

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B1

Question:

Hon MARTIN ALDRIDGE: Obviously from last year to this year Parliament has passed legislation to provide presumptive legislation for career firefighters who are diagnosed with one of 12 prescribed cancers. Has there been any impact or revaluation done of your insurance premiums purchased from RiskCover as a result of the passage of that legislation?

Mr Pasquale: Yes, there has. I am not sure if we have that level of detail. I do recall that the cost estimated at the time for what has been passed to date, if I recall correctly, was in the order of \$600 000 or \$700 000, but I would need to confirm.

Hon MARTIN ALDRIDGE: So that is the premium increase as a result of the legislative reforms that were passed?

Mr Pasquale: From memory, yes.

Hon MARTIN ALDRIDGE: Could you take that on notice to clarify that for me?

Mr Pasquale: Absolutely.

Hon MARTIN ALDRIDGE: Could you also take on notice for me if there has been a claim under those provisions of the legislation?

Answer:

1. An actuarial assessment of the estimated impact on insurance premiums as a result of providing for presumptive legislation for career firefighters, is as follows:
 - 2014/15 - \$473,000
 - 2015/16 - \$495,000
 - 2016/17 - \$518,000
 - 2017/18 - \$531,000
 - 2018/19 - \$544,000
2. 12 claims have been received since the presumptive legislation was proclaimed on 13 November 2013.

Of these 12 claims, 3 claims were eligible and have been accepted under the provisions of the new legislation.

The remaining 9 claims were deemed ineligible under the provisions of the new legislation however were eligible for consideration under workers compensation arrangements which requires workers to provide proof that work was a significant contributing factor. Of these 9 claims, 7 claims have been accepted, and 2 claims have been declined.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B2

Question:

Hon MARTIN ALDRIDGE: Obviously from last year to this year Parliament has passed legislation to provide presumptive legislation for career firefighters who are diagnosed with one of 12 prescribed cancers. In terms of the second stage of those committed reforms to extend similar protections to retired and volunteer firefighters, have those costs and premium increases been forecast in next financial year's budget and the forward estimates?

Mr Pasquale: My understanding is yes, they have.

Hon MARTIN ALDRIDGE: Would you also be able to provide as supplementary information the increased cost in premiums in providing those protections as a result of those reforms, presuming that they pass both houses of Parliament?

[Supplementary Information No B2.]

Answer:

An actuarial assessment of the estimated impact on insurance premiums as a result of providing for presumptive legislation for volunteers and former career firefighters, is as follows:

2014/15	\$2.219 million
2015/16	\$1.393 million
2016/17	\$1.428 million
2017/18	\$1.463 million
2018/19	\$1.500 million

These estimates are reflected on page 713 under the heading Spending Changes – Equalisation of Volunteer Insurance and Presumptive Legislation which include minor provisions associated with the equalisation of Volunteer Insurance.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B3

Question:

Hon RICK MAZZA: *How many volunteers have you disciplined (in the last 3 years)?*

Mr Gregson: *I would have to take that on notice. It would depend. It can be for a whole range of things. It can be for non-attendance at required training. It can be through disorderly behaviour at meetings. It depends on the nature of the volunteer. It can be for all types of things.*

Hon RICK MAZZA: *Could you take that on notice and also what penalty was actually applied to the particular volunteer?*

Mr Gregson: *Yes, I can probably have a look at that. If it is any comfort to you, the maximum penalty currently under the act is \$20, so we do not usually impose much of a penalty.*

Answer:

Under the *Bush Fires Act 1954*, under which Bush Fire Service/Brigades (BFS/BFB) operate, the FES Commissioner has no formal authority to discipline Bush Fire Brigade/Service volunteers. BFS/BFB are established and controlled by local government under Part IV division 2 of the *Bush Fires Act*. Local Government should create local laws to govern the establishment and management of the brigade in accordance with the Act. DFES has provided advice and recommendations to Local Governments on 3 occasions since 2013 with regard to disciplinary issues arising within BFS/BFB in accordance with the principles of procedural fairness and natural justice. The FES Commissioner is obliged to keep a register of BFS/BFB volunteers and it is incumbent on local government to keep the Commissioner informed so the register is kept current.

Parts 3, 3A and 3B of the *Fire and Emergency Services Act 1998*, under which the State Emergency Service (SES), Volunteer Marine Rescue Service (VMRS), Fire and Emergency Services Units (FES) consisting of Volunteer Emergency Service (VES) and Volunteer Fire Services (VFS) operate, provide general provisions for the establishment and management of these volunteer emergency service units. However, there has never been any regulatory authority given to manage the discipline of these emergency service volunteers. Any disciplinary matters are undertaken by the units themselves within their incorporated constitution or brigade rules. DFES provides advice and recommendations in accordance with the principles of procedural fairness and natural justice.

Since 2013 DFES has assisted SES units on 5 occasions; VMRS groups on 3 occasions and FES units on 3 occasions.

The *Fire Brigades Regulations 1943* provide the FES Commissioner legislative oversight of all VFRS members, including any disciplinary provisions. Only the FES Commissioner is able to cancel the membership of a VFRS member.

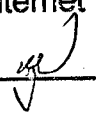
Section 171 of the *Fire Brigades Regulations 1943* provides the FES Commissioner power to suspend a volunteer who has:

- Has been convicted of an offence;
- Has persistently failed to perform his or her duty; or
- Has failed to undertake training as required under the regulations.

Subsequently upon investigation or other inquiry the FES Commissioner may:

- cancel the volunteer's registration; or
- reprimand the volunteer; or
- take no action.

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Section 177 of the *Fire Brigades Regulations 1943* provides the VFRS Brigade Captain or other senior officer, the ability to suspend a volunteer if they consider that the volunteer, whilst on duty with the brigade, has:

- disobeyed an order;
- been insubordinate;
- under the influence of alcohol or drugs;
- used obscene or abusive language; or
- engaged in conduct that does not meet the standards required of a member of the brigade.

Once a volunteer is suspended the Captain, or other senior officer, must provide a report to the FES Commissioner within 7 days and seek the FES Commissioner to undertake an investigation.

The FES Commissioner must then appoint an investigator to inquire into the circumstances that gave rise to the report and when the investigation is completed be provided with an investigation report.

The FES Commissioner having regard to the investigation report can:

- Take no action; or
- reprimand the volunteer; or
- suspend or cancel the registration of the volunteers.

Career fire fighters and officers also have disciplinary processes under the *Fire Brigades Regulations 1943*; the sanctions range from no action to termination of employment. These are currently undergoing some modernisation to make them more contemporary and complementary to current performance management practices.

The table below provides details of VFRS disciplinary matters and outcomes:

No.	Year	Brigade	Section	Status	Outcome	Appeal
1	2015	Mundaring	S177	Pending	Investigation	
2	2014	Manjimup	S171	Pending	Court outcome	
3	2014	Gingin	S171	Closed	Registration cancelled, failed to meet training commitment	
4	2013	Geraldton	S177	Closed	Registration cancelled- does not meet the required standard of the brigade	
5	2013	Manjimup	S177	Closed	Registration cancelled- does not meet the required standard of the brigade	Yes-sustained

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B4

Question:

Hon KATE DOUST: Just on another point linked to that, how many women are currently serving as permanent firefighters? I do not know whether you are able to provide detail about women operating as volunteers or in the SES. I am just interested to see what level of female participation there is in this area.

Mr Gregson: We would be able to provide those details certainly with respect to career fire and rescue and some of the volunteer cadre. It is more problematic with respect to volunteer records for the bushfire volunteers, for example; again, they come under local government. But I am sure that we would be able to give you a gender-based profile.

Hon RICK MAZZA: How many volunteer bush fire fighters are there currently?

Mr Gregson: I would say somewhere in the order of 26 000 to 28 000.

Hon RICK MAZZA: How many volunteer firefighter brigades do we have?

Mr Gregson: I do not know off the top of my head. Perhaps Mr Fewster may have more of an indication of the number of brigades.

Mr Fewster: No, not at the moment.

Mr Gregson: No. We will have to take that on notice.

[Supplementary Information No B4.]

Answer:

DFES has 1161 permanent firefighters (37 are female).

As at 29 June 2015, the Department of Fire and Emergency Services (DFES) has 28,521 Volunteers registered across all services. A number of these Volunteers are registered across multiple services. Of the total registered Volunteers, 6,943 are female.

DFES has 22,098 registered Bush Fire Service Volunteers (5,320 are female).

DFES has 3,668 other registered Fire Service Volunteers (669 are female).

DFES has 2,095 registered State Emergency Service Volunteers (769 are female).

DFES has 1,605 registered Volunteer Marine Service Volunteers (337 are female).

As at 29 June 2015, DFES has 800 Volunteer Brigades, Units and Groups registered as follows:

- Bush Fire Service – 580 Brigades;
- Volunteer Fire & Rescue Service – 93 Brigades;
- Volunteer Fire Service – 7 Brigades;
- Volunteer Emergency Service – 20 Units;
- State Emergency Service – 63 Units; and
- Volunteer Marine Rescue Service – 37 Groups.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B5

Question:

Hon KATE DOUST: *I am looking at expenses on page 720 and specifically at the listing for accommodation. Are you able to please provide a breakdown of the \$10.2 million spent on accommodation? That is the first part of that question. The second part of that question, again, looking at expenses and accommodation is: what is the total expenditure of the Australasian Fire and Emergency Service Authorities Council in relation to membership fees, travel, accommodation and other costs spent each year over the past three years and budgeted over the forward estimates, broken down by staff member? I appreciate that that will have to be provided on notice.*

Mr Pasquale: *In answer to the first part of your question, I can tell you what is included in the accommodation line item. I cannot give you the separation of the line item, but included in accommodation expenses is operating lease expenses for some of our accommodation around the state, obviously, utility charges and building and maintenance charges.*

Hon KATE DOUST: *Thank you, but I would still appreciate an appropriate breakdown on each of those figures attached to those types of expenses.*

Answer:

(i) The detailed breakdown of the estimated accommodation expense in 2015/16 is:

	\$000
Operating Leases –Accommodation Expense	1,803
Electricity and Water Expense	2,022
Building Maintenance Expense	6,473
	<u>10,298</u>

(ii) AFAC membership fees:

- 2012/13 \$91,715.00;
- 2013/14 \$94,466.00; and
- 2014/15 \$95,411.00.

Information for AFAC related travel¹, accommodation and other costs by staff member for the past three financial years of 2012/13²; 2013/14 and 2014/15 are provided in Attachment A.

(iii) The costs budgeted for the forward estimates period is anticipated to be in line with the travel costs undertaken in 2014/15.

¹ It should be noted this information reflects AFAC related travel as some incidences included travel for other approved committee meetings/events.

² The data is extracted from the Quarterly Travel Returns which are submitted to the Department of the Premier and Cabinet through the Minister's Office. The data for the quarter from April 2015 to June 2015 is not available at this time.

