



**Metropolitan Fire and
Emergency Services Board**

Community Resilience

Strategic Action Plan
2015–2018



Document Control

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Chief Officer's message



I am pleased to introduce MFB's 2015-2018 Community Resilience Strategic Action Plan.

As our community continues to change, we know we must continue to work with our communities reinforcing the importance of collaboration and shared responsibility with the aim of enhancing community resilience.

I am confident that the 2015-2018 Community Resilience Strategic Action Plan will give direction, define objectives and map out strategies to help build safer and more resilient communities and importantly it will lead to a safer working environment for firefighters.

MFB will continue to make an important contribution to building safer and more resilience communities, as it has strived to do for 125 years.

Peter Rau
Chief Officer

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Executive Summary

This document describes the planning framework and initiatives that will support the agreed objectives of the *MFB Plan 2015–18*.

Essentially, the change envisaged in the plan is that promoting and building community safety, which is currently not well understood or communicated effectively across the organisation, or to our partners and the community, will be adapted to deliver a more coherent strategic approach that is driven by corporate and government objectives and implemented through our established planning frameworks.

On the face of it, Community Resilience is relatively easy to describe. It means:

- Building stronger communities
- Making firefighters safer
- Working together for the better

But that only takes us so far. The relationship between any emergency service and the community is a complex contract of mutual obligations.

For the MFB, other agencies and the public, building stronger communities means changing some of the ways we interact. It means taking on and sharing risk; relying on each other to prepare for disaster proactively; exploring our personal and group capacity to respond in an emergency and then recover from its impact. MFB is good at doing these things. They're what we've trained long and hard to be good at, but the current situation is that for the past ten years or more the 'contract' has changed rapidly and there is a need for more active community contribution and collaboration to ensure resilience before, during and after an emergency.

For MFB, this strategy is the next step in our continued drive for safer and more resilient communities.

There are seven key actions, or programs, that will be delivered by the *MFB Community Resilience Strategic Action Plan 2015–18*:

- Action 1: MFB Firefighter Community Safety Notification Program
- Action 2: Victorian Emergency Risk Management System (VERMS)
- Action 3: Research strategic interventions to determine best practise in prevention
- Action 4: Develop, deliver and implement a Community Resilience Communication Package
- Action 5: Develop, deliver and implement improved community engagement and partnerships
- Action 6: Develop, deliver and implement improved alarm assessment outcomes
- Action 7: Research and advocate for Safety in the Built Environment

Together these deliver the capacity to drive enhanced community resilience through attention a planned suite of activities built on collaboration and shared responsibility.



MFB Community Resilience Strategy 2015-18: Introduction

The terrain is changing rapidly in emergency services. We operate in a world of multiple, complex events.

We have ‘new’ problems and issues to deal with, including climate change, terrorism, ageing populations, workforce diversity, technology change, population growth and so on. Of course these things are not new, but they seem to converge like never before, demanding attention and action.

The potential for more severe and disruptive disasters has caused Australia’s governments – both Federal and State – to develop disaster resilience strategies that focus not just on the immediate event but on preventing and preparing for emergencies and ensuring that in the aftermath of an event the community can recover quickly to be strong and healthy.

This document describes the planning framework and initiatives that will support the agreed objectives of the 2015-18 MFB Plan.

Essentially, the change envisaged in the plan is that promoting and building community safety, which is currently not well understood or communicated effectively across the organisation, or to our partners and the community, will be adapted to deliver a more coherent strategic approach that is driven by corporate and government objectives and implemented through our established planning frameworks.

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For the MFB, other agencies and the public, building stronger communities means changing some of the ways we interact. It means taking on and sharing risk; relying on each other to prepare for disaster proactively; exploring our personal and group capacity to respond in an emergency and then recover from its impact. MFB is good at doing these things. They’re what we’ve trained long and hard to be good at, but the current situation is that for the past ten years or more the ‘contract’ has changed rapidly and there is a need for more active community contribution and collaboration to ensure resilience before, during and after an emergency.

For MFB, this strategy is the next step in our continued drive for safer and more resilient communities.

Another priority will be to pull together the wide range of things that we currently do that improve community resilience and making them more effective, more integrated, and better known to both our own people and the community.

Part 1: Strategy

Broadly, any change of strategy is one of emphasis – from *community safety* to *community resilience*. Community safety is a term that encourages people to focus on stopping injury and death; and minimising destruction of property during fires and other disasters. There is nothing wrong with that, and we will continue to focus on it.

Community safety has always existed at MFB but an understanding of its impact and breadth has been lacking. It focused on ‘protecting the community’ but MFB never explained how the community was involved in that conversation.

Community resilience is slightly different. It encompasses the activity of prevention and response, but it extends the notion of service beyond these specific moments in time.

MFB people already do this routinely and effectively. We have the established PPRR acronym: *Prevention, Preparation, Response, Recovery*.

MFB seeks to continue to use this PPRR continuum but also seek to ensure those elements are enhanced and operate with a continuous improvement philosophy.

So what do we mean by community resilience and how is it different from what already happens?

Victoria’s approach to community resilience

Emergency Management Victoria (EMV) integrates Victoria’s emergency service activities where cross-agency and cross-boundary cooperation is needed.

The strategic vision of EMV recognises in its planning documents the increasing need to provide a broad service to the community; one that includes and strongly promotes prevention, preparation and recovery in equal or greater measure to the **response** part of the equation that has been so central to what we do.

The vision of the EMV is “*Safer and more resilient communities*”. MFB shares this vision and defines its purpose as delivering a world class fire and emergency service to Melbourne and Victorians.

