

**Kirra Vanzetti**

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**From:** GLENN, William [REDACTED]  
**Sent:** Thursday, 29 June 2017 8:46 PM  
**To:** LCSC  
**Subject:** Submission from Commander Will Glenn  
**Attachments:** To the Fire Services Reform Bill Committee.docx

To the Fire Services Reform Bill Committee,

My Name is Will Glenn and I have been a professional firefighter in the Metropolitan Fire Brigade (MFB) for 33 years. I currently hold the rank of Commander. My specific job description is Operations Commande Reliever on A Platoon which gives me exposure to all MFB stations across the 5 Districts. I have also spent time as a firefighter and officer in Central, Northern and Western Districts. I spent my first 30 years living in both MFB and CFA areas until I moved to a small coastal town on the Bellarine Peninsula. I have had enough experience in all of these locations to make me very proud of the great service and professionalism we (MFB) have been able to provide to the community we have looked after at all times.

I believe that the current emergency response arrangements don't provide the best service delivery model for communities across Victoria, particularly to those on the urban/rural response interface and the larger regional areas and living in these areas I have had real experiences to know that the current model can be deeply flawed. My own home will remain in CFA area under the new proposed model and I am well aware that the nearest second appliance that will be able to respond to my home will take a minimum of 16minutes. I can only hope that the first responding appliance can find a crew and are not at another fire/incident or other emergency. After having a heart attack in 2017, I am also very much aware of the value that the community within the MFB area receives with the Emergency Medical Response program where the MFB assists Ambulance Victoria and that my current home will mean I can only rely on the ambulance service which can be anywhere from 12 to 30mins away in the best case scenario. If someone has a similar heart attack in the MFB area or hopefully in the future in the Greater Melbourne urban area or large city like Geelong, Bendigo or Ballarat can expect to have an ambulance or firefighter in less than 7mins.

Under the proposed new legislation, Fire Rescue Victoria (FRV) will transition to 82 stations and 2800 career firefighters. FRV will still work beside CFA brigades; co-located rather than integrated. A guaranteed response will be provided 24/7 52 weeks a year which will include an Emergency Medical Service response capability to support Ambulance Victoria in areas that FRV will service.

If I could take you back 33 years to when I started with the MFB and show you the fringe areas of the MFB and how much of it was paddocks, small farms and satellite cities. These areas have now moved ahead at a rapid pace and are full of dense housing, industrial estates and an ever increasing number of high rise buildings.

Community expectations have changed and fire service reform is essential to ensure the community is provided with a contemporary service delivery model. It must reflect the changing demographics of communities and risk profiles of the areas in which they live. This is particularly evident in the growth corridors surrounding Melbourne and the larger regional areas. The proposed reforms will provide flexibility within legislative framework to allow the FRV footprint to expand to meet the changing needs of the community as the risk profile changes.

I would ask that you support the restructuring of Victoria's fire services and ensure Victorian communities are protected as the emergency services sector continue to meet best practice, whilst battling the challenges of population growth, urbanization and changing community expectations and participation.

**Will Glenn | Operations Commander Eastern District A Platoon**  
**Metropolitan Fire and Emergency Services Board**

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Please feel free to contact me regarding my submission on 0418429475

Regards,

Will Glenn. Commander Metropolitan Fire and Emergency Services Board.