

From the Chief Officer

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2013-14 Fire Season Case Studies

Attached are three links to case studies from the past season available from the EMV website:

- Evacuation: <http://files.em.vic.gov.au/TrainEx/CaseStudies/CaseStudy-Evacuation-Grampians.pdf>
- Urban-Rural Interface Fires: <http://files.em.vic.gov.au/TrainEx/CaseStudies/CaseStudy-Urban-RuralInterfaceFirefighting.pdf>
- Managing Priorities: <http://files.em.vic.gov.au/TrainEx/CaseStudies/CaseStudy-ManagingPriorities.pdf>

Each of the case studies contains valuable information on what could be improved and what individuals can do. I encourage you to read them along with the 2013-14 Post Season Review also accessible from the EMV website <http://files.em.vic.gov.au/Reviews/FDP-OperationalReview-2013-14.pdf>

Emergency Services Project Expo

The Expo will be held on Sunday 14 September between 10.30am and 5pm at the Darebin Arts Centre in Preston. More than 60 projects from CFA, DEPI, MFB and SES will be on show including a broad range of operational, community safety, training, IT, safety/rehabilitation displays along with vehicles and equipment. There are 20 featured speakers and a variety of session options. All emergency service members are invited to come along with family, friends and colleagues to see what's new, talk with project teams and take advantage of free health checks. For more information and who's exhibiting please visit www.projectexpo.com.au.

Performance Reporting

A key element of CFA's service delivery to the community is emergency response to fires and other emergencies. Currently there are a number of approaches to measuring and reporting this important activity which focus predominantly on the output of brigades, rather than the outcomes of our work. These include annual reporting by the Productivity Commission, the CFA specific reporting system which focusses on brigade sustainability and service delivery ("Section 29") and a number of internal CFA mechanisms for reporting to senior management and to the CFA Board. As I move around the State talking with our people, I often hear concerns at the arbitrary nature of our performance measurement systems and whether they truly inform how effective brigades are at delivering on our mission to protect lives and property. Service Delivery Standards remain the same, regardless of whether a brigade is turning out to a rubbish bin fire, or house fire in which occupants are unaccounted for. Apart from the Productivity Commission Report, there is no systematic method for reporting on CFA emergency response performance to the community or to Government.

In order to enable CFA to report in an authoritative, transparent and strategic manner to the community and to Government, a comprehensive review is being undertaken of how CFA collects data, what we do with that data, and how it informs the effectiveness of brigades in delivering services to the community.

CFA's Performance and Strategy directorate is leading a data improvement project, including seeking input from Regions and individual members. Performance & Strategy are also working with the respected Monash Injury Research Institute to review and identify improvements we can make to the way we measure the outcomes of our responses and how we gather our data. Its purpose is to identify ways to ensure our systems help us to move beyond the annual Section 29 process and focus more on successful long term outcomes for both our communities and brigades. I believe that improving how we measure our emergency response performance will lead to an actual improvement in our performance itself. I'm sure this important work will be welcomed by all members across CFA.

"However beautiful the strategy, you should occasionally look at the results."

- Winston Churchill