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
Quarter 1 of 2012-13 Period July to September 2012

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	(City and State/Country) (Not Intrastate)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Bailey	L	Australasian Fire and Emergency Services Authority Council (AFAC) Executive Command Forum	Perth - Sydney - Perth	Air:	531.91
				Acc:	441.17
				Reg:	0.00
				Ass:	245.10
Fewster	S	Australasian Fire and Emergency Services Authority Council (AFAC) Executive Command Forum - trip was cancelled	Perth - Sydney - Perth	Air:	814.00
				Acc:	0.00
				Reg:	0.00
				Ass:	\$ -
Arnol	C	Australasian Fire and Emergency Services Authority Council (AFAC) Strategic Command Program	Perth - Manly NSW - Perth	Air:	601.91
				Acc:	0.00
				Reg:	6500.00
				Ass:	110.00
Swift	G	Australasian Fire and Emergency Services Authority Council (AFAC) Strategic Command Program	Perth - Manly NSW - Perth	Air:	531.91
				Acc:	0.00
				Reg:	6500.00
				Ass:	234.29
Johnston	S	Australasian Fire and Emergency Services Authority Council (AFAC) Alternative Energy Systems Project Group - Final Meeting	Perth - Sydney - Perth	Air:	501.71
				Acc:	193.59
				Reg:	0.00
				Ass:	203.07
Shea	S	Australasian Fire and Emergency Services Authority Council (AFAC) Community Engagement Technical Group (CETG) Meeting	Perth - Adelaide - Perth	Air:	576.61
				Acc:	367.43
				Reg:	0.00
				Ass:	277.00
Kaptein	K	Australasian Fire and Emergency Services Authority Council (AFAC) - Occupational Health & Safety Technical Group Meeting	Perth - Melbourne - Perth	Air:	536.91
				Acc:	384.16
				Reg:	0.00
				Ass:	350.92
Weir	B	AFAC Fire Investigation Network Meeting and Australian Association of Fire Investigators Conference	Perth - Melbourne - Perth	Air:	629.78
				Acc:	1092.70
				Reg:	835.00
				Ass:	173.18
Klemm	D	Australasian Fire and Emergency Services Authority Council (AFAC) Learning & Development Group Meeting & Meeting with Country Fire Authority Victoria to investigate Operational Training Pathways	Perth - Melbourne - Perth	Air:	536.91
				Acc:	665.00
				Reg:	0.00
				Ass:	108.23

Quarter 2 of 2012-13 Period October to December 2012

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Jones	B	Australasian Fire and Emergency Service Authorities Council (AFAC) Hazardous Material Technical Group (HMTG) Meeting	Air:	624.89
			Acc:	338.00
			Reg:	0.00
			Ass:	173.18
Stringer	B	Australasian Fire and Emergency Service Authorities Council (AFAC) Urban Operations Group Meeting	Air:	460.90
			Acc:	411.40
			Reg:	0.00
			Ass:	190.75
Bailey	L	AFAC Council Meeting	Air:	544.71
			Acc:	231.97
			Reg:	0.00
			Ass:	94.90
Swift	G	To attend and participate at meeting of Fire and Emergency Aviation Technical Group	Air:	514.91
			Acc:	386.02
			Reg:	
			Ass:	198.21
Arnol	C	To attend the Rural and Land Management Group meeting	Air:	615.82
			Acc:	250.00
			Reg:	
			Ass:	199.74
Fewster	S	To meet with Fire and Emergency Services Authorities Council, attend the National Aerial Fire Fighting Board meeting as WA representative and meet with Victorian Fire Commissioner	Air:	622.91
			Acc:	0.00
			Reg:	0.00
			Ass:	297.94
Bailey	L	To attend State Emergency Service (SES) Operations Group Meeting	Air:	651.02
			Acc:	310.00
			Reg:	0.00
			Ass:	41.84
Arnol	C	To attend Australasian Inter-service Incident Management System (AIIMS) Steering Committee meeting	Air:	615.82
			Acc:	250.00
			Reg:	0.00
			Ass:	249.24

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Quarter 3 of 2012-13 Period January to March 2013

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Keel	S	To attend the Australasian Fire and Emergency Service Authorities Council (AFAC) Fire Engineering Group meeting	Air:	420.90
			Acc:	298.00
			Reg:	0.00
			Ass:	338.87
Pasquale	F	To attend Australasian Fire and Emergency Service Authorities Council (AFAC) Collaborative Procurement and Business Management Groups Forum	Air:	579.77
			Acc:	627.00
			Reg:	0.00
			Ass:	283.55
Waters	M	To attend Australasian Fire and Emergency Services Authorities Council (AFAC) Collaborative Procurement and Business Management Groups Forum	Air:	599.25
			Acc:	627.00
			Reg:	0.00
			Ass:	409.07
Evenis	D	To attend Australasian Fire and Emergency Service Authorities Council (AFAC) Learning and Development Group	Air:	530.18
			Acc:	270.00
			Reg:	0.00
			Ass:	292.76
Shea	S	To attend the Australasian Fire and Emergency Service Authorities Council (AFAC) Community Engagement Technical Group meeting	Air:	947.71
			Acc:	526.40
			Reg:	0.00
			Ass:	378.22
Jones	B	To attend the National Chemical, Biological, Radiological and Nuclear Working Group and Sub Committee meetings; and State Security Committee meeting	Air:	0.00
			Acc:	0.00
			Reg:	0.00
			Ass:	40.90

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Quarter 4 of 2012-13 Period April to June 2013

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Parlour	L	To attend the Australasian Fire and Emergency Services Authorities Council Work Health and Safety Technical Group	Air:	924.51
			Acc:	398.00
			Reg:	0.00
			Ass:	185.76
Pasquale	F	To attend Australasian Fire and Emergency Services Authorities Council Workforce Management Network meeting	Air:	601.16
			Acc:	585.00
			Reg:	0.00
			Ass:	244.65
Kennedy	G	To attend Australasian Fire and Emergency Services Authorities Council Urban Operations Group meeting	Air:	538.37
			Acc:	312.60
			Reg:	0.00
			Ass:	134.71
Gregson	W	To visit Fire and Emergency Services State Operations Centres and Training Academies, Australian Federal Police Operations Centre; and attend Australasian Fire and Emergency Services Authorities Council meeting	Air:	2811.65
			Acc:	1340.50
			Reg:	0.00
			Ass:	587.18
Swift	G	To attend Australasian Fire and Emergency Services Authorities Council National Aerial Firefighting Centre Evaluation Group meeting	Air:	851.68
			Acc:	321.99
			Reg:	0.00
			Ass:	209.16
Newman	J	To attend Australasian Fire and Emergency Services Authorities Council's Strategic Command Program	Air:	1256.07
			Acc:	366.70
			Reg:	6500.00
			Ass:	285.82
Jones	B	To attend Australasian Fire and Emergency Services Authorities Council Hazardous Material Sub Group meeting and to attend Fire Protection Association Hazmat Conference	Air:	485.20
			Acc:	552.00
			Reg:	0.00
			Ass:	267.79
Arnold	C	To attend Australasian Fire and Emergency Services Authorities Council Rural & Land Management Committee meeting and workshop Contemporary Challenges to Fire Management Forum: Social Landscapes and Carbon Management	Air:	526.14
			Acc:	310.00
			Reg:	0.00
			Ass:	290.61
Cronstedt	M	To attend Australasian Fire and Emergency Services Authorities Council Rural & Land Management Committee meeting	Air:	539.34
			Acc:	356.00
			Reg:	0.00
			Ass:	215.05
Fewster	S	To attend Australasian Fire and Emergency Services Authorities Council National Aerial Firefighting Centre Board meeting	Air:	750.68
			Acc:	410.00
			Reg:	0.00
			Ass:	467.74
Coles	T	To attend courses: Manage and Evaluation Emergency Management Exercises; Design Emergency Management Exercises	Air:	663.70
			Acc:	130.00
			Reg:	779.45
			Ass:	252.08
Jones	B	To attend the Australasian Fire and Emergency Services Authorities Council Urban Search & Rescue and Technical Rescue Technical Group meeting	Air:	497.60
			Acc:	315.00
			Reg:	0.00
			Ass:	229.40
Gifford	G	To attend the Research Program for the new Bushfire and Natural Hazards Cooperative Research Centre on behalf of Deputy Commissioner	Air:	772.50
			Acc:	414.00
			Reg:	0.00
			Ass:	217.89
Bignall	S	To attend Australasian Fire and Emergency Services Authorities Council Fleet Forum	Air:	560.33
			Acc:	338.56
			Reg:	0.00
			Ass:	247.25
Bogaers	M	To present on Fleet and Equipment developments in WA at the Australasian Fire and Emergency Services Authorities Council Technical Group meeting	Air:	496.30
			Acc:	395.38
			Reg:	0.00
			Ass:	288.79

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Quarter 1 of 2013-14 Period July 2013 to September 2013 (page 1 of 2)

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Keel	S	To attend Australasian Fire and Emergency Services Authorities Council Workshops	Air:	572.44
			Acc:	511.56
			Reg:	0.00
			Ass:	203.04
Curtis	R	To attend Australasian Fire and Emergency Services Authorities Council Executive Development Program 2013	Air:	712.06
			Acc:	262.94
			Reg:	10500.00
			Ass:	651.47
Feeney	G	To attend Australasian Fire and Emergency Services Authorities Council Executive Development Program 2013	Air:	712.06
			Acc:	246.05
			Reg:	10500.00
			Ass:	507.85
Mosconi	D	To attend Australasian Fire and Emergency Services Authorities Council Executive Development Program 2013	Air:	692.91
			Acc:	250.35
			Reg:	10500.00
			Ass:	447.60
Waters	C	To attend Australasian Fire and Emergency Services Authorities Council Executive Development Program 2013	Air:	717.22
			Acc:	250.22
			Reg:	10500.00
			Ass:	806.33
Neil	M	To attend Community Safety Group Community Warnings Workshop	Air:	489.90
			Acc:	250.60
			Reg:	0.00
			Ass:	300.63
Kravainis	G	To attend the Australasian Fire and Emergency Services Authorities Council Conference and Research Forum	Air:	530.90
			Acc:	558.53
			Reg:	1270.00
			Ass:	150.07
Caporn	D	To present and attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	539.34
			Acc:	1050.00
			Reg:	1555.00
			Ass:	471.67
Crossman	A	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	552.70
			Acc:	796.00
			Reg:	1455.00
			Ass:	185.31


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Quarter 1 of 2013-14 Period July 2013 to September 2013 (page 2 of 2)

