



Initiatives in support of Volunteerism

In addition to the core services provided by Human Resources at CFA, a wide range of initiatives are provided to support volunteers now and into the future.

Priority areas

- **Recognition** of volunteers and employers of volunteers.
- **Recruitment** of volunteers. To provide a range of tools, strategies and initiatives to support sustainability of Volunteers across the State.
- **Retention** of volunteers. To provide a range of programs & services to enhance retention of Volunteers and to support sustainability of Volunteerism.
- **Support:** To provide a range of program & services to assist with volunteers welfare & wellbeing.

The following teams within the HR Directorate coordinate the programs/initiatives listed below in this document.

Human Resources Paul Garvey Executive Manager Human Resources Ph: 9262 8269	Member Services Team Charles King Manager Member Services Ph: 9262 8513
Learning and Development Team Stuart Croom Manager Professional Development Ph: 9262 8308	Youth Unit Team Sherri Mckerley Manager Youth Unit Ph: 9262 8670
Equity and Diversity Team Angela Seach Manager Diversity Ph: 9262 8246	OH& S Team Jeff Green Manager OH & S Ph: 9262 8395

Valuing Volunteers Program

The Valuing Volunteers Program (VVP) is a Victorian Government Initiative funded through the Department of Justice and Office of the Emergency Services Commissioner.

It is a program designed to provide volunteer emergency services agencies with additional resources and support for their initiatives. Agencies include CFA; Life Saving Victoria; Australian Volunteer Coastguard and SES. The following CFA projects have been funded through this Program.

CFA volunteering by CALD Communities Research Project

The purpose of this research project is to consider the barriers that preclude volunteering by people from Culturally and Linguistically Diverse (CALD) communities within CFA areas. 8 focus groups were recently conducted and the recommendations for potential future projects are being considered.

Contact person is: Charles King, Member Services

Volunteer leadership and management training

In the past 12 months 13 training sessions have been conducted with approximately 100r volunteers attending programs in various locations around the state.

Contact person is: Stuart Croom, Learning and Development

Delivery of CIS Peers Cert IV in Community Services:

The pilot program commenced in August 2007 and was completed this year in April. 17 participants attended the course and 13 have successfully completed the course to date. Participants graduated recently and are now using their new skill base in the field.

Contact person: Angela Seach, Equity & Diversity

CFA Employer Recognition Project

To investigate and develop tools and a process to recognise and encourage Victorian employers of emergency services volunteers.

Contact person: Heather Lindup, Member Services

CFA Youth Engagement Program – Engagement with Youth

This project will develop a strategy for CFA's work with young people (ages 11-24 years). A highly successful Youth Forum was held on 9th and 10th August, 2008. It focused on developing a range of action plans in the key areas of recruitment, retention, education and development. Over 60% of participants were CFA young people from all parts of the State.

Contact person is Sherri Mckerley, Youth Unit.

CFA Volunteer Recruitment and Retention Guide

The aim of this guide is to provide brigades with practical strategies and tools to assist them in recruiting and retaining volunteers in their brigades. Consultations with CFA staff and volunteers from around the state have commenced to ensure the manual caters for a range of needs. The objective is to have the Guide available for roll out to Brigades early in 2009.

Contact person is: Ali Martin, Member Services

The Multi Agency Volunteer Health Watch program.

In addition to the programs currently being phased in across the state in each agency, it is planned to extend the depth of being able to meet the time commitment and offer our volunteers a more localised and personalised health assessment and information package, including:

Cancer awareness and risk profile module

Delivery of health awareness and health check program at Brigade/Unit level to ensure it is more economical and accessible for volunteers.

Contact person: Peter Langridge, OH & S.



The new VFBV website

The VFBV, VUFBA & VRFBA websites have been integrated as one single site to improve communication and information to volunteers. Since the VFBV State page's release in November 2007 the site has received more than 5700 unique visitors, resulting in more than 37,143 page hits.

Volunteer Welfare and Support Fund

Volunteer Fire Brigades Victoria (VFBV) has successfully accessed a State Government grant that will provide funding for the establishment of a Welfare Fund to be managed by the VFBV and available to all CFA Volunteers. The key objective of the fund is to help people continue in their role as a CFA volunteers through the provision of small emergency relief grants to CFA volunteer members and their families in times of personal financial crisis.

***Contact Victorian Fire Brigades Victoria on
Ph: 9886 1141.***

Additional Volunteerism Programs/Initiatives

New Member Tracking Survey Project

CFA partnered with La Trobe University Bushfire CRC to undertake a survey of new CFA members at 6, 12 months and 3 years.

The aim of this initiative is to better understand volunteer motivation for joining and the key factors that can impede on staying. Understanding these motivators and new volunteers' experiences in their initial service with CFA is critical to ensure recruitment and retention strategies are effective. The 6 and 12 month surveys are completed and the final 3 year survey will be mailed out later this year.

Contact person: Ali Martin, Member Services

Emergency Memberlink Program

The program has been enhanced with increased range and number of products and discounts. The enhanced program was launched in April 2008 with promotion continuing at key events.

Contact person: Heather Lindup, Member Services

CFA One Service Award Project

A One CFA service award has been developed to recognise the service of all members. Tender process is about to commence and is scheduled for completion early October. It is anticipated the new awards will be available for rollout later in the year.

Contact person is: Charles King, Member Services

Volunteer Support Program

Volunteer support programs have been delivered to over 1000 Volunteers in drought affected areas to enhance awareness of CFA's welfare services and other services provided by Government and Community Agencies

Contact person is: Angela Seach, Diversity Unit

***For further information on any of the
above initiatives, please contact
HR services at HQ on ph: 9262 8444.***