FIRE RESCUE VICTORIA

FRV PLAN 2020 -2021

OUR COMMITMENT TO VICTORIANS

Fire Rescue Victoria (FRV) is a modern fire and rescue service that meets the needs of twenty-first century Victoria. The new organisation was established on 1 July 2020 as part of Victoria's Fire Services Reforms. We serve and protect communities across Melbourne and Victoria's major regional centres.

FRV's purpose is to keep Victorian communities safe. We achieve this through:

- delivering expert fire and rescue services to the community we serve;
- driving systemic change to the built environment through reforms to building design, regulations and legislation; and
- educating the community through fire prevention programs that improve community safety and build resilience.

OUR VISION

"A relevant and contemporary fire and rescue service keeping communities safe and resilient"
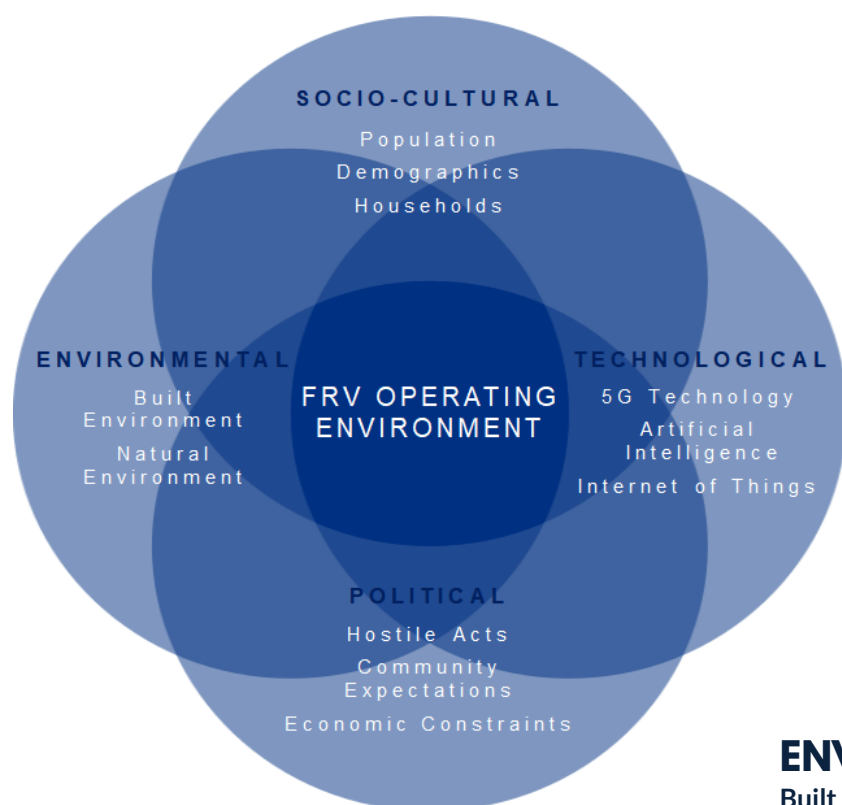
VPS VALUES

FRV values are currently under development.
FRV aligns with the Victorian Public Sector (VPS) values .

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

OUR OPPORTUNITIES

- Engage with the communities FRV serves to understand what 'good service' means to them, especially those who are most vulnerable.
- Continue to work collaboratively with our partners in government to drive legislative and regulatory reform in issues relating to the built environment.
- Invest in fit-for-purpose information management and communication systems to enable FRV to meet our statutory obligations and support executive decision-making.

- Further elevate the importance of health and wellbeing, recognising it as a key enabler of individual and organisational performance.
- Embed risk-based, strategic planning approaches across the organisation to ensure FRV meets current and future needs.
- Ensure our workforce is appropriately supported through the progressive implementation of standardised training and equipment across the state.
- Investigate new and emerging technologies to increase rescue outcomes and minimise firefighter exposure to dangerous/harmful situations.

FIRE RESCUE VICTORIA

VICTORIA State Government

SOCIO-CULTURAL
Population
Demographics
Households

ENVIRONMENTAL
Built Environment
Natural Environment

FRV OPERATING ENVIRONMENT

TECHNOLOGICAL
5G Technology
Artificial Intelligence
Internet of Things

POLITICAL
Hostile Acts
Community Expectations
Economic Constraints

CHALLENGES IN OUR OPERATING ENVIRONMENT

Summary of the significant external factors in FRV's current and future operating environment

SOCIO-CULTURAL

Urbanisation
Increased number of people living in Victoria's metropolitan and regional cities, with a solid growth in high and super-high rise living.

Peri-urban Living
Rapid growth and development on Melbourne's peri-urban fringe, exposing a large population to grass and bushfire threats. Many of whom have no or little experience with such threats.

Diverse Population
While the effects of COVID-19 will reduce immigration in the short-term, 60 percent of the state growth has traditionally been attributed to migration. The ageing population will continue to trend upwards and 80 percent of Aboriginal and Torres Strait Islanders reside in the FRV area.

TECHNOLOGICAL

As the demand and expectations for services increase and with constrained government revenue, the use of technological innovations can assist in efficiency and planning.

Maintaining visibility of trends and potential applications is key to utilising technologies and ensuring rapid advances by business and community are utilised and can be responded to by FRV to improve operational capability.