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Waters	C	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	720.88
			Acc:	597.00
			Reg:	1270.00
			Ass:	202.34
Carr	P	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	469.00
			Acc:	690.00
			Reg:	1160.00
			Ass:	209.00
Dowd	C	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	480.20
			Acc:	840.00
			Reg:	1455.00
			Ass:	107.03
Gardiner	B	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	501.75
			Acc:	1194.00
			Reg:	1555.00
			Ass:	0.00
Hawkins	N	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	0.00
			Acc:	1194.00
			Reg:	1455.00
			Ass:	0.00
Lorenzo	J	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	521.74
			Acc:	1194.00
			Reg:	1515.00
			Ass:	0.00
O'Connell	C	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	718.70
			Acc:	1194.00
			Reg:	1455.00
			Ass:	0.00
O'Connell	M	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	0.00
			Acc:	0.00
			Reg:	100.00
			Ass:	0.00
O'Day	G	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	728.95
			Acc:	1194.00
			Reg:	1555.00
			Ass:	0.00
Rumage	N	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	521.74
			Acc:	1194.00
			Reg:	1270.00
			Ass:	0.00
Summers	P	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	728.95
			Acc:	1194.00
			Reg:	1575.00
			Ass:	0.00
Thompson	M	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	0.00
			Acc:	1194.00
			Reg:	1700.00
			Ass:	0.00
Arnol	C	To attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	445.00
			Acc:	1020.00
			Reg:	1270.00
			Ass:	246.99
Gregson	W	To present and attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	3075.91
			Acc:	564.00
			Reg:	1005.00
			Ass:	168.89
Cronstedt	M	To present and attend the Australasian Fire and Emergency Services Authorities Council Conference	Air:	526.14
			Acc:	1020.00
			Reg:	1270.00
			Ass:	181.43
Ryan	P	To attend Australasian Fire and Emergency Services Authorities Council 2013 Strategic Command Program	Air:	920.37
			Acc:	0.00
			Reg:	6500.00
			Ass:	267.39
Stringer	B	To attend Australasian Fire and Emergency Services Authorities Council 2013 Strategic Command Program	Air:	920.37
			Acc:	0.00
			Reg:	6500.00
			Ass:	205.63

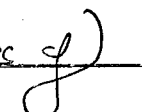
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Quarter 2 of 2013-14 Period October 2013 to December 2013

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Smith	R	To attend Australasian Fire and Emergency Services Authorities Council Bushfire Technical Group meeting	Air:	\$530.39
			Acc:	\$261.00
			Reg:	\$0.00
			Ass:	\$184.65
Jones	B	To attend Australasian Fire and Emergency Services Authorities Council Hazardous Material Sub Group meeting	Air:	\$495.59
			Acc:	\$358.00
			Reg:	\$0.00
			Ass:	\$163.16
Pasquale	F	To attend Australasian Fire and Emergency Services Authorities Council Business Management Network and Collaborative Procurement Group	Air:	\$729.22
			Acc:	\$397.80
			Reg:	\$0.00
			Ass:	\$190.19
Stringer	B	To attend the Australasian Fire and Emergency Services Authorities Council Urban Operations Group meeting	Air:	\$594.39
			Acc:	\$335.95
			Reg:	\$0.00
			Ass:	\$183.65
Gregson	W	To attend the Australasian Fire and Emergency Services Authorities Council Meeting	Air:	\$2,794.20
			Acc:	\$176.61
			Reg:	\$0.00
			Ass:	\$111.72
Smith	A	To attend the Australasian Fire and Emergency Services Authorities Council Mental Health and Wellbeing Workshop	Air:	\$611.24
			Acc:	\$417.90
			Reg:	\$0.00
			Ass:	\$377.09
Cronstedt	M	To attend the Australasian Fire and Emergency Services Authorities Council Rural and Land Management Committee meeting	Air:	\$559.02
			Acc:	\$314.10
			Reg:	\$0.00
			Ass:	\$520.61
Flint	S	To attend the Australasian Fire and Emergency Services Advisory Council Community Engagement Technical Group meeting	Air:	\$570.50
			Acc:	\$339.01
			Reg:	\$0.00
			Ass:	\$335.88

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Quarter 3 of 2013-14 Period January 2014 to March 2014

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Baxter	G	To attend Australasian Fire and Emergency Service Authorities Council Built Environment Technical Group	Air:	627.79
			Acc:	467.16
			Reg:	0.00
			Ass:	290.24
Ebrall	J	To attend Australasian Fire and Emergency Service Authorities Council Data Management Strategy Workshop	Air:	525.91
			Acc:	182.27
			Reg:	0.00
			Ass:	183.25
Gregson	W	To attend Australasian Fire and Emergency Service Authorities Board Meeting	Air:	2218.50
			Acc:	188.50
			Reg:	0.00
			Ass:	124.79

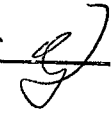
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Quarter 4 of 2013-14 Period April 2014 to June 2014

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs
Bawden	M	To attend the National Review of Warnings and Information Steering Committee meeting and the Community Safety Group meeting	Air: \$748.69
			Acc: \$956.00
			Reg: \$0.00
			Ass: \$662.69
Baxter	G	To attend the Australasian Fire and Emergency Service Authorities Council Fire Investigation and Analysis Project Group Meeting	Air: \$579.09
			Acc: \$308.00
			Reg: \$0.00
			Ass: \$249.17
Gregson	W	To attend Australasian Fire and Emergency Service Authorities Council Meeting	Air: \$3,378.50
			Acc: \$202.98
			Reg: \$0.00
			Ass: \$186.90
Baxter	G	To attend Australasian Fire and Emergency Service Authorities Council Executive Development Program 2014	Air: \$568.79
			Acc: \$161.00
			Reg: \$10,840.00
			Ass: \$173.73
Tillman	J	To attend Australasian Fire and Emergency Service Authorities Council Executive Development Program 2014	Air: \$567.05
			Acc: \$161.00
			Reg: \$10,840.00
			Ass: \$844.29
Roberts	K		Air: \$518.50
			Acc: \$520.00
			Reg: \$0.00
			Ass: \$223.34
Stringer	B	To attend Australasian Fire and Emergency Service Authorities Council Urban Operations Group meeting	Air: \$533.75
			Acc: \$297.40
			Reg: \$0.00
			Ass: \$176.17
Jones	P	To attend the Australasian Fire and Emergency Service Authorities Council Hazardous Material Technical Group meeting	Air: \$506.20
			Acc: \$238.00
			Reg: \$0.00
			Ass: \$269.13
Gregson	W	To attend Australasian Fire and Emergency Service Authorities Council Operations meeting and Lessons Learned 2013-14 Summer Season Roundtable hosted by Emergency Management Australia	Air: \$3,739.68
			Acc: \$248.68
			Reg: \$0.00
			Ass: \$158.00
Cronstedt	M	To attend Australasian Fire and Emergency Service Authorities Council Rural & Land Management Committee meeting	Air: \$594.88
			Acc: \$394.00
			Reg: \$0.00
			Ass: \$154.34
Gregson	W	To attend Australasian Fire & Emergency Service Authorities Council 2014 Commissioners and Chief Executive Officers Forum	Air: \$3,597.35
			Acc: \$526.00
			Reg: \$0.00
			Ass: \$305.79
Pasquale	F	To attend Joint Collaborative Procurement Group and Business Management Networking meeting	Air: \$596.25
			Acc: \$367.20
			Reg: \$0.00
			Ass: \$197.76
Broomhall	J	To attend Urban Search and Rescue Group meeting	Air: \$552.76
			Acc: \$318.00
			Reg: \$0.00
			Ass: \$349.67
Roberts	K	To chair the Australasian Fire and Emergency Service Authorities Council Volunteer Management Technical Group	Air: \$578.00
			Acc: \$367.20
			Reg: \$0.00
			Ass: \$162.07

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Quarter 1 of 2014-15 Period July 2014 to September 2014 (page 1 of 2)

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Carr	P	To undertake Australasian Fire and Emergency Service Authorities Council / Australian Institute of Police Management Strategic Command Program	Air:	\$ 695.00
			Acc:	\$ -
			Reg:	\$ 6,900.00
			Ass:	\$ 178.75
Baxter	G	To attend Australasian Fire and Emergency Service Authorities Council Built Environment Technical Group	Air:	\$ 705.36
			Acc:	\$ 702.70
			Reg:	\$ -
			Ass:	\$ 248.45
Keel	S	To attend Australasian Fire and Emergency Service Authorities Council Fire Engineering Network meeting and workshop	Air:	\$ 496.55
			Acc:	\$ 378.10
			Reg:	\$ -
			Ass:	\$ 314.70
Pasquale	F	To attend Business Intelligence Strategy Workshop	Air:	\$ 596.16
			Acc:	\$ 459.00
			Reg:	\$ -
			Ass:	\$ 73.19
Dowd	C	To attend the Australasian Fire and Emergency Service Authorities Business Intelligence Strategy workshop	Air:	\$ 578.50
			Acc:	\$ 465.50
			Reg:	\$ -
			Ass:	\$ 177.40
Critchison	P	To attend Australasian Fire and Emergency Service Authorities Council Workforce Management Group meeting	Air:	\$ 578.50
			Acc:	\$ 550.80
			Reg:	\$ -
			Ass:	\$ 145.28
Lambkin	K	To undertake Australasian Fire and Emergency Service Authorities Council Executive Development Program 2014	Air:	\$ 1,098.00
			Acc:	\$ 435.00
			Reg:	\$ 10,840.00
			Ass:	\$ 425.84
Bailey	L	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 953.05
			Acc:	\$ 1,374.00
			Reg:	\$ 1,100.06
			Ass:	\$ 395.83
Gregson	W	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 3,060.75
			Acc:	\$ 982.26
			Reg:	\$ 906.71
			Ass:	\$ 389.96
Hale	M	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,015.93
			Acc:	\$ 1,004.92
			Reg:	\$ 1,223.35
			Ass:	\$ -

Quarter 1 of 2014-15 Period July 2014 to September 2014 (page 2 of 2)

