on the radio replacement user reference group and the Joint Technology and Innovation committee will continue to voice their concerns to the CFA and work collaboratively to ensure all components are safely secured and that the radios are able to maintain their charge whilst on the appliance.

Joint Training Committee

2 Minute Briefing



September 2023

Quick snapshot of the priority issues and actions from discussions between CFA and VFBV.

RESOLUTION OF TRAINING DELIVERY ISSUES

A past frustration for VFBV delegates to the Joint Training Committee (JTC)has been the fact that CFA have been reticent to have training delivery Issues brought to or even discussed at the JTC, despite MLD's having a representative on the committee. Given this is frequently the cause of many volunteer complaints, delegates have worked hard to overcome this barrier. But with the refresh of the terms of reference for Joint Committees and a new DCO chairing the committee, the JTC has now been clearly identified as the forum for discussion of ALL CFA training related issues. The JTC has a renewed focus on monitoring the volume, accessibility and timeliness of training being delivered by Districts in order to identify systemic issues affecting volunteers.

While the Training Department at CFA Headquarters is responsible for the production of training course materials, it is the responsibility of the Regions and Districts to schedule and deliver training to CFA Volunteers. Brigades and Groups experiencing difficulties accessing the training that they need should always try to resolve the problem through their training co-ordinators at the District level in the first instance. Where required training courses are not being provided it is well worthwhile writing directly to the District Training department and District ACFO. Identifying the members available to undertake the training and the impact on brigade capability that not having access to the training is having highlights the need for the district to accommodate the required training in their schedules. Brigades should ensure these requirements are also documented through their Section 29 process as well. CFA have now committed to supplying the JTC with data detailing training courses conducted for each District. The Committee will be looking to utilise this information to monitor the performance of training at the district level.

COURSE RELEASE SCHEDULE

In a very disappointing note for members of the JTC who provide subject matter expertise on so many aspects of training, delegates have been receiving reports that District officers have alleged 'VFBV is holding up' courses being released. This is not only an insult to the volunteer SME's that provide endless hours of input and feedback but far from the truth. The last 18 months have been a frustrating period within training with significant CFA training resources focused on the RTO compliance issues to meet their obligations as a Registered Training Organisation. During this time, delegates have advocated strongly for business as usual to continue. Now that the upgrade of courses to the national PUA19 standard and responding to issues identified during the RTO audit have been completed, the JTC was pleased to receive a workplan from CFA outlining their plans for course development and release in the near future.

Crew Leader – This course was endorsed by the JTC at the meeting on the 25th June. Once CFA have completed their governance requirements, the course should be rolled out for delivery in quarter 3 2023. Until this new course is rolled out, CFA will be continuing to deliver the current crew leader course.

Drive Offroad – Was endorsed for release by the JTC in mid August. CFA have indicated that it could take until mid-late quarter 4 2023 before they have all driving instructors up to date on the new competency and the course is being widely delivered.

Strike Team Leader – Was consulted with VFBV in July with CFA planning to have it completed and ready for delivery by quarter 4 2023.

Tree Hazard Assessor, Supervise Machinery, Incident Controller 1, Monitor Hazardous Atmospheres and Operate Pumps – CFA are planning to have all these courses ready for consultation with VFBV by mid - late quarter 3 2023. The JTC will be continuing to pursue CFA to progress important courses such as Sector Commander, Control Level 2 Incident, Control Level 3 incident, the IMT Prerequisites and Fire Weather. Members can be reassured that the delegates on the Joint Training Committee are working very hard to ensure that there are no delays in the release of training materials, and members should continue to report any instances of VFBV being used as an excuse for why something isn't available.