5G Technology and Internet of Things, as well as artificial intelligence, provide numerous opportunities across FRV, including improving data sources, community engagement, workforce management and occupational health and safety.

ENVIRONMENTAL

Built Environment
The built environment continues to present a series of challenges, from combustible cladding and non-compliant structures and materials, to stockpiling of hazardous waste and chemicals.

Natural Environment
Climate variability is set to exacerbate under the impacts of climate change. The 2019/20 bushfire season shortly followed by COVID-19, two unprecedented events demonstrate the real potential for cascading events in our operating future.

Energy
Decentralisation of energy production, including a proliferation of solar, battery storage and other renewables, as well as localised energy systems and potentially the development of micro-grids may present unseen challenges.

POLITICAL

Hostile Acts
Hostile acts against the State and individuals, such as terrorism and cyber-crime are complex issues requiring interdisciplinary and integrated response and capabilities with other agencies.

Community Expectations
As the likelihood of non-routine, high-consequence events increases, there is growing political interest in major events, and community expectations for efficient and effective services are high.

Budgetary Pressure
Increased likelihood of significant events and request for emergency services, along with competition by the emergency management sector for government resources, will potentially require the sector to do more with less.

YEAR ONE PRIORITIES

FRV OUTCOMES FRAMEWORK

COMMUNITY	SERVICE	PEOPLE	COLLABORATION
Outcome 1.1 FRV is a trusted and respected community partner **Outcome 1.2** Community members understand risk in their local environment **Outcome 1.3** FRV engagement is tailored to the risks of the local community	**Outcome 2.1** We utilise modern technology and our skilled workforce to deliver effective, responsive and sustainable services **Outcome 2.2** Our services are flexible, adaptive and collaborative **Outcome 2.3** Our services are innovative, evidence-based and forward looking to plan for the future	**Outcome 3.1** FRV is a values-based organisation and our values are reflected in everything we do **Outcome 3.2** FRV supports and promotes the health, wellness and safety of our people **Outcome 3.3** FRV values innovation and invests in the skills, knowledge and experience of our workforce **Outcome 3.4** The diversity of our workforce reflects the community that we serve	**Outcome 4.1** Community engagement is valued by FRV **Outcome 4.2** The contribution of our volunteer partners is recognised and valued **Outcome 4.3** Interoperability and collaboration are integral to FRV

2020 - 2021 STRATEGIC ACTIONS

COMMUNITY	SERVICE	PEOPLE	COLLABORATION
Increase the presence of working smoke alarms in the homes of people most at risk from fire Improve community safety by advocating for the prohibited use of fluorinated firefighting foams Develop a community-driven and outcomes-focused strategic plan for 2021-2025 Continue to deliver the 350 Firefighter Program to ensure the service delivery requirements of the Victorian community are met through the increase in firefighter numbers, strategic deployment of operational resources, and construction and modification of new and existing assets	Ensure there is no reduction in service to the community, and that the service response meets community expectations Develop a Fire Safety Inspection Database which will enhance service delivery to the community through the provision of efficient and reliable assistance Contribute to the implementation of the sector's long-term communications plan, with the longer-term aim of moving to a single integrated voice network and sector-wide broadband data service Enhance governance to maximise transparency and accountability Establish the foundations of future financial sustainability	Conduct a strategic review of the specialist workforce to create efficiencies in processes, harmonise teams and ensure wellness Harmonise operational procedures across FRV and CFA where practicable and appropriate to provide clarity to operational staff when responding to emergency events Improve firefighter safety and availability through the establishment of a centralised Health, Safety and Wellness Department and a State Rostering Department Progress the harmonisation of employment agreements	Drive operational reforms in the emergency management sector, in collaboration with key sector partners and the community, to deliver a safe and sustainable fire and rescue service across emergency preparedness, planning, mitigation, response and recovery Collaborate with local governments and partner agencies to mitigate risk and build community resilience through community education/consultation and enhanced audits/ inspections Contribute to the state's all-emergencies capability model through the development of FRV's Aviation Strategy and Hostile Event Strategy Improve organisational capacity to operate jointly with other agencies and government departments to plan and prepare for the response to, and in responding to major emergencies

MEASURES OF SUCCESS

COMMUNITY	SERVICE	PEOPLE	COLLABORATION
Number of sessions of fire education and risk reduction programs delivered to the community	Percentage of specialist capability staff (Technical Operations skills maintenance completed)	Percentage of staff with core skills maintenance drills completed	Number of engagements with local government areas through the Community Safety team
Number of hoarding risk referrals	Total operational fleet availability	FRVSafe: initial investigation opened within 14 days	FRV represented at all State emergency management meetings and exercises
Number of residential risk referrals	Structure Fires response times within benchmark (Budget Paper 3 measure)	FRVSafe: corrective actions implemented within 30 days	
Improve containment of structure fires (Budget Paper 3 measure)	Road Rescue response times within benchmark (Budget Paper 3 measure)	Number of stations/work sites visited against schedule	
	Emergency Medical Response (EMR) response times within benchmark (Budget Paper 3 measure)	Workforce turnover - All employees	
	Breakdown of calls attended by type of incident	Workforce turnover - Firefighters	
	Service Level Agreements	Permanent operational staff FTE (Budget Paper 3 measure)	
		Permanent non-operational staff FTE (Budget Paper 3 measure)	