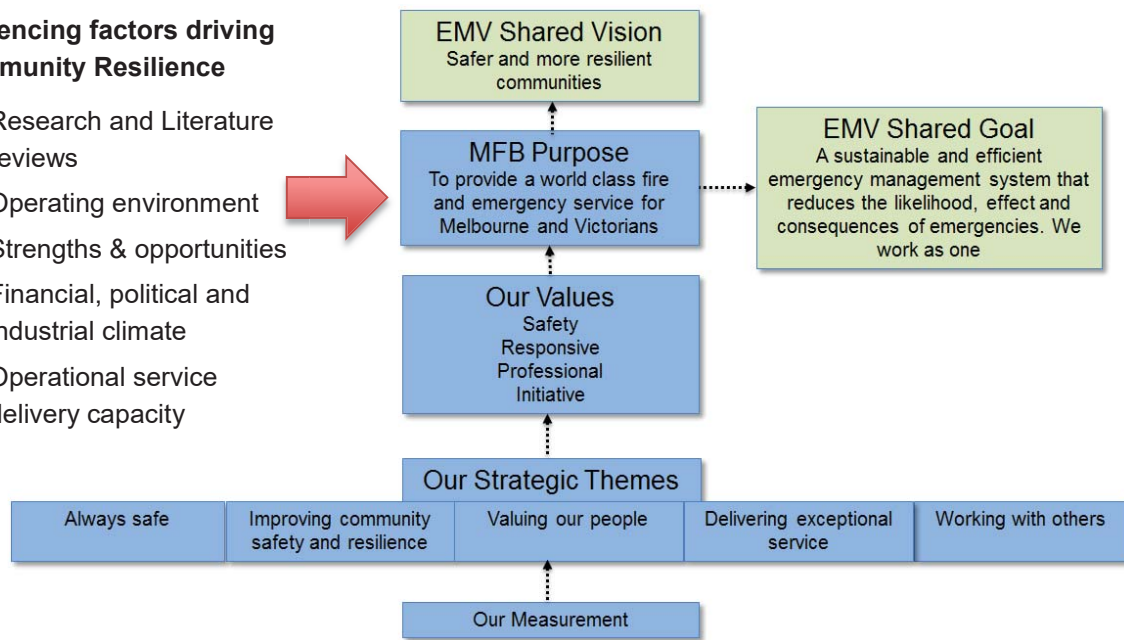
MFB’s approach to developing our Community Resilience Action Plan

A number of key factors have informed the way we’ve approached this plan:

- A comprehensive literature review of best practise in community resilience activities and actions
- An understanding and agreement about our operating environment and place in the sector both as a leader and contributor
- An understanding of our current strengths and opportunities for improvement, our desire for effectiveness and efficiency now and into the future
- The current industrial, financial and political environment
- Our immediate and long term operational capacity for acquisition and development of our frontline personnel

Influencing factors driving Community Resilience

- Research and Literature reviews
- Operating environment
- Strengths & opportunities
- Financial, political and industrial climate
- Operational service delivery capacity



The image of the MFB Strategic Framework above is the way the five Strategic Themes are presented as equal drivers of performance. That is not an accident: if something delivers exceptional service but doesn't contribute to safety, or devalues our people, or contributes to working in silos, then it should not be an operational or corporate priority. Similarly, this strategy plan argues that community safety and resilience should be front-of-mind just like the other themes. If it is not part what we are doing, why is it absent, and how can it be introduced as a measurable outcome of our processes?

Guiding principles of community resilience

The MFB Community Resilience Strategy puts forward the following argument, based on our collective sector approach, knowledge, and research that provides the supportive evidence, we can say clearly:

Our vision for all Victorians is a safer and more resilient community.

A safe community is aware of the environment and plays a role in its own safety and the wellbeing of others.

A resilient community works together with others to prevent emergencies from happening. If emergencies occur it is ready, survives and recovers quickly.

Communities are people who connect with each other in many ways: through culture, language, place, support and ideas.

The principles that underpin this include:

- *Dialogue and research* - we understand that communities are defined by many kinds of connections so we listen to our communities to understand their needs. Through that direct conversation we understand how our communities change and how we can best help them.
- *Awareness* - we understand what is going on in the community so we know the risks that they face. We assess and manage the challenges in partnership with those communities.
- *Assessment and capability* - we are experts in managing risk. Not only do we reduce fire and emergency risk, we also connect the best people and organisations in the community to reduce risk. We are capable now and into the future.
- *Connection and collaboration* - we work with many groups to make things better for the community. This includes each other, government, business, peak bodies and community service providers to ensure that members of the community are engaged, knowledgeable and strong.

What does success look like?

Community resilience leads to several measurable and valuable outcomes. Building the organisation's capacity and capability to develop resilience in the community puts MFB in a strong position for the future.

It creates benefits for our culture, leadership capability and performance as well as building the confidence of our stakeholders and the Victorian community.

Success occurs when people feel capable, confident and knowledgeable. For the community it has a range of characteristics:

- I, and those around me, know what to do to prevent emergencies and mitigate risk
- We are not 'takers', we are contributors who have a positive and relevant role to play
- We are partners with emergency services in a shared future where preparation, collaboration, high awareness and compassion are the norm, not the exception. We respect and value the expertise and commitment of emergency services people
- Our leaders are visible and connected, we know who to turn to and understand both what they will do, and what they need from us
- We understand risk as a collective concept that is dependent on group behaviour as well as individual. We look out for each other
- We see examples of how to plan, prepare, respond and recover that are relevant and realistic to our situation
- Above all, we take responsibility and we take action.

