

From The Chief Officer.....



Number 84

“Our mission is to protect lives and property”

21st July 2013

“Creating Out Future Together”–CFA’s Future Concept Of Service Delivery & Service Support:

Over the last 10 days, the Executive Leadership Team has initiated consultation on some proposed changes to the way CFA is organised and structured to deliver our services to the public and how we are organised to provide support to our front line people. The proposed changes are significant. Senior staff and volunteers, including the VFBV and a number of unions representing various CFA work groups, have been consulted and the Executive Team will continue discussing these proposals for the next 3 weeks. A high level summary of the proposed changes includes:

- Support services functions (business services, finance, asset maintenance, HR, training) will be consolidated. Management responsibility be transferred to the relevant Executive Director.
- Service support resources will be allocated on safety, risk and workload (rather than location).
- It is proposed that CFA will be organised around five Regions (rather than the current eight).
- Resources will be focussed to support those involved in front line delivery of services.
- The District will be re-established as the focus for service delivery and brigade support.
- The role of the Region will be emergency management and coordination of service support.

For more information, log on to CFA Connect to access a video by **CEO Mick Bourke** and copies of powerpoint materials that are being used in briefings. The **“Creating Our Future Together”** project proposes an exciting concept for how CFA meets our challenges for the future.

Service Delivery Strategy:

As fire and other emergency risks change over time, **we need to adapt and change the mix and balance of our services so that Victorians remain safe.** To help us provide the right services as we head towards 2025 and beyond, we are developing a Service Delivery Strategy. This will consider trends in population, settlement, climate change and extreme weather, volunteerism and technology. A group (representing volunteers, regions, headquarters departments, the Fire Services Commissioner’s Office and other emergency service organisations and stakeholders) is helping to develop the strategy. The Service Delivery Strategy **discussion paper** was **released in mid-July**, and is **currently undergoing consultation.** The **consultation period closes in mid-September**, so you still have time to read the discussion paper and provide input. The Discussion Paper and an online survey are available through Brigades Online (About CFA>Service Delivery>Service Delivery Strategy). If you have any **questions** please contact **Project Manager Phil Harbutt** on **9262 8532.**

New Number For Member Assistance:

The CFA member assistance program is now **available 24 hours a day** and has a new phone number – **1300 795 711.** The program has been upgraded to provide a more tailored service for CFA members and their immediate families. Closer links with other CFA support services such as peer and chaplaincy support and compensation programs, as well as short-term counselling support across the state, will make it easier for members to access the support they need. Around 100 counselling sessions are taken up each year by our people and their immediate families about a range of issues including relationships, parenting advice, depression, anxiety, addiction and trauma.

Regional Director “Sleeping Rough” For Lifeline:

Regional Director Mark Potter will join other heads of business and industry in Gippsland by participating in the “Sleep Rough & Support Lifeline Gippsland” event being held on **15 August** at Lardner Park. This event aims to raise awareness and much needed funds to help **Lifeline Gippsland** continue their vital work. A BBQ lunch will be held on **Thursday 25 July 2013** at the Gippsland Region / District 10 HQ in Foster Street, Sale. All welcome to attend and support this worthy cause by making a gold coin donation. RSVP to Sarah Hollingsworth by 22 July 2013 on s.hollingsworth@cfa.vic.gov.au. Sponsorship pledges can be accepted up until the event at the District HQ locations or CFA HQ through Matt Pond in the Office of the Chief Officer. Tax Invoices are available upon request. Thank you for your example, good luck, and stay warm Mark.

“To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly.”

-Henri Bergson, French Philosopher