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JONES IMPLEMENTATION ACTION PLAN - ENDORSED BY THE CFA BOARD

Published in [OPERATIONAL TRAINING & VOLUNTEERISM, JONES INQUIRY](#) by [Mick Bourke](#)



The **JONES INQUIRY JOINT IMPLEMENTATION ACTION PLAN**, developed collaboratively between CFA and VFBV, was approved at the CFA Board Meeting on 9 October 2012. This further demonstrates the commitment between CFA and VFBV to ensure that the individual and collective needs of volunteers are addressed, and illustrates how we continue to work together to support and enable our volunteers and matters affecting them.

This Implementation Plan has been prepared as a formal commitment by CFA to respond to the findings and recommendations of the 'Jones Inquiry into the effect of arrangements made by CFA on CFA volunteers'.

Following review of his Honour David Jones AM's report arising from the Inquiry, the Minister has requested that CFA develops an Implementation Action Plan against six key themes and report to him on a quarterly basis on the progress made against that Plan.

This Plan has been developed with extensive consultation and collaboration with VFBV over several months. CFA and VFBV met on six separate occasions in the period May to August 2012 encompassing in excess of 30 hours of face to face consultation. As a result a list of activities to be undertaken to address the six key themes outlined in the Jones Inquiry was drawn up and represents a current Implementation Plan which CFA is committed to.

The six themes are:

1. Culture and leadership to empower and support volunteerism
2. Recruitment, retention, recognition and utilisation of volunteers
3. Strengthening the volunteer-based and integrated service delivery model
4. Improved support for brigades and communities
5. Training development
6. Training and delivery assessment.

You will see that this Implementation Plan spans a planning period of twelve months; however CFA is aware that implementation will require a longer period to complete the strategies and actions outlined. A revision of this Implementation Plan will occur in approximately twelve months' time and any extension of change will also be published for CFA members using the below communication channels.

Work has already been undertaken on a number of strategies and actions that have been committed to:

- Apply the CFA/VFBV joint consultative framework to engage volunteers in decision-making
- Simplified brigade transfer process
- Develop a strategic plan for training
- Continually review and evolve the RPL/RCC process
- Publish training materials online
- Agree on suite of critical culture features as part of 'Creating our Future Together' and assess current state against preferred state
- Monitor and measure volunteer perceptions about factors affecting their welfare and efficiency.

CFA and VFBV have both concluded recent Wellbeing Survey tools, with in excess of 800 responses to each survey. CFA is in the process of analysing the results of the responses received. The VFBV's survey tool will now be developed for a regular annual survey and CFA plans to repeat Wellbeing research surveys into the future.

Work is currently underway to:

- develop, articulate and actively implement an aligned organisational vision, mission, values and structure
- operationalise key processes that directly support the delivery of CFA obligations in 6(i) of the CFA Act
- identify successes in volunteer capacity and participation, identify good practices and promote across the organisation, specifically in the areas of training, incident management, specialist response and day-to-day service delivery to the community
- embrace and implement a brigade support planning model that applies a continuum of support focussed on building and maintaining volunteer and community capacity and is actively utilised in decision-making
- establish the Chief Officer's Service Delivery Model
- ensure training resource allocation and decision-making is driven by training needs
- rationalise core versus non-core training needs
- develop clear documentation and communicate training doctrine/rules
- remove barriers to volunteers instructing and assessing training
- invest in field training grounds and facilities
- review course and delivery options with regard to flexibility, online learning and utilisation of other providers
- develop and implement a quality assurance system to encourage and support brigades to train and assess members.

Over the coming implementation period, progress reports will be prepared on a quarterly basis and reported to the Minister for Police and Emergency Services.

Online website presence will be established to provide opportunities for members to access pertinent information and to obtain feedback on any queries via a dedicated email address. You can monitor and provide feedback on the progress of CFA's Jones Inquiry Implementation activity with regular updates featuring on CFA Connect, and we will also publish updates in The Firemen and Brigade Magazine.

Regular progress updates will also continue to feature on VFBV's website, as well as at VFBV State Council Meetings and at Joint Consultative Committee meetings.

I'd like to acknowledge the work and effort the Joint Committee has put into developing the Joint Implementation Action Plan, and also the ongoing implementation of actions directly related to the Jones Inquiry recommendations. The Department of Justice has also played a key role in ensuring that the Jones Inquiry and recommendations are appropriately addressed.

If you have questions, feedback or comments which relate to the Jones Inquiry Implementation Plan or strategies contained within, you are also encouraged to provide these via:

Email: JONESINQUIRY@CFA.VIC.GOV.AU

Mail: CFA Jones Inquiry Team, PO Box 701, Mt Waverley, VIC 3149

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