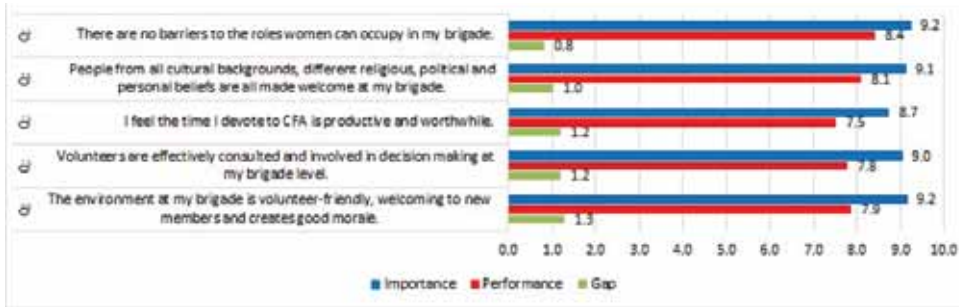


# 2018 VFBV volunteer survey results

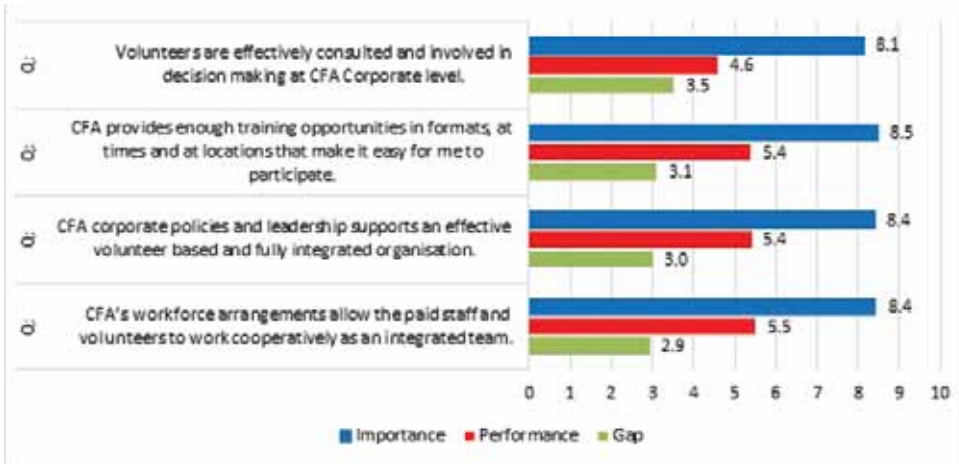
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## Key Observations from the 2018 survey

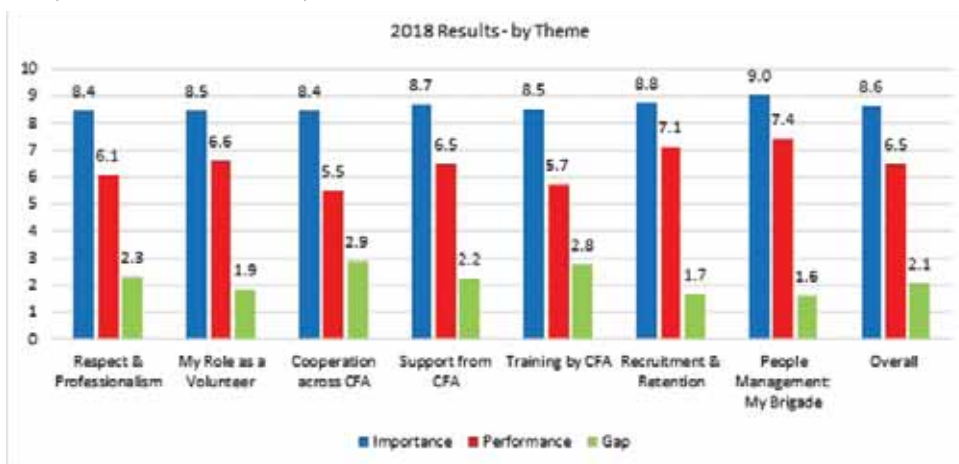
Volunteer Expectations are closest to being met in relation to:



Volunteer satisfaction is being negatively impacted on by:



Key results across the survey themes:



Volunteers are most satisfied, and their expectations are closest to being met, at their local brigade level. This includes that volunteers feel that diversity is welcomed and accepted within brigades, there are no barriers to the roles that women can occupy within brigades, and that the brigade environment is friendly, welcomes new members and creates good morale.