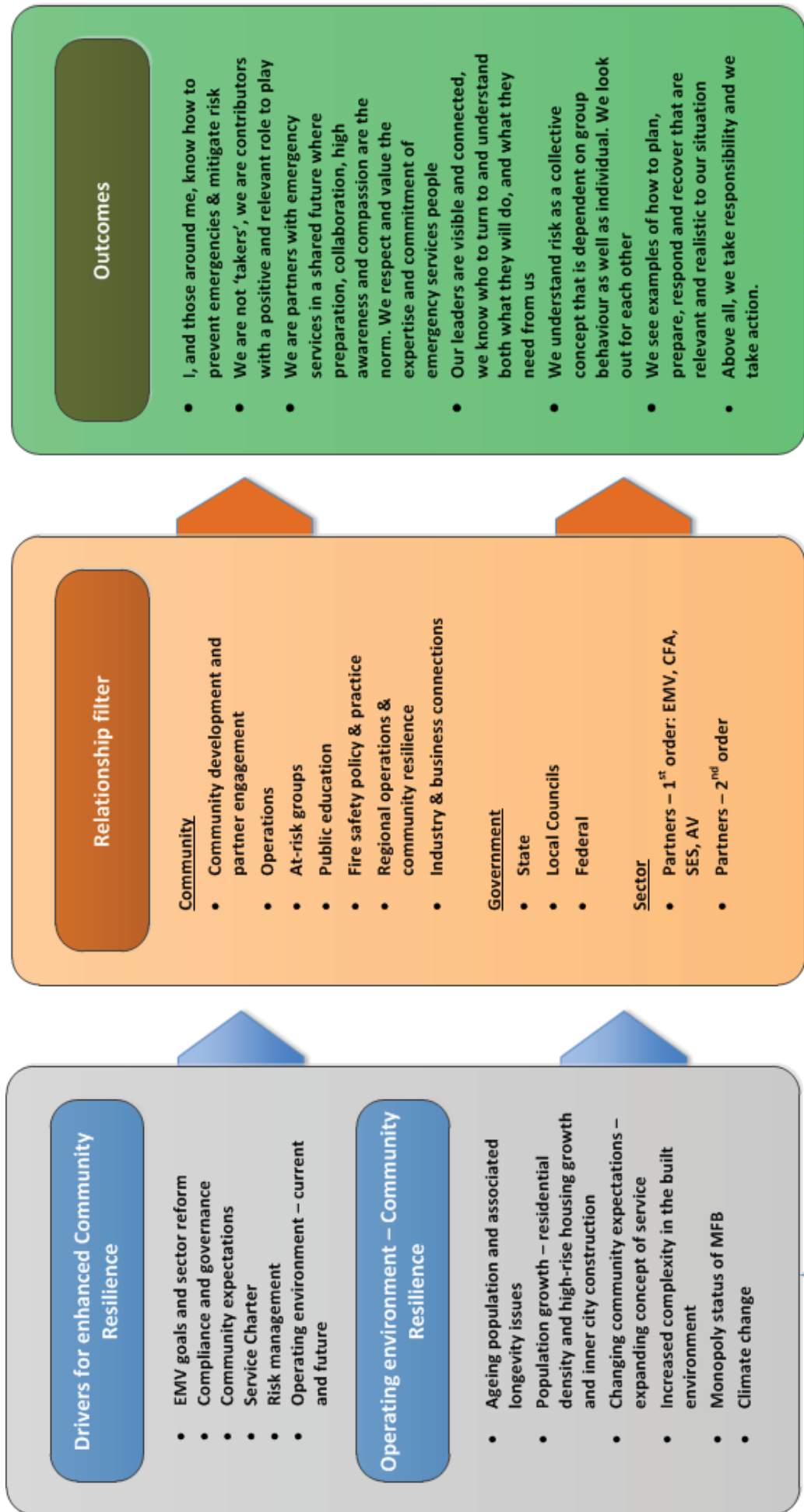
The detailed action plan that supports this strategy describes the types of measures and targets that can be applied to translate these characteristics into formal reporting on performance.

Within MFB, and the sector more generally, improved community resilience has a positive impact for individuals, teams and the organisation as a whole, including:

- Strong awareness of what we do and why, especially when things are changing around us
- Improved relationship with those around us
- Better links between strategy and operations
- Increased feedback from the community that helps us do our jobs

Sector resilience framework

This simplified graphic shows the operating framework for the Community Resilience program, that is the program of themes, actions and outcomes described in the next part of this paper. It focuses on three main areas: drivers and current environment; relationships affected, and outcomes.



Part Two Strategy to Action

Part One described the framework, themes and principles that go to make up the concept of Community Resilience.

This section describes the key Action areas that will enable us to take the strategy and convert it to action.

There are seven Action areas in the diagram below. They emerge from the MFB Plan 2015-18 and will be delivered over the three-year span of this Community Resilience Plan.

The Action areas described are interdependent, that is, they each are manageable separately in terms of project management and deployment, but in terms of impact and contribution to success, all are necessary and no individual action takes precedence. Together they form a holistic response.

Each Action connects with other activities in the organisation at many levels and in many ways. Success will require a high degree of committed sponsorship from our leaders and a determination to achieve system-wide change that drives benefits for the community, our staff and the emergency services sector of Victoria.

The positives will flow across all areas of the organisation at a time when the 'contract' we have with the Victorian public is shifting, and our licence to operate is under more scrutiny than ever.

Part 2: Action Planning

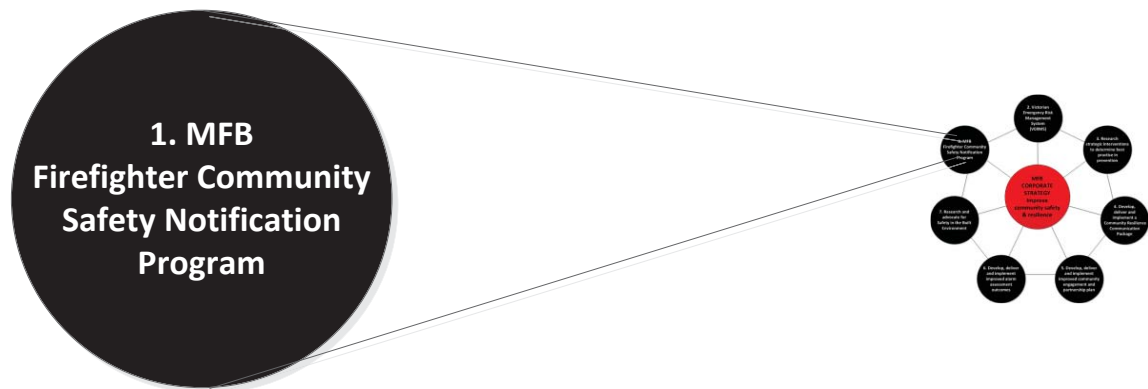
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Together these deliver the capacity to drive enhanced community resilience through a planned suite of activities built on collaboration and shared responsibility.



The following pages describe the detail of each action area including objectives, measures and KPIs.



Program objective

Build capacity at the local/fire station level to serve community members with the provision of fire safety information and report or notify internally of possible high fire or community risk.

Actions will increase the awareness of risks, decrease the likelihood of life safety incidents and build community resilience.

Strategic goal

By 2018 we aim to have MFB firefighters generate more than 10,000 fire and community safety notifications.

Actions

Once reported, fire and community risk notifications will be managed internally or when appropriate, triaged and reported to responsible external authorities and agencies.