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Hasted	D	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,815.64
			Acc:	\$ 1,256.16
			Reg:	\$ 1,546.76
			Ass:	\$ -
Hull	L	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,019.67
			Acc:	\$ 753.69
			Reg:	\$ 1,223.35
			Ass:	\$ 1,081.46
Klemm	D	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 953.05
			Acc:	\$ 1,347.00
			Reg:	\$ 1,125.00
			Ass:	\$ 172.29
Landwehr	J	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 974.37
			Acc:	\$ 1,256.16
			Reg:	\$ 1,223.35
			Ass:	\$ -
Madden	N	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,657.85
			Acc:	\$ -
			Reg:	\$ 1,305.00
			Ass:	\$ -
Martin	R	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,019.37
			Acc:	\$ 753.69
			Reg:	\$ 1,223.35
			Ass:	\$ -
Parker	J	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,050.34
			Acc:	\$ 533.71
			Reg:	\$ 1,386.62
			Ass:	\$ 197.75
Pasquale	F	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,047.17
			Acc:	\$ 1,396.98
			Reg:	\$ 968.75
			Ass:	\$ 49.78
Smith	D	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,019.37
			Acc:	\$ 1,004.92
			Reg:	\$ 1,250.30
			Ass:	\$ -
Stringer	B	To attend 2014 Australian Fire and Emergency Service Authorities Council and Bushfire Collaborative Research Centre Conference	Air:	\$ 1,028.46
			Acc:	\$ 959.08
			Reg:	\$ 1,386.80
			Ass:	\$ 177.31
Flint	S	To attend the National Review of Warnings and Information workshop	Air:	\$ 630.50
			Acc:	\$ 559.30
			Reg:	\$ -
			Ass:	\$ 326.41
Carter	M	To attend Australasian Fire and Emergency Services Authorities Council Rural and Land Management Group meeting	Air:	\$ 900.79
			Acc:	\$ 540.00
			Reg:	\$ -
			Ass:	\$ 426.35
Arnol	C	To attend Australasian Fire and Emergency Services Authorities Community Safety Group meeting	Air:	\$ 1,020.29
			Acc:	\$ 513.00
			Reg:	\$ -
			Ass:	\$ 284.41

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Quarter 2 of 2014-15 Period October 2014 to December 2014

Surname	Initial	Brief description - eg International Conference on Primary Health Care (No acronyms please)	[1] Airfare [2] Accommodation [3] Registration Fees [4] Associated costs	
Keel	S	To attend Australasian Fire and Emergency Services Authorities Council Built Environment Technical Group meeting	Air:	\$ 835.45
			Acc:	\$ 457.00
			Reg:	\$ -
			Ass:	\$ 232.99
Moore	G	To attend Australasian Fire and Emergency Services Authorities Council Built Environment Technical Group meeting	Air:	\$ 797.00
			Acc:	\$ 536.16
			Reg:	\$ -
			Ass:	\$ 338.47
Gill	D	To attend Australasian Fire and Emergency Services Authorities Council HazMat Technical Group meeting	Air:	\$ 608.59
			Acc:	\$ 298.00
			Reg:	\$ -
			Ass:	\$ 172.38
Carter	M	To attend Australasian Fire and Emergency Services Authorities Council workshop to develop strategic outlook for the use of aviation resources to support fire and emergency management	Air:	\$ 762.17
			Acc:	\$ 508.00
			Reg:	\$ -
			Ass:	\$ 106.40
Gifford	G	To attend Australasian Fire and Emergency Services Authorities Council Planning workshop	Air:	\$ 977.11
			Acc:	\$ 304.50
			Reg:	\$ -
			Ass:	\$ 126.76
White	K	To attend National Urban Search and Rescue Technical Rescue Instructors workshop	Air:	\$ 498.50
			Acc:	\$ 548.10
			Reg:	\$ -
			Ass:	\$ 176.49
Kennedy	G	To attend Australasian Fire and Emergency Services Authorities Council Urban Operations Group meeting	Air:	\$ 613.15
			Acc:	\$ 422.25
			Reg:	\$ -
			Ass:	\$ 263.38

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Quarter 3 of 2014-15 Period January 2015 to March 2015

Surname	Initial	Brief description - eg International Conference on Primary Health Care LIST ALL ACRONYMS DEFINITIONS ON A SEPARATE SHEET	Description	Costs
Curran	P	To attend Chemical, Biological, Radiological and Nuclear Operational Capability Group meeting and Sub-committee meeting	Air:	\$ 524.54
			Acc:	\$ 648.60
			Reg:	\$ -
			Ass:	\$ 363.53
Gifford	G	To attend the Australasian Fire and Authorities Council Fire Engineering Network Group meeting	Air:	\$ 685.13
			Acc:	\$ 715.50
			Reg:	\$ -
			Ass:	\$ 213.10
Keel	S	To attend the Australasian Fire and Authorities Council Fire Engineering Network Group meeting	Air:	\$ 604.56
			Acc:	\$ 391.50
			Reg:	\$ -
			Ass:	\$ 44.85
Dowd	C	To attend the Australasian Fire and Authorities Council Business Intelligence Group meeting	Air:	\$ 596.19
			Acc:	\$ 523.50
			Reg:	\$ -
			Ass:	\$ 165.73
Amol	C	To attend the National Fire Danger Rating System Workshop	Air:	\$ 595.00
			Acc:	\$ 495.01
			Reg:	\$ -
			Ass:	\$ 342.88
Bawden	M	To attend the Australasian Fire and Authorities Council Work Health & Safety Technical Group meeting to discuss Industry Safety Advice regarding the Wildland Personal Protective Clothing	Air:	\$ 841.14
			Acc:	\$ 361.64
			Reg:	\$ -
			Ass:	\$ 258.56
Smith	R	To attend the Australasian Fire and Authorities Council Standards Workshop	Air:	\$ 653.73
			Acc:	\$ 318.00
			Reg:	\$ -
			Ass:	\$ 184.17
Baxter	G	To attend the Australasian Fire and Authorities Council Built Environment Technical Group meeting	Air:	\$ 610.65
			Acc:	\$ 334.56
			Reg:	\$ -
			Ass:	\$ 251.27
Gregson	W	To attend the Australasian Fire and Authorities Council Board meeting	Air:	\$ 4,900.24
			Acc:	\$ 360.50
			Reg:	\$ -
			Ass:	\$ 245.90
Klemm	D	To attend the Australasian Fire and Authorities Council Australasian Inter-service Incident Management System (AIIMS) Steering Group	Air:	\$ 952.58
			Acc:	\$ 219.81
			Reg:	\$ -
			Ass:	\$ 128.80

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B6

Question:

Hon ALANNA CLOHESY: *What is that primarily dispersed to—the \$289 million? In particular, I want to know, what component of that is used for volunteer bushfire services?*

Hon ALANNA CLOHESY: *So all the equipment and all the volunteer bushfire service equipment?*

Mr Gregson: *Yes. Really, the organisation is much more, how would you describe it, homogenous. We do not break it up necessarily, we do training together, we do exercising together, equipment purchases are all done through the local government grants scheme, sometimes it is given to local government and sometimes it is given direct to volunteer brigades, groups or units depending upon who owns them. If I take it on notice, I could rearrange it and break it down however you like, but sometimes it is not so easy to say what goes to volunteers and what does not. For example, it may be that the helicopters are funded through that—sometimes they are supporting volunteer operations and sometimes they are supporting career fire and rescue operations—they are always supporting departmental operations, but it is hard to break down on a volunteer–non-volunteer basis.*

Hon ALANNA CLOHESY: *That would be good if I could take that on notice. And the estimated cost of services provided to volunteer bushfire services.*

[Supplementary Information No B6.]

Mr Gregson: *Sorry, can I just clarify. Are we just talking volunteer bushfire services, not other volunteers?*

Hon ALANNA CLOHESY: *At this stage, bushfire services. So that is the 580 brigades that Hon Rick Mazza was talking about before?*

Answer:

The Department of Fire and Emergency Services which is primarily funded by the Emergency Service Levy (ESL) is a multi-hazard organisation consisting of the following Career and Volunteer Response Emergency Services that it is either directly responsible for or provides significant support to:

- Career Fire and Rescue Service
- Volunteer Fire and Rescue Service;
- Volunteer Emergency Service;
- Volunteer Fire Service;
- Volunteer Marine Rescue Service;
- Volunteer Bushfire Service; and
- Volunteer State Emergency Service.

In support of these career and volunteer services DFES incurs considerable costs in providing Operational Management, Coordination and Planning, Aviation Services, Training and Doctrine Services, Information Communication and Technology Services, Fleet and Equipment Services, Media and Corporate Communication Services, Safety and Welfare Services, Community Engagement Services and various other Corporate Administration and Governance Services. Costs

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associated with these support services are not notionally allocated across the various response services.

However, in 2014/15 direct ESL contributions to Volunteer Bushfire Brigades include:

- Appliance Radiant Heat Shields and Blankets- \$ 0.403 million
- Operating Grants (includes funding for the acquisition and maintenance of personal protective clothing and equipment) and Capital Grants (primarily funding for buildings)- \$ 7.076 million
- Approved Appliance/Vehicle Replacements- \$11.775 million

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B7

Question:

Hon ALANNA CLOHESY: In terms of the strategy to retain volunteers. Can we get a copy of that?

Mr Gregson: The strategy?

Hon ALANNA CLOHESY: The retention of volunteers strategy that you were talking about before. Can we get a copy of that?

Mr Gregson: Yes.

[Supplementary Information No B7.]


Hon ALANNA CLOHESY: And in terms of B6, if I could get an estimate of how much is expended on the retention of volunteers strategy and how that is expended, that would be good.

The CHAIR: Shall we make that all B7?

Answer:

1. The DFES *Emergency Services Volunteer Workforce Sustainability Strategy 2015-2024* (the Strategy) is provided at Attachment A. It is intended that the Strategy will be dynamic and open to ongoing review and ideas to ensure it responds to the real and present issues of volunteers and those who develop and support them. Consultation will now occur with key stakeholders (including volunteer associations) to gain feedback to inform the implementation phase.
2. DFES will expend approximately \$2.7 million¹ for 2015/16 to support volunteers from all services through its dedicated volunteer and youth services branch and through a number of activities including reward and recognition award ceremonies and functions, conferences, publications and two key projects from the Strategy including the volunteer leadership program and phase one of the volunteer portal redevelopment project.

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¹ Excludes corporate overheads



Emergency Services Volunteer Workforce Sustainability Strategy

2015 to 2024

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July 2015

Our Vision

Resilient communities that work together to build capability and capacity to prevent, prepare for, respond to and recover from emergencies.

Our Mission

To improve safety practices and provide timely, quality and effective emergency services, in partnership with local communities and emergency management partners.

Our Role

The Department of Fire and Emergency Services (DFES) has a legislated role to manage a range of emergencies within Western Australia. This includes ensuring our workforce has the capability and capacity to effectively respond to emergencies. It also includes supporting increased community resilience by working with and within communities, focusing on shared responsibilities for the prevention and mitigation of hazard risks.

Volunteer Sustainability Strategy Objective

Is to carry out DFES' *Mission* by:

Objective: Creating a sustainable volunteer emergency services workforce through the following two strategies:

Strategy 1.

Increase the recruitment of volunteers and broaden the membership diversity.

Strategy 2.

Increase the retention rates of emergency services volunteers and improve their experience across a diverse range of members.