The biggest gap between volunteer expectations and performance of CFA is in relation to consultation with CFA volunteers at CFA corporate, regional and district levels. Additional feedback indicated that volunteer dissatisfaction with corporate level consultation includes consultation (or lack thereof) by government.

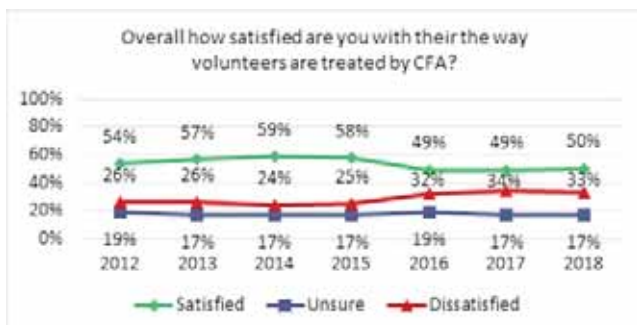
Volunteers also feel that CFA is not doing enough to provide training opportunities in formats, at times and at locations that makes it easy for volunteers to participate.

The survey also contains four questions relating to volunteer satisfaction which have shown either little of no improvement over the past three years.

The percentage of volunteers satisfied with their role as a CFA volunteer has not improved on the low levels reported over the last two years.

80% of volunteers who indicated they were leaders within their brigade are satisfied with their role, in comparison only 71% of respondents identifying either as a brigade member or a leader at a broader level indicated satisfaction with their volunteer role.

Of concern is only 56% of volunteers from integrated brigades indicated that they were satisfied with their role as a CFA volunteer. Satisfaction levels were highest amongst volunteers in rural brigades with 78% indicating they are satisfied with their volunteer role.



Satisfaction with the way volunteers are treated by CFA remains at a concerning low level consistent with the decline first reported in 2016. This should be of significant concern to CFA and coupled with a decline in volunteers reported by CFA in 2018 it is possible that many dissatisfied volunteers have already resigned or withdrawn from CFA, meaning that this declining trend is likely understated in the reported results.

Higher than the overall average, 61% of females indicated that they were satisfied with how they were treated by CFA.

Volunteers from rural brigades are generally more satisfied with the way volunteers are treated by CFA (55%) than volunteers from urban and integrated brigades (43%). Of particular concern is the result that 39% of volunteers from urban and integrated brigades are actively dissatisfied with the way volunteers are treated by CFA.

# Chief Officer's speech at Black Saturday commemoration

The following is the speech delivered by Chief Officer Steve Warrington at the 2009 Fires Commemoration at Melbourne Exhibition Building on 4 February 2019.

Good evening, all. As CFA's Chief Officer, I am deeply honoured to be speaking on behalf of all emergency services, as we commemorate the tragedy of the 2009 fires and remember the bravery of those who risked their lives to save others during that terrible summer.

I'd first like to offer my condolences to the bereaved families and friends of the 173 people who died and on behalf of CFA and the emergency services sector express our ongoing sadness for each of your losses. You are always in our thoughts.

My colleagues from CFA, MFB, Forest Fire Management Victoria, State Emergency Services, Victoria Police and Ambulance Victoria are all represented by leaders, staff and volunteers this evening.

Many of the events of early 2009 are deeply painful subjects at CFA and other agencies.

Rarely does a day pass where something about that time doesn't cross my mind.

As the years have gone by, the sense of grief has been channelled into a determination to ensure we keep learning and evolving.

It's impossible to tell the story of the 2009 fires without speaking about the enormous task our emergency services people took on during that long and dreadful summer.

We had a string of record breaking hot days, well over 40 degrees, coming on the back of a decade long drought.