These external notifications to authorities and agencies that are legally responsible for the provision of life safety services such as smoke alarms and other life safety equipment ensures MFB plays its part in meeting the needs of at risk groups such as the aged, people with disabilities and other general community members when placed at risk.

Principles

The notification process places the community risk with the responsible agency or authority.

MFB meets its legal, moral and community obligations to report risks and therefore reduces its own organisational risk.

MFB continues to provide support to agencies and authorities as required with limited financial and resource impact.

Supporting evidence

Identified at risk groups are generally attached to agencies and authorities with a responsibility to provide services under commonwealth funded packages.

The aged and those with disability are over-represented in fires and incidents.

The aged, very young, less educated, lower socio-economic and those with disability are less resilient and have less capacity to become resilient.

MFB Plan Key Milestones - Objective monitoring and reporting

Implement the initiatives from the Community Resilience (CR) Strategy.

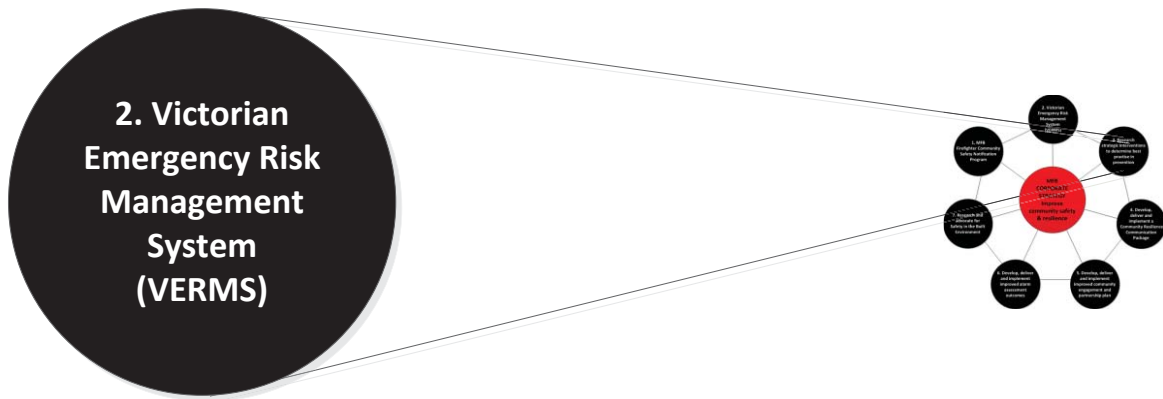
Develop firefighter CR training package.

KPI performance measure

KPI	Y1	Y2	Y3
<i>Increase firefighter-generated community and fire safety notifications</i>	3%	5%	7%

Responsible departments

Department	Action
<i>Operations and Community Resilience – Regions/ Districts</i>	Training and notifications
<i>Community Resilience Emergency Management</i>	Inspection, Triage and reporting
<i>Fire Safety Emergency Management</i>	Inspection, Triage and reporting
<i>Corporate Strategy and Performance</i>	KPI Reporting support



Program objective

Develop the VERMS software package that supports the delivery of standardised fire and hazmat risk assessment in the built environment for the State of Victoria.

VERMS and the associated built environment risk assessment process (V-BERAP) utilises MFB expertise to build capacity at local government level to identify and quantify built environment fire and hazmat risks and inform local planning process of current, new and additional treatments.

The built environment risk assessment process will increase the awareness of risks, decrease the likelihood of life safety incidents, increase effectiveness and efficiency of services at local level and build community resilience.

Strategic goal

By 2017 all Victorian LGAs will be able to access, operate and report on their built environment fire and hazmat risk in a consistent way.

By 2018 all Victorian LGAs will have participated in a built environment risk assessment process for structure fire and hazmat.

Actions

Determine and develop budget and establish milestones and project deliverables for the project.

Establish a commercial arrangement to develop a software package suitable for use across Victoria.

Develop and trial the associated built environment risk assessment process (V-BERAP) workshops with five pilot local government partners.

Principles

The built environment risk assessment process raises and places the community risk with the responsibility agency or authority.

MFB supports its partners in the identification and planning for fire and hazmat risk in their jurisdiction and therefore reduces its MFB risk.

MFB continues to provide support to its partners and increases its service to a broader community base.

Supporting evidence

Risk understanding increases community resilience.

MFB is the subject matter expert for fire and hazmat in the built environment.

Local government authorities fail to either capture or treat the risks in their jurisdiction.

Local government authorities fail to understand the fire and hazmat risks and treatments in their jurisdiction and therefore are ineffective and inefficient with their resources.

MFB Plan Key Milestones - Objective monitoring and reporting

Implement the initiatives from the Community Resilience Strategy.

Develop commercial arrangements and tender for software development.

Develop software package.

Develop and pilot workshop process.

EMV SAP project action G2

KPI performance measure

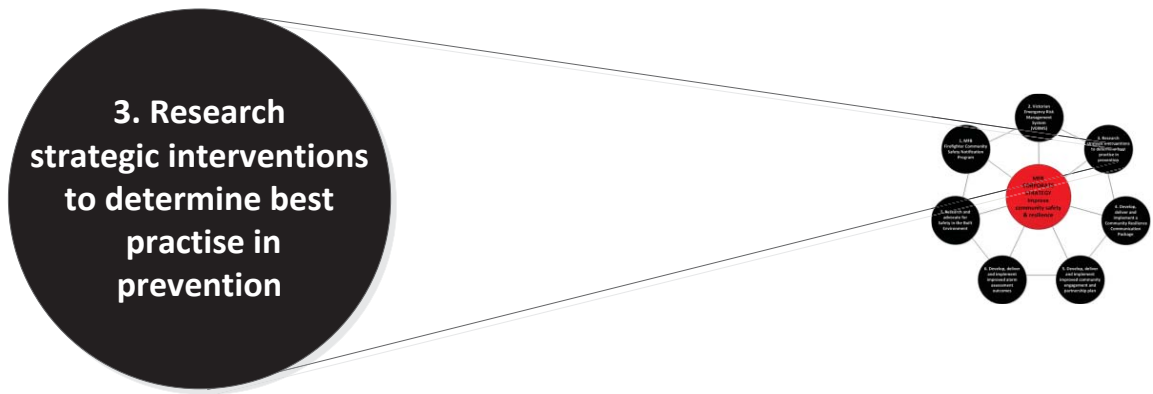
KPI	Y1	Y2	Y3
<i>*Nil – capital program (may be captured in “deliver community resilience education programs” KPI in year 2)</i>		95%	