The Volunteer Emergency Services Workforce Sustainability Strategy focus areas align with the Department's strategic directions below:

DFES Strategy	Volunteer Sustainability Strategy - Focus Area
DFES Strategic Direction 1 - A FUTURE FOCUSED ORGANISATION An organisation capable of anticipating and responding to the changing needs of the community and environment	<ul style="list-style-type: none">Collaborate with key stakeholders to raise WA's emergency services volunteer profileIncrease community awareness of and support for emergency services volunteering within a shared responsibility framework
DFES Strategic Direction 2 - A LEADING EMERGENCY SERVICES ORGANISATION An organisation that achieves its goals through a foundation of strong leadership, governance, collaboration, cooperation and alignment	<ul style="list-style-type: none">Build emergency services volunteer leadership culture to better support and involve their members
DFES Strategic Direction 3 - AN INTEGRATED ORGANISATION An organisation with consistent and integrated systems and business processes	<ul style="list-style-type: none">Determine the fiscal and capability costs associated with high volunteer turnover to improve resource planning
DFES Strategic Direction 4 - VALUED AND CAPABLE PEOPLE An organisation that values, protects and develops its staff members and volunteers	<ul style="list-style-type: none">Build DFES' as well as brigades', units' and groups' (BGUs) capacity to attract and recruit volunteersBuild DFES' capacity to support and retain volunteers

Commissioner's Message – The Way Forward

Emergency services volunteers are critical to protecting communities in Western Australia (WA) from disaster, providing over 95% of the emergency services response personnel. Emergency services volunteers in WA respond to over 7,500 incidents every year and support local communities to prevent, prepare for, respond to and recover from emergencies and disasters including fire, flood, storm, cyclone, road crash, land and sea searches and other rescues¹.

The foundation for the *Emergency Services Volunteer Workforce Sustainability Strategy 2015-2024* (the Strategy) is based on DFES' reform program which seeks to be better coordinated and more efficiently resourced². For the purpose of this Strategy, an emergency services volunteer is any member who volunteers their time to actively respond to an emergency, support an emergency response or conduct emergency and hazard education and awareness activities. This Strategy brings a renewed commitment to ensure WA's emergency services volunteer workforce is sustainable and more connected to local communities in whatever they do.

This Strategy also supports the Attorney-General's Department efforts to improve emergency management volunteering around Australia³ by seeking ways to improve volunteer recruitment and retention. Hence the Strategy will be a dynamic entity open to ongoing review and ideas to ensure it responds to the real and present issues of volunteers and those who develop and support them. This includes addressing collective issues around the level of commitment and training required for each volunteer to carry out their role safely and competently, the unpredictable nature of when and for how long a volunteer may be called for duty, and the impact this may have on their employers and families.

In addition, forecast effects of a changing climate, increased urban sprawl and an ageing population have, and will continue to, challenge our emergency response capability⁴. These challenges have highlighted three core risks to the sustainability of emergency services volunteering in WA:

- The current older volunteer workforce and insufficient succession planning;
- The homogenous volunteer demographic – including low representation of people from culturally and linguistically diverse backgrounds, females and youth; and
- The generally low community involvement in local emergency preparation and response.

These challenges will be addressed as we work together to rethink existing conventions around volunteering in the emergency services. Fundamental to any change will be the support and encouragement given to volunteer brigades, groups and units to increase their engagement with local communities. This engagement will support Government's *shared responsibility* agenda for creating safe and resilient communities. Working to achieve safer communities will nurture diversity and innovation which underpin the Western Australian *Emergency Services Volunteer Workforce Sustainability Strategy 2015-2024*. This Strategy also seeks to foster new partnerships, use

¹ DFES Annual Report, 2014

² DFES Strategic Plan 2012-2024 - p1

³ *National Emergency Management Volunteer Action Plan, 2012*, Attorney-General's Department

⁴ *National Strategy for Disaster Resilience, 2011*, COAG.

evidence-based planning and work more collaboratively with existing stakeholders through a future focused volunteer management framework.

For this framework to be effective, emergency services volunteer culture will be supported to meaningfully engage and embrace cultural diversity, youth, new non-traditional emergency services roles and, most importantly, flexibility around their members' availability. This will not only raise awareness of emergency services in the community but increase volunteering and action around preparation and response at the local level. Working within the overarching DFES Strategic Plan 2012-2024 reform agenda this strategy will:

- Embrace innovation and new approaches;
- Undertake genuine consultation and inclusion of volunteers, the community and other key stakeholders; and
- Create greater transparency with regard to decision making, accountability and governance⁵.

The research trends for the future of emergency services volunteering are concerning yet unequivocal – doing nothing is not an option while anticipating WA's capacity to respond successfully to disasters and emergencies in the coming decade. Delivering on this strategy requires a concerted focus of effort by DFES, Local Government, volunteers, communities and the Government of WA.

WAYNE GREGSON APM
COMMISSIONER

⁵ DFES Strategic Plan 2012-2024 - p5

Reason for this Strategy - Indicators and Ideas

Currently the emergency services volunteer membership profile is characterised by older, Australian born males⁶. Overall there are less than 24% of females who volunteer and the average age of members is over 40 years of age. To demonstrate the limited diversity in WA's emergency services volunteers, analysis of the 2,209 people who registered through the Department's 1800 numbers from 2012 to 2015 shows that 23% were female, less than 1% were Aboriginal or Torres Strait Islander people and only 3.7% were from a non-English speaking background. This underrepresentation of the wider community has implications both for current and future emergency response capability. Market research indicates that the following community attitudes towards emergency services volunteering require attention⁷:

- The assumption that volunteers' work is always dangerous, dirty and requires physical strength;
- The reputation of some volunteer Brigades, Groups and Units (BGUs) being exclusive and inflexible;
- Expectations and inflexibility around volunteer attendance, participation and training;
- Limited knowledge of the value and transferability of emergency services training and skills for education and work;
- Preconceived ideas about the type of people suited to the work;
- The over reliance and expectation of the wider community on Government's role in emergency response and community safety; and
- How emergency services organisations (including individual BGUs) promote themselves.

These factors directly affect current efforts to attract, recruit and retain emergency services volunteers and increase sharing safety responsibility with the community⁸. Further research has revealed that to increase participation in emergency services volunteering, the five key issues below, put forward by emergency services volunteers themselves, must likewise be addressed. These are the:

- Amount of **time** volunteers must give to being a volunteer;
- **Training** opportunities, commitment and flexibility;
- Ongoing out of pocket expenses/**costs**;
- Validation and **recognition** of their commitment and work; and
- Types of **people** that join, lead and manage the services⁹.

These issues have directed the Strategy to focus on two broad outcomes:

- Increase the recruitment of volunteers; and
- Retain them.

⁶ An Analysis of the Volunteer Engagement Survey Results [WA] 2014] Murdoch University

⁷ Attracting Volunteers Top Line Findings – 2014, Metrix

⁸ COAG, 2011. *National Strategy for Disaster Resilience*. Commonwealth of Australia; Esmond, J. 2009. *The Attraction, Support and Retention of Emergency Management Volunteers*, Emergency Management Australia; *DFES Strategic Plan 2012-2024* - Strategic Direction 1.2

⁹ EMA, 2012. *National Emergency Management Volunteer Action Plan*. Commonwealth of Australia

AFAC Ltd, 2014. *Framework for Engaging Diverse Volunteers: A tool Kit for involving the next generation of emergency services volunteers*, Commonwealth of Australia

EMA, 2012. *National Emergency Management Volunteer Action Plan*. Commonwealth of Australia.

This strategy also seeks to foster relationships with local communities regarding their own safety by either becoming a volunteer or actively supporting their local emergency services volunteers. Great capacity resides in the community to help local emergency services and DFES prepare for and respond to emergencies. However, DFES and key stakeholders need to engage more actively with the wider community around the actions individuals can take to improve their community's resilience and safety.

All Our Stakeholders Are Important

Many of the challenges around the sustainability of emergency services volunteering in WA are shared by other agencies and volunteer associations around Australia. In response, much research and deliberation has taken place to address the risks to our emergency response capability; especially around the national focus on 'building community resilience'¹⁰.

Sustaining a vibrant volunteer workforce requires collaboration, consultation and commitment to create change. This is the basis upon which we will endeavour to conduct our work and our interaction with all of our stakeholders, both internal and external to DFES including the community; volunteers and their associations; Local Government; the corporate, private and not-for-profit sectors; education and research industries and other Government departments. Sharing evidence, products and ideas will give us all the best opportunity to develop, value and protect volunteers.

How Will We Judge Success – Our Measures

It is important that initiatives are measured both qualitatively and quantitatively to ensure that resources and activities are effective. This requires understanding both the perceptions and experiences of volunteers and stakeholders as well as measuring the resources invested in the Strategy.

This Strategy is implementing new business initiatives as well as improvements to existing activities and processes in the emergency services volunteer workforce. Therefore it is important that we measure and track change; and be cognisant of possible adjustments that may be required. Through evidence gathering, we will measure the effectiveness of work using the following criteria:

Volunteer Sustainability Strategy	What we will measure
1. Increase the recruitment of volunteers and broaden the membership diversity	<ul style="list-style-type: none"> • Percentage per capita of people in emergency services volunteering as a whole, per region, per service and against BGUs maintaining adequate 'profiles'; • Percentage of emergency services volunteers within the overall volunteer workforce in WA; • Range of age and gender of volunteers across all services; • Range of cultural diversity amongst emergency services volunteers, per region, per service; • Range of volunteer roles and activities within each service; • Number of projects and partnerships with stakeholders - within metropolitan, regional and remote areas;

¹⁰ COAG, 2011. *National Strategy for Disaster Resilience*, Commonwealth of Australia

	<ul style="list-style-type: none"> • Range of community volunteer support activities - within metropolitan, regional and remote areas; • Level of community natural hazard risk perception preparation – within metropolitan, remote and regional areas; • Stakeholder perception of DFES engagement and collaboration and planning and decision making; and • Community and employer perceptions of emergency services volunteers.
2. Increase the retention rates and the quality of their volunteer experience for a diverse range of emergency services volunteers	<ul style="list-style-type: none"> • Attrition rate of emergency services volunteers as a whole, per region, per service and against BGUs maintaining adequate 'profiles'; • Duration of emergency services volunteer participation per service, per region and demographic; • Volunteers' perception of their service and leadership; • Volunteers' perception of volunteering experiences - per service and region; • Volunteers' confidence in safety, health and wellbeing - per service and region; • Percentage of emergency services volunteers engaged in formal training and development - per service and region; • Volunteer satisfaction with training and development - per service and region; • Number of targeted resources and programs implemented - per service and region; and • Evaluation of program outcomes.

To Deliver this Strategy DFES Commits to:

- Continuing to seek the opinions and experiences of volunteers their Associations;
- Involving the community;
- Working effectively and efficiently to ensure timely outcomes;
- Engaging stakeholders and develop partnerships;
- Carrying out research to inform decisions;
- Developing evidence-based resources;
- Supporting and including all emergency services volunteers across the State;
- Evaluating and reviewing our work to identify challenges, successes and opportunities;
- Receiving input from key stakeholders;
- Determining funding opportunities to undertake specific projects; and
- Being an enabler of projects and programs.