This created weather patterns and circumstances that we had never seen before.

In late January, we had significant fires already burning, including the Delburn fires in Gippsland.

On February 7, the state was tinder dry and the wind storm that accompanied the extreme heat created the conditions for this unprecedented disaster.

By the time the spotter at the Pretty Sally fire tower saw the first flames of the Kilmore East fire at 11.47am, every emergency services organisation in the state was already in full swing as the first of thousands of emergency incidents arose.

It was a tragic day where lives were lost but decisions were made saved the lives of countless others and communities, including the town of Horsham, and quite possibly all of the Dandenong Ranges, all places where fires were beaten.

We witnessed women and men performing incredible acts of bravery, incredible feats of strength and moments of shattering heartbreak in their day jobs and as volunteers.

We remember it all. We remember the tens of thousands of volunteer and career firefighters and rescue crews who came from every corner of the state, the coun-



try and the world to battle raging infernos and help in those desperate days.

We remember the police who remained calm when people needed them most, some leading many people safely away from fire, risking their own lives.

We remember the ambulance crews that raced the injured to hospitals and comforted the sick, sad and lonely before there was anyone else there to help.

Finally, we remember the shock and horror of the days, weeks and months afterwards where we had to relive the trauma, learn from our mistakes and get on with the job.

We will never forget 2009.

I have been so inspired by the courage and determination that our emergency responders showed, and am humbled by the kindness and generosity of those who have supported us during that time, and ever since.

It continues to motivate me, and many others in the sector to work hard to honour the trust you placed in us, then and now.

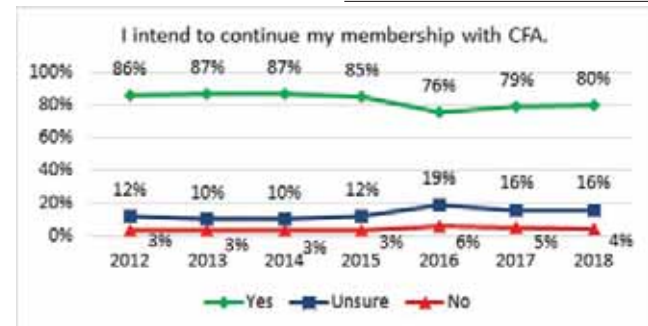
I take great strength from the way our staff and volunteers have grown in the past decade and how we've become stronger as a result.

On behalf of the emergency services sector, I thank you for your support and promise we will continue to stand by you.

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Join our facebook page for more information and to make comments or suggestions.

<http://www.facebook.com/pages/Fire-Wise/351678354181>



There has been a slight improvement overall with the number of volunteers indicating they intend to continue their membership with CFA since the drop reported in 2016. This figure remains well below the 87% positive intention rate reported several years ago and coupled with the CFA reports of declining volunteer numbers is a trend that needs further analysis.

84% of members from rural brigades indicated that they intend to continue their membership of CFA, this intention is lower for volunteers from urban brigades at 78% and only 64% of volunteers from integrated brigades indicated that they intend to continue with CFA.

The overall result for recommending being a CFA volunteer to other people has increased slightly again in 2018 from 73% in 2017 to 74% in 2018.

Results from members from integrated brigades show that only 54% would recommend being a CFA volunteer to people they know. 79% of volunteers from rural brigades would recommend being a CFA volunteer to people they know, the results for urban volunteers is lower at 70% consistent with previous years.

## Motivation for volunteering

Volunteers were given six choices to select what the single most important reason they are a CFA volunteer. The top two choices accounted for 94% of responses to this question. 60% of respondents indicated that their main reason for volunteering was to help protect the community I live in, while 34% selected a sense of fulfilment in supporting my community in a meaningful way.

Over the seven years of the survey there has been a shift away from volunteering for a sense of fulfilment in supporting my community in a meaningful way towards helping to protect the community that I live in. The change in reason for volunteering could be a lead indicator of a decreasing motivation of volunteers to contribute beyond their local area which could be a concerning trend for CFA's surge capacity into the future.