Project performance measure

Project PM	Y1	Y2	Y3
<i>Develop commercial arrangements and tender for software development</i>	X		
<i>Develop, trial and operate software package in MD</i>	X		
<i>Develop and pilot workshop process and trial across all 5 pilots</i>	X		
<i>Develop and Deliver VERMS engagement plan for 78 municipalities</i>			X
<i>Roll out VERMS and V-BERAP across selected 40% of Victorian sites</i>		X	
<i>Roll out VERMS and V-BERAP across remaining 60% of Victorian sites</i>			X

Responsible departments

Department	Action
<i>Community Resilience Emergency Management</i>	Project lead, develop, tender, trial
<i>Operations and Community Resilience – Regions/ Districts</i>	Support trial process with LGAs
<i>ICS</i>	Support the development of the software package
<i>Contracts and Procurement</i>	Develop tender and contract



Program objective

Develop research that quantifies the value of prevention and preparedness activities for the MFB.

This research aims to determine the effectiveness of intervention, engagement and education programs and quantify the overall community cost savings of prevention activities.

Research recommendations should lead to increases in effectiveness and efficiency of services at local level and build community resilience.

Strategic goal

By 2018, MFB will be clear about its outputs and the outcomes it delivers and puts MFB in position to quantify all preparedness and prevention activities into the immediate and long term future.

Actions

Determine and develop budget and establish milestones and project deliverables for the research.

Establish partnership with fire service stakeholders to support the research.

Establish an arrangement with a research department to conduct the research (as per intent of the MFB Research Strategy).

Conduct the research and report on recommendations and build the policy positions into organisational communications.

Research, develop and publish a return on investment (ROI) statement and cost benefit analysis position for future investment in PPRR.

Principles

Investment in prevention reduces overall community costs.

Understanding and communicating the value of prevention actions contributes to community resilience.

Eg. By comparison, the health sector can clearly articulate the value proposition of primary care versus tertiary intervention (hospital stay or surgery). The MFB should be able to clearly demonstrate its prevention value proposition particularly with regard to building resilience.

Supporting evidence

Programs and activities delivered by MFB for safer community resilience.

MFB Plan Key Milestones - Objective monitoring and reporting

Implement the initiatives from the Community Resilience Strategy.

Develop research project arrangements.

Support, develop and deliver research.

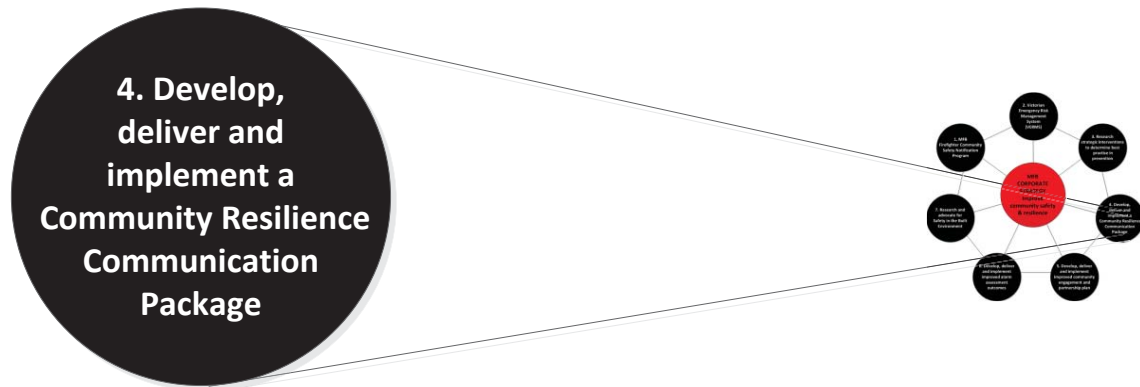
EMV SAP project action G7

KPI performance measure

KPI	Y1	Y2	Y3
<i>*Nil – research will support “Deliver community safety education programs” KPI</i>	93%	95%	97%

Responsible departments

Department	Action
<i>Community Resilience Emergency Management</i>	Project lead, develop, tender, trial
<i>Operations and Community Resilience – Regions/ Districts</i>	Support trial process
<i>Corporate Strategy and Performance</i>	MFB Research Strategy lead department



Program objective

MFB Community Resilience Communications Package

Strategic goal

By 2017 MFB will be recognised as an active partner in the sector and community, promoting and developing community safety and resilience through all of its actions.

By 2018 MFB will be recognised as an active leader and partner in the sector and community through our clear articulation of our contribution to community resilience outcomes.

Actions

Capture, development and implementation of a communications strategy that details all of MFBs contribution to community safety and resilience outcomes in a format that is relevant for all level of the organisations.

Principles

Shared understanding of MFBs contribution to raising the sector and community awareness of when and where MFB can contribute to building community resilience.

Understanding and communicating the value of prevention actions contributes to community resilience.

A raised level of understanding about roles and responsibilities across the MFB raises the level of community safety and resilience.

Supporting evidence

Organisations that can clearly articulate their mission, vision, goals and actions are better equipped to support their communities and improve organisational morale and outcomes.