How Will We Do It – Through the Principles of Change Management

Communicating change and its purpose is critical to the successful implementation of any business adjustment. This requires careful planning for, and engagement with, key stakeholders through an engagement process that provides direction, guidance and support for staff and volunteers internal and external to DFES.

The priorities for action in the Strategy will be identified from consultation with key stakeholders (change agents) who will be involved in determining the 'engagement journey' with each stakeholder

group. The effectiveness of any initiative will only be realised through a shared, genuine commitment and willingness for change and managing and supporting this is imperative. The change management element of the Strategy will be achieved through an embedding process where new business objectives will be articulated carefully in order to build personal commitment and support.

The Strategy will be sustained by a steering committee selected from key internal and external stakeholders to drive the *Emergency Services Volunteer Sustainability Strategy Implementation Plan* and set priorities. This work will be predominantly project based and will require specific funding and resources to develop, implement and evaluate the activities. Resources to implement such projects will be sourced from:

- 'Business as usual' programs within existing resources via branch and directorate annual planning;
- New internal funding opportunities subject to the corporate business case application and approval process;
- Application for external State and National funding opportunities; and
- Seeking opportunities from corporate sponsorships and grants.

What We Will Do – Outcomes and Actions

Strategy 1. Increase the recruitment of volunteers and broaden the membership diversity		
Focus Area 1.1 Collaborate with key stakeholders to raise WA's emergency services volunteer profile		
Outcomes	Actions	
Volunteer Associations and Volunteer Advisory Committees (VACs) are more engaged and collaborative around volunteer planning.	<ul style="list-style-type: none"> • Collaborate with the VACs to determine a common approach to volunteer recruitment and retention • Work with emergency services volunteer associations to implement consistent volunteer objectives • Create opportunities for the volunteer associations to support and promote change in emergency services volunteering 	
Findings and recommendations from research, inquiries and reports are incorporated into WA's emergency services volunteer planning and review	<ul style="list-style-type: none"> • Incorporate the endorsed recommendations of the 2015 Auditor General's report on volunteering into DFES and VACs approach to volunteering • Ensure national research and discussion around emergency services volunteering is included in WA's future planning and support for volunteers • Relevant State and National frameworks (such as the <i>National Strategy for Disaster Resilience 2011</i>, <i>Framework for Engaging Diverse Volunteers 2014</i> and the <i>National Emergency Management Volunteer Action Plan 2012</i>) are considered in volunteer planning to increase outcomes, national comparable data and opportunities for funding 	
DFES corporate and career personnel are more engaged with volunteers and include volunteer needs and issues in all associated planning	<ul style="list-style-type: none"> • Develop an embedding strategy to ensure the successful roll out of the Strategy's actions and the achievement of its outcomes • Undertake an organisational audit of DFES interaction with and support for volunteers • Actively seek and integrate volunteer feedback into corporate planning and programs • DFES' <i>Working Effectively with Emergency Services Volunteers</i> program is offered to a wider range DFES personnel • Develop a <i>Volunteer Sustainability Steering Committee</i> to ensure dialogue and action around all volunteer business requirements • DFES regional offices are supported to work more collaboratively and effectively with their Local Government and BGUs • Work with DFES business areas to embed consideration of volunteers in planning, 	

	<p>resourcing and change initiatives</p> <ul style="list-style-type: none"> • Address the reliability of volunteer membership records • Establish new recruitment profiles to satisfy legislative compliance • Ensure appropriate policy, procedures, structures and systems are in place to support recruitment activities
Private and corporate sector volunteering opportunities are integrated into emergency services volunteer deployment, support and local community engagement	<ul style="list-style-type: none"> • Foster alliances with the corporate sector to promote support of emergency services volunteering • Develop a collaborative corporate volunteering model with the corporate sector that supports both operational and non-operational volunteer activities • Formalise DFES policy and procedures to engage corporate volunteering • Promote corporate volunteering in DFES as a resource to support communities to implement mitigation and volunteering at the local level
There is an increase in Local Government involvement and support for emergency services volunteering in their regions	<ul style="list-style-type: none"> • Develop stronger and consistent partnerships with Local Government throughout WA to provide opportunities to support local volunteer recruitment • Engage WA Local Government Association to support and promote emergency services volunteering • Action outcomes of the emergency services legislative review • Facilitate local BGUs to work with their Local Government to collaborate around engaging the community in volunteering and hazard risk • Ensure resources are available for BGUs to engage their local government office
The education industry is engaged to increase the profile and inclusion of emergency services volunteering, skills and opportunities in secondary and tertiary institutions	<ul style="list-style-type: none"> • Collaborate with the education industry to increase the profile and inclusion of emergency services volunteering, develop capacity for formal recognition of emergency services volunteering in academic qualifications • Foster project partnerships with universities, colleges and TAFEs to provide volunteer research • Enable qualifications acquired outside of emergency services to be recognised by DFES/Local Government • Evaluate the school based cadet and youth programs to ensure content and qualifications are aligned with education industry outcomes and maximise youth transfer into volunteering • Work with DFES regional offices and volunteer associations to develop BGUs relationships with local schools • Progress opportunities to have emergency services cadets implemented throughout

	<p>WA especially in the Pilbara and Kimberley</p> <ul style="list-style-type: none"> • Work with DFES Community Engagement directorate to include learning around emergency services volunteering in early childhood education • Improve DFES access to volunteer employer contact details to enable greater engagement • Investigate the environment of employers of emergency services volunteers to determine their issues and requirements • Develop 'employer rights and responsibilities' resources • Consult key not-for-profit organisations around the development of the Strategy • Develop DFES policy and procedures for spontaneous volunteering • Consult key not-for-profit organisations to identify collaborative opportunities to increase emergency services volunteering • Establish formal mechanisms to engage not-for-profit sector bodies to provide advice for and promotion of emergency services volunteers in the work place • Engage with the not-for-profit sector on DFES corporate and spontaneous volunteering policies • Consult other volunteer organisations during planning to identify a broad range of ideas and initiatives to improve our volunteers' experiences and support
Improved employer support for emergency services volunteering	
Key not-for-profit organisations are engaged in promoting emergency management volunteering	
Focus Area 1.2 Build DFES' as well as brigades', units' and groups' (BGUs) capacity to attract and recruit volunteers	
Outcomes	
A more diverse range of people are engaged in emergency services volunteering	<ul style="list-style-type: none"> • Ensure the <i>Volunteer Leadership Program</i> contains engagement around multiculturalism, gender bias, youth and people with disability • Develop a comprehensive volunteer induction package • Offer a <i>Work Place Trainer and Assessor</i> capability for volunteers • Ensure that volunteer recruitment planning is underpinned by research and evidence • Ensure volunteer engagement resources reflect new roles and audiences • Ensure volunteering is included in the <i>Disability Access and Inclusion Plan</i> • Review the BGUs based juniors' program to ensure it is supported to encourage local youth recruitment • Create resource materials which promote and support volunteer diversity • Ensure the volunteer mentoring program is up to date, supported, promoted and evaluated
Emergency services volunteering has a contemporary, powerful and inclusive	<ul style="list-style-type: none"> • Create a new generic slogan/strapline for DFES volunteer sector

image	<ul style="list-style-type: none"> • Enhance and make available online volunteer attraction and recruitment resources • Optimise corporate communications opportunities to showcase volunteers • Establish formal mechanisms for people from diverse backgrounds to participate and contribute to attraction and recruitment initiatives
A diverse range of non-operational volunteer roles are well established and wide spread in local BGUs	<ul style="list-style-type: none"> • Review the maximum number of members permitted in a BGU and amend as required to allow for additional activities and increased members • Develop an 'expanded role' framework to identify and promote non-traditional roles • Training <i>Pathways</i> are created for non-operational response roles • Seek endorsement from the organisational leadership, VACs and volunteer associations of the proposed non-operational roles in BGUs • Implement DFES' <i>Digital Media Strategy</i> to build volunteer capacity in such activities as local volunteer Facebook, website and blog curators and moderators • Ensure targeted activities are implemented to attract a wider range of volunteers
Marketing resources are developed that are targeted and contemporary	<ul style="list-style-type: none"> • Redevelop the DFES volunteer webpages for the public to promote diversity and new roles in emergency services volunteering • Update all volunteer engagement resources and formats to reflect new roles and target audiences • Offer volunteer resources in various formats to support market needs • Optimise social networking and digital communication for marketing and recruitment activities • Redevelop the DFES volunteer portal in accordance with the DFES <i>Digital Media Strategy</i> and the corporate business case 2015 • Develop and implement a <i>business/governance model</i> for the ongoing management and currency of information on the volunteer portal
Training and resources are implemented more efficiently and effectively	<ul style="list-style-type: none"> • Volunteers are engaged in a relevant training <i>Pathway</i> • Develop e-learning resources for volunteers where appropriate to reduce 'training time' • Track the timeliness of new volunteers' training <i>Pathway</i> to ensure qualifications and competencies are achieved in a reasonable timeframe • Implement the <i>Volunteer Identity Card</i> • Promote the wider transferability of volunteer training to work and/or education • Develop capacity for volunteer training to be implemented in the regions
More volunteers are engaged from the metropolitan area to support State	<ul style="list-style-type: none"> • Increase engagement of community members from metropolitan areas in WA to

wide emergencies	support State wide involvement of volunteers in emergencies via the <i>State Wide Operational Response Division (SWORD)</i>
	<ul style="list-style-type: none"> Develop capacity for the SWORD to support secondary and tertiary student volunteer participation
Focus Area 1.3 Increase community awareness of and support for emergency services volunteering within a shared responsibility framework	
Outcomes	
Local communities and their BGUs work together to increase community resilience	<ul style="list-style-type: none"> Build the <i>sharing responsibility</i> agenda into volunteer planning and partnerships and ensure it is part of all volunteer training and induction Support and encourage DFES programs and resources that work directly with communities to improve disaster preparedness, response and risk perception including the: <ul style="list-style-type: none"> <i>Bushfire Ready, Resilient Communities</i> programs and the proposed <i>Volunteer Media Training Program</i> Develop resources for local BGUs to promote a shared responsibility Develop targeted programs and campaigns that communicate emergency services volunteering to local communities Develop programs and resources for volunteers in collaboration with volunteers
Local Government, schools, businesses and organisations increase their support for and promotion of emergency services volunteering	<ul style="list-style-type: none"> Develop diversified roles for BGUs to provide greater opportunity from local community members, businesses and Local Government Nurture the capacity BGUs to drive this agenda in their local communities Ensure resources and information are available for local employers of volunteers
More volunteers educate their communities around natural disasters and make them more risk aware and prepared	<ul style="list-style-type: none"> Develop volunteers' capacity to improve community resilience and involve the community by developing: <ul style="list-style-type: none"> a volunteer community education <i>Pathway</i> program DFES social networking and digital communications strategies for local volunteers to use as a local communicative tool
<u>Strategy 2. Increase the retention rates and the quality of their volunteer experience for a diverse range of emergency services volunteers</u>	
Focus Area 2.1 Build DFES' capacity to support and retain volunteers	
Outcomes	
DFES culture is recognised for its strong emergency services volunteer	<ul style="list-style-type: none"> Ensure the Strategy undergoes an embedding program to ensure widespread
Actions	