MFB Plan Key Milestones - Objective monitoring and reporting

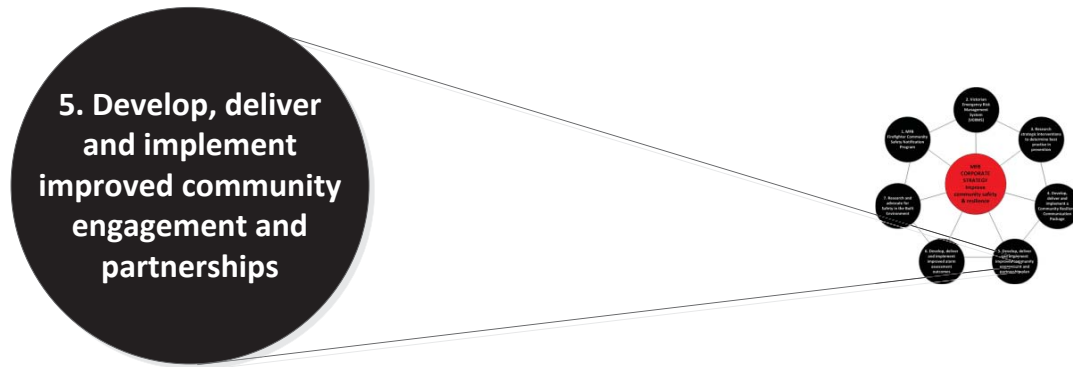
Valuing our people – influential leadership

KPI performance measure

KPI	Y1	Y2	Y3
<i>(Support for) Increase workforce engagement</i>	x		
<i>Develop and deliver package</i>	x	x	
<i>Refresh and re-deliver package as required</i>		x	x

Responsible departments

Department	Action
<i>Corporate Communications</i>	Lead, develop, publish, implement
<i>Community Resilience Emergency Management</i>	Supporting information
<i>Operations and Community Resilience – Regions/ Districts</i>	Supporting information
<i>Fire Safety Emergency Management</i>	Supporting information



Program objective

Working with our partners, MFB will contribute to the change in community engagement regarding planning for, response to and recovery from emergencies.

Strategic goal

By 2018 MFBs actions will have increased the awareness of risks, decrease the likelihood of life safety incidents and build community resilience.

MFB will better understand the needs and requirements of our communities.

Actions

Participate in and lead where appropriate, community planning activities.

Build plans with our communities to prepare for emergencies.

Include communities in incident response actions including Emergency Management Teams (EMTs).

Plan and implement better for recovery activities.

Principles

MFB continues to provide support to its partners including community and increases its service to a broader community base.

Communities that are included in planning, response and recovery are more resilience communities.

MFB is well equipped to support communities in the emergency management continuum.

Supporting evidence

Risk understanding increases community resilience.

Communities are prepared to support emergency management prevention, planning, response and recovery activities.

MFB Plan Key Milestones - Objective monitoring and reporting

Implement the initiatives from the Community Resilience (CR) Strategy.

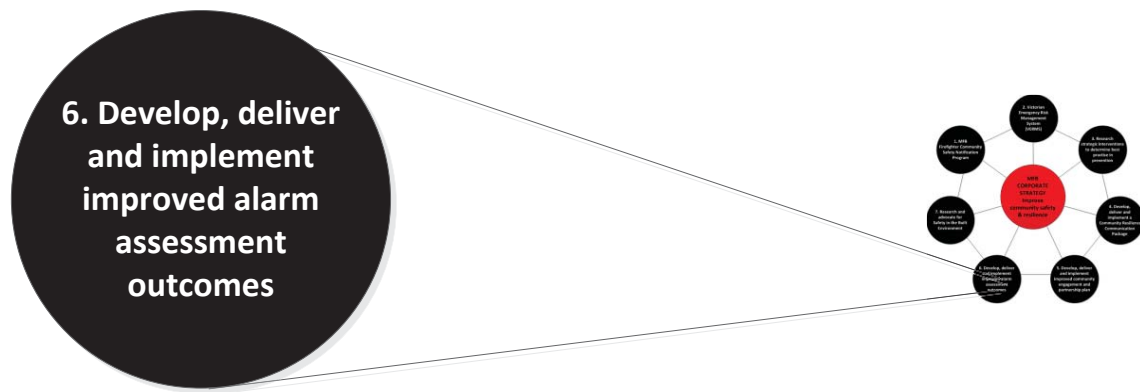
EMV SAP project action: Community Based EM planning

KPI performance measure

KPI	Y1	Y2	Y3
<i>Deliver Community Resilience education programs</i>	93%	95%	97%

Responsible departments

Department	Action
<i>Operations and Community Resilience – Regions/ Districts</i>	Lead, community engagement and community lead planning
<i>Community Resilience Emergency Management</i>	Supporting policy
<i>Fire Safety Emergency Management</i>	Supporting policy



Program objective

Working with our stakeholders, MFB will seek to change the behaviours in community by reducing the number of unwanted and unnecessary false alarms.

Strategic goal

By 2018, MFBs actions will have decreased the costs to community and the building stakeholders by increasing the understanding of the impact of unwanted false alarms and decreasing the likelihood of those false alarms.

Actions

Revise the Alarm Assessment Department operating model to include a strategic goal and plan.

Develop principles of operation and actions, KPIs and targets while paying respect to the MFB’s legislative requirements.

Develop systems and processes that interrogate false alarm data that supports vital trend analysis.

Principles

MFB supports its stakeholders including building owners and tenants to reduce their impacts on community including financial costs and risks associated with response.

Any reduction in false alarms creates additional capacity for MFB to utilise in other community prevention, response and recovery activities.

Responding emergency services appropriately reduces complacency in communities.

Human factors are present in the majority of systems generated calls

Supporting evidence

MFBs own audit of the Alarm Assessment department identified significant financial cost savings could be made by MFB and community stakeholders without reducing or impact on community safety.

Research supports the audit view that financial penalties are not having an impact on the stakeholders and they are in effect building the cost into their maintenance plans.

MFB Plan Key Milestones - Objective Monitoring and Reporting

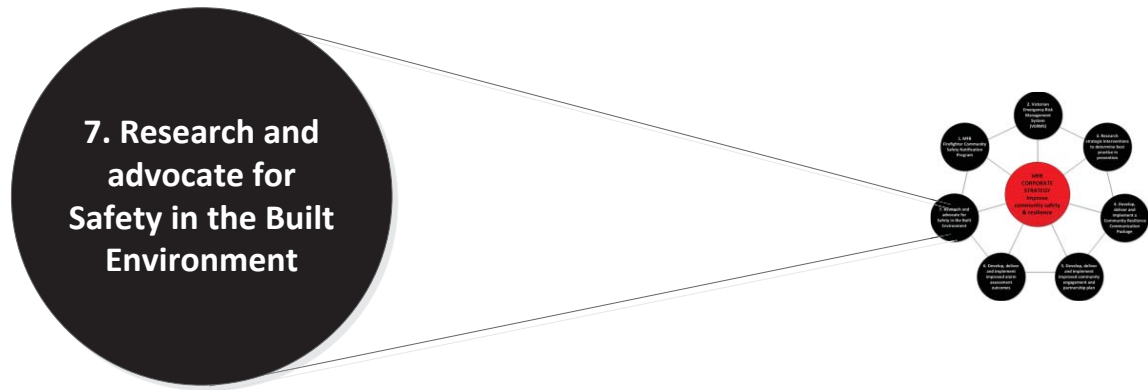
Implement the initiatives from the Community Resilience (CR) Strategy.

KPI performance measure

KPI	Y1	Y2	Y3
<i>Implement a project to renew the department</i>	X		
<i>Reduce unwanted false alarms across the 20 highest volume stakeholders</i>	5%	10%	15%
<i>Complete stakeholder education programs as planned with 50 highest volume stakeholders</i>	90%	95%	98%

Responsible departments

Department	Action
<i>Community Resilience Emergency Management</i>	Project Leader
<i>Alarm Assessment</i>	Project support and team
<i>Business Assurance Department</i>	Project advisor



Program objective

Working with our stakeholders, MFB will continue to lead the sector and advocate for safer buildings and effective and efficient fire safety systems.

Strategic goal

By 2018, MFB will have reconfirmed its continuous commitment to fire safety in the built environment and have clearly articulated its position on firefighter and community safety.

Actions

Captured, developed and communicated its fire safety objective

Established formal relationships and operating models with relevant sector and other agencies

Reconfirmed departmental priorities to confirm effective and efficient operations.

Principles

“Business as Usual” delivers future proofing in our environment.

Shared understanding the built environment safety measures raises risk awareness.

Systems in the built environment make a contribution to firefighter and community safety and resilience.

Understanding and communicating the value of prevention systems contributes to community resilience.

Supporting evidence

The fire safety intervention model delivers consistent reduction in fire related injuries and property damage.

The introduction of compulsory fire safety intervention/ systems reduces the impacts of fire and other emergencies

MFB Plan Key Milestones - Objective monitoring and reporting

Always Safe
Improving community safety and resilience
Continuous improvement
Working with others

KPI performance measure

KPI	Y1	Y2	Y3
<i>Complete activity review and output audit</i>	X		
<i>Strengthen reporting and notifications</i>	x		
<i>Implement required changes</i>		X	
<i>Develop strategic position and communicate</i>	X	X	X

Responsible departments

Department	Action
Fire Safety Emergency Management	Project leader
Community Resilience (EM and Regions)	Project Support
Media and Communications	Project support/ development

Conclusion

This Community Resilience Strategic Action Plan will take us forward for the next three years through a series of staged and integrated activities that sync well with current MFB initiatives in the area.

As the seven key actions are ramped up and deployed, we will be continuing with existing community-based initiatives, but the emphasis of the plan is to integrate, organise and better manage existing community-based programs, some of which are *ad hoc* and of uncertain benefit. In this way we will be able to meet our own objectives and the reform objectives of the EMV Strategy.

This plan will enable us to apply the same rigour and evidence-based approach that guides our other business planning and performance measurement.

The plan is designed to link powerfully with the current three year MFB Strategy, especially in relation to the interdependent themes that drive action. Its fundamental strength is that it will allow us to take a more systemic, more holistic approach to building links with the community.

The next period will be one in which a number of the assumptions that have been bedrock for the past 125 years are tested and reshaped.

It will be an exciting period. One that MFB will come out of stronger, more resilient and more agile and better place to work with our communities.

Appendix 1: Current MFB community-based initiatives – BAU

At Risk Group	Treatment Program	Program Type
First year primary school	Fire Ed for Preps	Fire safety education program for students in Grade Prep in Primary Schools. Teachers & families of children are secondary groups.
Grade 5 & 6 Primary school age	Fire Ed for Upper Primary	Fire safety education program for students in Grade 5 & 6 in Primary Schools. Teachers & families of children are secondary groups.
Students who attend Special Schools	Fire Ed for Special Ed	This is a program designed to address the needs of students who live with an intellectual disability. Many of the concepts taught are similar to those in Fire Ed for Preps
Secondary school students who attend English Language Schools and English Language Centres	FLAMES for English Language Schools and English Language Centres	Home fire safety familiarisation program, whilst engendering trust in Firefighters and providing a vehicle to practise their English language skills. Teachers & families of children are secondary groups.
A program for early primary school to 17-year-olds who have displayed inappropriate fire behaviour	Juvenile Fire Awareness and Intervention Program (JFAIP)	Education / intervention program to modify inappropriate fire behaviour through raising their fire safety awareness
All youth justice clients and staff in Victoria's Youth Detention centres	Juvenile Justice Fire Safety and Hazard Education	Hazard and safety education for all youth justice clients and staff in detention centres. To provide fire safety life skills for clients on release.
Year 11 students in participating schools	Road Safety - Fit to Drive (Category 3 Educational Program)	Road Safety Education delivered as a component within the community based Fit to Drive Program. Involving group discussion and debate on the risks, consequences and decision making choices for road safety.
Community – Australian and International students living independently in the Metropolitan District	Post-Secondary and tertiary Student Fire Safety Program	Home fire safety messages and localised campaigns for – International students and Australian students living independently in Melbourne, Landlords & accommodation Managers. Class 1B & 3 (illegal boarding house) Project which identifies Class 1 properties used by students