advocacy	<p>understanding and action around volunteer value and support</p> <ul style="list-style-type: none"> • Ensure DFES policy and procedures consider volunteer interests • Continue to evaluate volunteer experiences and leadership • Continue to develop DFES capacity to actively support and contribute to the VACs • Ensure DFES creates a culture which validates volunteering • Ensure DFES promotes a culture of informed decision making around volunteer issues • Ensure that the DFES staff induction package includes the significance of volunteers and how corporate staff must engage them • Develop DFES regional offices' capacity to better engage and support their local BGUs • Provide resources to support and implement volunteer programs and initiatives
Volunteers feel valued, supported and recognised for all the work they do including non-operational activities	<ul style="list-style-type: none"> • Develop policy and doctrine to specifically support an emergency services volunteer overarching induction package • Examine innovative ways to recognise and acknowledge the efforts of volunteers • Implement <i>DFES Safety Management System</i> for DFES volunteers • Encourage DFES and Local Governments to participate in volunteer recognition activities • Identify, develop and promote additional qualification and training opportunities for targeted volunteer groups via <i>Pathways</i> • Develop a volunteer membership benefits program • Implement the <i>Volunteer Fuel Card Scheme</i> • Launch the <i>Volunteer Hardship Assistance Program</i> • Regularly seek volunteer feedback on their experiences and opinions in order to guide planning and review • Ensure the redevelopment of the volunteer portal creates an engaging two-way communicative environment • Ensure volunteer training and resourcing is timely
Implement more efficient and effective volunteer administrative processes	<ul style="list-style-type: none"> • Redevelop the volunteer portal to provide online recruitment, administration, training and development • Improve volunteer record keeping • Ensure the portal redevelopment prioritises fast and efficient administration • Facilitate inter-service recognition of emergency services competencies

	<ul style="list-style-type: none"> • Implement the <i>Single Sign On</i> program to reduce volunteer login requirements • Improve volunteer record management • Continue to seek feedback and improve our procedures
Volunteers are consistently engaged in feedback and consultation	<ul style="list-style-type: none"> • Improve the working relationship with Local Government, DFES regional offices and local BGUs • Provide capacity for volunteers to communicate amongst each other • Implement '<i>my first year as an emergency services volunteer</i>' post induction survey as an ongoing volunteer engagement measure • Develop mechanisms for seeking and actioning feedback from volunteers, including those who have resigned
Volunteers are supported to change roles and activities to extend their volunteering participation	<ul style="list-style-type: none"> • Develop resources that can be individualised for BGUs to attract and retain local volunteers • Improve capacity to contact ex-volunteers to increase exit survey results and comparative data • Develop comprehensive legislation and doctrine that addresses shortfalls in volunteer policy and process • Develop capacity for BGUs to 'reutilise' volunteers who wish to change roles within their BGU or the emergency services in order to retain their knowledge and experience in the sector
Focus Area 2.2 Build emergency services volunteer leadership culture to better support and involve their members	
Outcomes	Actions
Emergency services volunteer BGUs have strong, capable and compassionate leaders	<ul style="list-style-type: none"> • Develop internal promotional material that markets an emergency services volunteer image of a supportive and inclusive culture • Develop a broad range of resources to build and change volunteer leadership • Ensure the <i>Volunteer Leadership Program</i> includes learning to develop volunteer leaders' capacity to create inclusive and supportive teams • Ensure DFES regional offices foster local volunteer leaders that build inclusivity with their members • Ensure an easy to access and efficient volunteer grievance process
Volunteer leadership promotes a culture of health and safety amongst members	<ul style="list-style-type: none"> • Develop 'Fit for Duty' policy and procedures for volunteers • Promote health and safety into the volunteer workforce as a priority for all • Create capacity to develop specific work, health and safety campaigns to target

	<p>volunteer issues as they arise</p> <ul style="list-style-type: none"> • Ensure volunteer leaders understand the process and procedures around health and safety • Develop specific volunteer templates to assist them in reporting and mitigating risks and injury
Volunteer leadership encourages local community involvement to support BGU activities	<ul style="list-style-type: none"> • Existing programs and resources are reviewed to ensure volunteer leaders can engage support from their local community as needed • Develop DFES regional office capacity to work with local BGU leadership to engage with their local communities
2.3 Determine the fiscal and capability costs associated with high volunteer turnover to improve resource planning	
Outcomes	
Improved understanding of the costs of recruitment and training of volunteers	<ul style="list-style-type: none"> • Quantify and qualify the: <ul style="list-style-type: none"> ○ fiscal costs; and ○ the service delivery impact of premature volunteer exits • Undertake evidence-based review of high cost and loss issues around volunteer longevity in emergency services • Establish projects and partnerships to determine the true costs associated with recruiting new volunteers and their leaving within three years
Resources are directed to volunteer recruitment and retention activities to increase cost effectiveness of volunteer training	<ul style="list-style-type: none"> • Implement evidence-based adjustments to expenditure and support to volunteers • Undertake evidence-based review of the risks associated with volunteer exits • Educate stakeholders on the costs of unwanted volunteer attrition

11.01am

The witnesses retired and the meeting was suspended.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B8

Question:

Hon ALANNA CLOHESY: *In terms of the outcomes of that, was it about the way in which volunteers are covered for loss of earnings if injured in voluntary work?*

Mr Pasquale: *Those coverages exist now. However, there are differences between the type of volunteers, so the equalisation project is about trying to standardise the equity of cover across the different volunteer services, and that is something that is being looked at. The cover exists, but there are some slight variations in respect of covers at the moment, and we are trying to equalise those cover arrangements.*

Hon ALANNA CLOHESY: *When do you think that work will be completed?*

Mr Pasquale: *I think that is planned for completion next year, but I would have to confirm that.*

Hon ALANNA CLOHESY: *Can I take that on notice, when that is to be completed?*

[Supplementary Information No B8.]

Answer:

Insurance equalization across the different volunteer groups is being developed as part of a Bill to provide former, and volunteer firefighters the benefit of presumptive legislation in claims of compensation relating to prescribed cancers which may result from their firefighting service.

It is anticipated the Bill will be introduced into Parliament before the end of the current year.

Public / Internet

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B9

Question:

Hon ALANNA CLOHESY: I move on to a different program altogether. The JAFFA program: is that still being funded?

Mr Gregson: Yes, it is; it is still being funded.

Hon ALANNA CLOHESY: How much was expended on the program last year and what is the budget for it this year? I am happy to take it on notice.

Mr Gregson: I will have to take it on notice. Do you have a page reference?

Hon ALANNA CLOHESY: No; that is why I asked the question.

[Supplementary Information No B9.]

Answer:

The proposed 2015/16 JAFFA budget is \$25,000 with an additional \$91,701 salary costs (full-time Level 5.4 Coordinator for 12 months).

In 2014/15, JAFFA expended \$38,492, with an additional \$73,127 salary costs (Level 5.4 Coordinator at 0.8 FTE for 11 months).

Public / Internet

22/1/15

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B10

Question:

Hon RICK MAZZA: *In relation to the Denmark-Walpole fires, has the department done any calculations on what the direct cost was to the department for fighting that fire?*

Mr Gregson: *Yes, we would have.*

Hon RICK MAZZA: *Can we take that on notice if you do not have it at hand?*

Mr Gregson: *Yes.*

[Supplementary Information No B10.]


Answer:

The readily identified cost of the Department of Fire and Emergency Services (DFES) responding to the Denmark-Walpole fire is \$2.4 million, comprising \$1.1 million recorded by logistics officers and \$1.3 million incurred by aviation services. To provide a more detailed and complete estimate would require the manual analysis of a significant number of transactions and source documentation within the wildfire suppression hazard expense category.

By way of background, Department systems and processes are established to capture and report on authorised expenditure outlays by hazard type (such as wildfire suppression or State Emergency Services response and recovery operations) rather than each individual incident. Following the activation of the State/Regional Operations Centres, an incident expenditure running sheet is maintained to record costs committed by logistics officers on items such as food, accommodation, heavy machinery hire, etc. These commitments do not include costs incurred by other supporting services within the department such as aviation support.

It should be noted that in 2014/15 the State Government approved supplementary funding of \$17.6 million to DFES for unbudgeted direct costs incurred for wildfire suppression activities, the extent of which has been unprecedented in recent history.

Public / Internet

22/17/15 

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B11

Question:

Hon ADELE FARINA: *Can I just clarify: the member was just asking for the volunteer bush fire fighter hours. Given that the incident controller deploys these officers, surely you have some capacity to estimate those hours?*

Mr Gregson: *Just for clarity, you are looking for the estimated number of bush fire brigade volunteers—none of the other volunteers; just bush fire brigade volunteers—at the Walpole fire down south?*

Hon RICK MAZZA: *The Walpole–Denmark fires, yes, and Northcliffe, too, if you can include that. [Supplementary Information No B11.]*

Answer:

The Department Fire and Emergency Services (DFES) concedes that it currently does not have the ability at this point of time to expediently and accurately quantify the amount of volunteer hours provided by Bushfire Brigade volunteers for these events. This is due in part to the management of Bushfire Brigades by Local Government and, that there is currently not a sufficiently sophisticated resource management system(s) in DFES capable of holistically capturing this data at such large events.

However, as an estimate:-

The Lower Hotham incident duration was 14 days. Approx 150 personnel were in attendance during the height of the incident of which approx. two thirds would be Bushfire Brigade volunteers.

100 volunteers x 7 days (peak) x 24 hrs = 16 800 hours

50 volunteers x 7 days (non peak) x 24 hrs = 8 400 hours

Estimated Bushfire Brigade volunteer hours - 25 200 hours

The O'Sullivan incident duration was 21 days. Approx 250 personnel were in attendance during the height of the incident of which approx. half would be Bushfire Brigade volunteers.

125 volunteers x 10 days (peak) x 24 hrs = 30 000 hours

50 volunteers x 11 days (non peak) x 24 hrs = 13 200 hours

Estimated Bushfire Brigade volunteer hours - 43 200 hours

Public / Internet

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Date of Hearing: Thursday, 25 June 2015
Daily Hansard page: 13, 14
Department of Fire and Emergency Services
Supplementary Information No. B12

Question:

Hon SAMANTHA ROWE: Still on page 716, under "Prevention and Mitigation Services", are the DFES contributions to the salaries of community emergency service managers included in this Estimates and Financial Operations number? If not, where in the budget are they accounted for, and what is the cost of the community emergency service managers for the last three years, and over the forward estimates broken down by year?