Appendix 1: Current MFB community-based initiatives – BAU

At Risk Group	Treatment Program	Program Type
Active senior Victorians living independently in their own homes	Seniors Fire Safety Program	Provide fire safety presentations for senior Victorians living independently in the community.
Adult recent arrivals to Australia (studying English)	FLAMES for adult migrants	Home fire safety familiarisation program for adults and teachers attending Adult Migrant Education Programs includes at AMES centres and other locations.
Aged Community People who are older have a disability, mental illness, public tenants, children, young adults, veterans etc who require support from a community based agency	Basic Home Fire Safety for HACC and other home stay communities – Home and community carers program	Information is included in the sectors accredited training packages for 49 separate qualifications for community workers undertaking training via the Community Services Training Packages. The Basic Home Fire Safety Training Materials (Learning Resource, User Guide, and Trainer Manual)
Aged Community and disability care clients	Smoke Alarm Buyers Group	Collective buyers group including LGAs and care providers to maximise buying potential for long life 10 year tamper proof smoke alarms.
All Victorian Communities	Fire Safety Campaign – Home Fire Safety (home Fire Safety)	Promote home fire safety practices for the community to adopt during the highest residential fire risk period of the year
All Victorian Communities	Fire Safety Campaign - Change your Clock, Change your Smoke Alarm Battery	General education program for Victorians to change the batteries in their smoke alarms annually before the start of winter and that only working smoke alarms can save lives
All Victorian residents & Businesses	MFB Summer Fire Safety Readiness Plan	Focus on fire safety issues associated with managed parklands, reserves in the MD and community travelling into rural bush areas in the summer season Includes inspections by Operational crews and media campaign
All Victorian Communities	Integrated Fire Management Planning	State regional and local government planning program focusing on fire and emergency with the aim to integrate all agencies planning and prevention programs
Communities abutting MD managed reserves and urban fringe areas	Operational summer fire season preparedness plan	Education, engaging, pre-planned prevention activities and response actions for specific reserves and managed parks and grasslands

Appendix 1: Current MFB community-based initiatives – BAU

At Risk Group	Treatment Program	Program Type
Individuals living in or adjacent elevated fire risk properties	Hazard Abatement Program	Fire station inspections of identified properties, exposures and joint MFB/Council reserve inspections.
Children and teenagers with disabilities and illness	Variety Club Christmas Party	Promotion of the MFB, home fire safety messages to carers and families
Owners, managers and employees of any business	Workplace Emergency Management	Emergency management training in: extinguisher, hose reel, wardens, chief wardens, introduction to & writing emergency management plans and Consultancy on Emergency Management planning
Owners, managers and employees of any business (capped)	Workplace Emergency Management Manual – Online Tool	WEMM online Tool - a web based tool that can be used by Small to Medium Enterprises to develop their own emergency management plans unique to their needs
Industry & the Community – Built Environment	Safety enforcement - Legislation Guidelines and Regulations	<p>Advocacy to ensure that:</p> <ul style="list-style-type: none"> • Comprehensive emergency plans are in place • An effective Emergency Information Book is compiled. • MFB guidelines are considered. • Joint inspection programs with Work safe, EPA, and CFA. <p>Comment/input into Acts, Regulations, Codes of Practice, Australian Standards and Industry</p>
Industry & the Community - Transport	Safety enforcement - Legislation Guidelines and Regulations advocacy	Written advice and Recommendations provided in accordance with Acts, Regulations, Codes of Practice and Standards
Industry & the Community – built environment	BCA Advisory Notices	Assessing and commenting and written advice on applications for variations or modifications to the Building Regulations E.g. Comments to Building Appeals Board on building modifications.
Industry & the Community – Health Care	Hospital Fire Safety -Accreditations	Fire Safety Audits carried out at healthcare buildings.

Appendix 1: Current MFB community-based initiatives – BAU

At Risk Group	Treatment Program	Program Type
Industry & the Community – Place of Public Accommodation	Hotel Fire Safety Accreditations	Fire Safety Audits carried out for the accommodation industry
Community/ Industry	Product Fault Identification & Recall	Identify common faults occurring in products and initiate a process for rectification
All Victorian Communities	Major Event emergency management Planning and Coordination	Event Emergency management planning and coordination – White Night, AFL grand final Melbourne F1 GP other major events
Community - Major Infrastructure/ community and public assets	Preplanning Risk Profiling for Identified Hazards/ Risks (e.g. Hospitals, Shopping Centres, Prisons)	Emergency management planning and exercises, Site Information Worksheets, Inspections, Drills, MOUs, SLAs,
Communities	Local and regional emergency management planning activities - MEMPC/MFMPC/ CERA/ IFMP processes/ forums	Integrated Emergency management planning E.g. Development of relevant local pre and post event/ incident management plans
Communities	Recovery Planning	Integrated Emergency management recovery planning E.g. Development of relevant post event/ incident management plans with community agencies. Includes membership of SCRC Relief and Recovery Sub Committee
Firefighters/ Community	High Risk Intervention Program – Hoarding	Specific mitigation strategy and actions for identified extreme fire risk group – residential hoarding
Firefighters/ Community	High Risk Intervention Program – Illegal Boarding Houses	Specific mitigation strategy and actions for identified extreme fire risk group – illegal boarding houses class 1B and 3
Firefighters/ Community	High Risk Intervention Program – Non compliant Nightclubs/ assembly areas	Intervention program to identify and mitigate elevated public assembly risk
Firefighters/ Community	High Risk Intervention Program – Non registered dangerous goods sites	Intervention program to identify and mitigate elevated dangerous goods storage and handling risk

Appendix 1: Current MFB community-based initiatives – BAU

At Risk Group	Treatment Program	Program Type
Communities – Diverse (CALD)	MFB Multicultural Liaison Officers	Intervention and engagement program to identify and partner with other agencies to mitigate elevated fire safety risks
Community	Operational Response - state	Provision of response resources to the state – includes - Strike Teams / Taskforces, Specialist IMT/EMT roles and administrative support, regional FCT and RFMT
Community	Cause and origin fire investigation and analysis	Delivery of a formal Fire Investigation qualification, Evidence Storage
Community/ Industry	Australian Standards Committees	Involvement on Standards committees to set/modify Australian Standards for products
Community	Burns Prevention Education	Network partnership sharing information across agencies for the benefit broad community
Community – Local and Regional Public Housing	Capital Management Guidelines	Reduction of home risk through building intervention in owned, operated and funded <i>Office of Housing</i> residences
Community – Public Transport	Rail Sector Fire Program	Enhance rail safety through analysis of fire data for emergency planning
Community – Local residential at risk	InFlame – Mailout and social media messaging	Delivery of relevant fire safety messages by mail (with additional social media feeds) to residential properties in immediate areas/ streets (up to 300 mtrs) surrounding 2 nd alarm or > fires within 72 hrs of the event
Community -Boating/ Marine safety	Boating/ Marine safety advocacy	Advocate with Transport Safety Victoria for fire safety education in licence testing