Mr Pasquale: To provide the detail that you have asked for, we would have to take that on notice, but the first part of your question—they are included in the prevention and response area. The two services are based on a cost allocation model, so the salary costs, if they are employed by the Department of Fire and Emergency Services, are appropriately allocated. If they are employed by local government, then we are providing grants to support that, so they will not be in the salaries area; they will be under grants and subsidies.

The CHAIR: Sorry, just once again, that information—was there anything that you wanted taken on notice in that previous question? I just think we skipped over it.


Hon SAMANTHA ROWE: Yes.

Answer:

The net cost to FESA/DFES¹ of funding Community Emergency Service Managers in 2015/16 is \$2.583 million. Details of costings for the past three years and over the forward estimates are as follows:

	Actual 2012/13 \$000	Actual 2013/14 \$000	Est Act 2014/15 \$000	Estimate 2015/16 \$000	Estimate 2016/17 \$000	Estimate 2017/18 \$000	Estimate 2018/19 \$000
Employed by FESA/DFES							
Gross FESA/DFES Expense	683	741	721	779	799	819	839
Less: LG Contribution	263	330	394	499	511	524	537
Net FESA/DFES Expense	420	411	327	280	288	295	302
Employed by LG							
Net FESA/DFES Contribution	1,300	1,853	1,959	2,303	2,360	2,419	2,480
Total FESA/DFES Expense	1,720	2,264	2,286	2,583	2,648	2,714	2,782

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¹ The Department of Fire and Emergency Services was established on 1 November 2012.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

Date of Hearing: Thursday, 25 June 2015
Daily Hansard page: 14
Department of Fire and Emergency Services
Supplementary Information No. B13

Question:

Hon SAMANTHA ROWE: Still on page 716, still under "Prevention and Mitigation Services", how many extra FTEs have been engaged for the comprehensive fire crew protection over the past three years and over the forward estimates?

Mr Pasquale: From memory, I do recall there were some staffing resources to assist with the rollout, given the magnitude, because originally it was identified as a four-year program. I cannot categorically tell you the exact number. I would have to take that on notice.

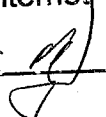
Hon SAMANTHA ROWE: Okay; if we could do that.

Answer:

The additional FTEs engaged for the comprehensive crew protection project are:

	2014-15	2015-16	2016-17	2017-18
Comprehensive Crew Protection project FTEs	3	2	2	0

Public / Internet

22/7/15 

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B14

Question:

Hon ADELE FARINA: How many level 3 bush fire fighters are employed in the south west region by the department?

Mr Gregson: Level 3 incident controllers, you mean —

Hon ADELE FARINA: Yes.

Mr Gregson: — or bush fire fighters? I am sorry. You are looking for the number of qualified level 3 incident controllers in the south west region? I would have to take that on notice. I was just wondering if we had answered that before, but, no, it does not look like it.

[Supplementary Information No B14.]

Answer:

In the DFES South West Region* there is one firefighter who holds the level three incident controller endorsement.

In the DFES Lower South West Region there is one firefighter who holds the level three incident controller endorsement.

In the DFES Great Southern Region there are 2 firefighters who holds the level three incident controller endorsement.

There are a further five Regional Office staff who have had experience within a level three bushfire incident management and coordination structure but none is endorsed as level three incident controllers. They are located in Bunbury.

Public / Internet

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11.01am

The witnesses retired and the meeting was suspended.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B15

Question:

The CHAIR: What is the total funding to metropolitan sea rescue groups for this financial year then? How is that divvied up, and how does that compare to two years ago, or even last year?

The CHAIR: I am asking for the ongoing recurrent funding to support their operations rather than funding for boat purchases.

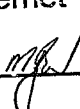
Answer:

Table 1: Grant funding from Department of Fire and Emergency Services (DFES) to the Metropolitan Volunteer Sea Rescue Group for operational costs and insurance:

Year	Operational costs	Other	Total
2012/13	\$200,000		\$200,000
2013/14	\$112,160 ¹	\$111,535	\$223,695
2014/15	\$112,160	\$52,451	\$164,611

Note: 1. On 1 July 2013, the Fremantle Volunteer Sea Rescue Group left the Metropolitan Sea Rescue Group alliance. The remaining groups comprising the alliance are the Whitfords Volunteer Sea Rescue Group and Cockburn Volunteer Sea Search and Rescue Group.

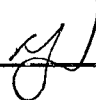
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Following Fremantle Volunteer Sea Rescues request to join the DFES volunteer marine rescue groups, a percentage reduction of the grant was agreed on by DFES and the Metropolitan Volunteer Sea Rescue Group. The percentage was based on the average share of the grant received by the Fremantle Sea Rescue Groups over three years. Information was provided by the Metropolitan Volunteer Sea Rescue Group to support this calculation. It was agreed that the Fremantle Sea Rescue Group's share equated to 43.92% of the Grant administered to Metropolitan Sea Rescue Group. Therefore, the Metropolitan Volunteer Sea Rescue Group's ongoing share is 56.08%.

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A handwritten signature in black ink, appearing to be 'RJ', written over a horizontal line.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B16

Question:

The CHAIR: I would like to know exactly where in that press release it was limited only to the four-year term and does each community group now need to have included in the words of any commitment that it will be an ongoing commitment not just for the next term of government? That will all be under B16.

In terms of the cuts to the Whitfords sea rescue, do we have any idea what the impact of the cut will be on the ability of Whitfords volunteer sea rescue to provide the essential part of our community that the Premier talked about back in 2008; what impact that will have? Has there been any attempt to assess what impact that will have on their operations by FESA?

Answer:

The 2008 press release does not include the anticipated life of the additional funding to be provided to the Metropolitan Sea Rescue Group. The type of financial allocation made in the statement can only be made for the budget period it relates.

No cuts have been made to the Metropolitan Sea Rescue Group alliance grant funding.

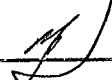
On 1 July 2013, the Fremantle Volunteer Sea Rescue Group left the alliance. The remaining groups comprising the Metropolitan Sea Rescue Group were the Whitfords Volunteer Sea Rescue Group and Cockburn Volunteer Sea Search and Rescue Group.

The Metropolitan Volunteer Sea Rescue Group alliance provided the financial records used to determine the Fremantle Volunteer Sea Rescue Group's share of the grant upon leaving the alliance. The percentage was based on the average share of the grant received by the Fremantle Sea Rescue Groups over three years. Based on these figures, there was no impact or expected reduction in services to any of the groups in the alliance.

The Metropolitan Sea Rescue Group received the remainder of the grant once Fremantle Volunteer Sea Rescue Group's percentage was removed.

As the Metropolitan Volunteer Sea Rescue Group alliance does not come under the DFES banner, and DFES is only a conduit for the Government Grant it does not have oversight its operational capability.

Public / Internet

22/12/15 

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B17

Question:

Hon KATE DOUST: *I have a question going back to page 720 in relation to controlled grants and subsidies, in particular the local government emergency services grants. Can the minister advise the total amount that was sought by local governments; that is, what is the total of grant requests, including those that were refused?*

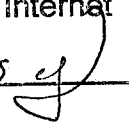
Answer:

The 2014/15 Local Government Emergency Services Grants budget totalled \$27.9 million comprising \$25.3 million for Local Government Emergency Services Grants and \$2.6 million for related fire crew protection.

The Local Government Grants Scheme Bush Fire Service and State Emergency Service Capital Grants Committees approved \$14.5 million in capital grants (including scheduled annual appliance replacement programs) and \$9.0 million in operating grants.

The Committees also assessed additional requests totalling \$14.8 million against the available balance of funding of \$1.8 million.

Public / Internet

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B18

Question:

Hon KATE DOUST: *my final question is: in relation to my own electorate, South Metropolitan Region, given the significant growth in that lower end of the southern corridor—I am looking at areas like Southern River, and some of the areas not in my region, like Piara Waters—what plans are there for new fire stations to be set up in those growth areas, if you like? Have any areas been pinpointed for new stations?*

The CHAIR: *Can I maybe assist? I would have thought you would have a strategic asset program that would list, at least for the next 10 years, what your expected rollout of stations would be.*

Mr Gregson: *Yes.*

The CHAIR: *Is that something you can provide to us as supplementary information?*

Hon KATE DOUST: *That is essentially what I would like to see.*

[Supplementary Information No B18.]

Answer:

The 2015/16 Department of Fire and Emergency Services (DFES) Strategic Asset Management Plan (SAMP) is a dynamic planning document which takes into account known priorities at a point in time. It is reviewed annually in the lead up the budget process to confirm DFES' strategic asset requirements over the next ten year period and anticipates the need for the replacement or establishment of the following Career and Volunteer Fire Stations:

Career Fire Stations:

Geraldton
Bunbury
Perth West
Albany
Kensington
Armadale
Canning Vale
Welshpool
South West Metro
Busselton/Vasse
Karratha
Australind
Fremantle
Maddington
South East Metro
Joondalup
Broome
Eastern Hills
Wangara
South Hedland
Daglish

Volunteer Fire Stations:

Margaret River
Exmouth
Gingin
Northampton
Armadale
Donnybrook
Dumbleyung
Ravensthorpe
Newman
Cunderdin
Williams
Walpole
Wickham
Warooka
Harvey
Kalamunda
Kojonup
Brunswick Junction
Denmark
Katanning
Mount Barker
Wyalkatchem
Wongan Hills
Nannup
Corrigin
Naremburn
Albany North East

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 25 June 2015

Department of Fire and Emergency Services

Supplementary Information No. B19

Question:

The CHAIR: I might ask for you to provide on notice a list of all the things that cannot be funded under the ESL, and how much is allocated to each of those.

Hon MICHAEL MISCHIN: Things that cannot be funded through the ESL are the emergency rescue helicopter service, unexploded ordnance, Surf Lifesaving WA, contributions to the holding account, unbudgeted and unpredictable costs associated with wildfire and other emergency incident responses, ESL charges on state government properties, and salary costs under the Salaries and Allowances Act 1975. As to the amounts for each of those, I would have to take that on notice.

Answer:

Services that cannot be funded through the Emergency Services Levy in 2015/16 are:

- | | |
|--|------------------|
| • Emergency Rescue Helicopter Service | \$7.524 million |
| • Surf Life Saving WA | \$1.314 million |
| • Unexploded Ordnance | \$0.115 million |
| • Holding Account Contribution | \$5.498 million |
| • ESL Charges on State Government Property | \$16.000 million |
| • Amounts Authorised by Other Statutes | |
| - Salaries and Allowances Act 1975 | \$1.016 million |
| • Unbudgeted costs for unpredictable events
such as wildfire and SES responses in accordance
with Section 27 of the Financial Management
Act 2006 | |

\$subject to recoup arrangements
via annual supplementary
funding process.

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2015/16