



NSW RURAL FIRE SERVICE PLAN 2014 - 2021 (2016/17 UPDATE)

Our vision: To provide a world standard of excellence in the provision of a community-based fire and emergency service

Our mission: To protect the community and our environment we will minimise the impact of fire and other emergencies by providing the highest standards of training, community education, prevention and operational capability

Our Members: comprise 74,516 volunteers and 849 staff that collaborate to deliver our community-based fire and emergency service (as at 2014/15 Annual Report)



1. People Property and Environmental Protection

1.1	All levels of leadership provide effective emergency management
1.2	Effective people and property protection programs
1.3	Sustainable environmental protection practices
1.4	Timely and relevant information and warnings

2. Coordinated Bush Firefighting and Prevention

2.1	Policy and planning frameworks to lead coordinated bush firefighting and prevention
2.2	Mitigation works, hazard reduction and community engagement are prioritised in line with risk plans
2.3	Effective performance and measurement of prevention, mitigation and bush firefighting strategies

3. Community Resilience

3.1	Communities in bush fire prone areas act on their understanding of the shared responsibilities of resilience
3.2	Empowered communities take action based on informed decisions
3.3	Risk based land use and planning arrangements, programs and resources

4. Our Members

4.1	Safe, supportive and inclusive culture and practices
4.2	A diverse, flexible, adaptive and sustainable Membership that is representative of the community
4.3	Informed, engaged, capable and valued members

5. Organisational Capability and Sustainability

5.1	Resource allocation model based on enhanced risk profiles
5.2	Organisational capability anticipates and responds to service delivery requirements
5.3	Effective leadership, governance and business systems

6. Partnerships and Collaborations

6.1	Influence the emergency management direction through partnerships
6.2	Partnerships and collaboration are identified and pursued
6.3	Business and sponsorship opportunities generated with the commercial sector

Outcomes

O1	Communities are enabled to share responsibility for fire preparedness, prevention and actions during fire activity
O2	Enhanced Bush Fire Risk planning, leading to improved treatment strategies
O3	Improved intelligence gathering for detection, response and community warnings
O4	The NSW RFS membership better reflects the local community
O5	Members are better able to meet the needs of the community
O5.1	Members are better able to meet governance and government requirements
O6	The NSW RFS has fit for purpose systems and infrastructure
O7	Improved emergency service outcomes through partnerships and collaborations

Strategies

S1	Manage the expectations and capability of the community, volunteers and staff for improved levels of awareness and readiness to act
S2	Continue to employ technology and systems that meet organisational needs
S2.1	Continue to manage and quantify risks to improve community safety
S3	Continue to develop data collection and management tools, intelligence gathering and forecasting capability for evidence based and opportunistic decision making
S4	Continue to improve organisational diversity through inclusive and flexible membership ensuring the volunteer culture remains core to our business now and in the future
S5	Continue to engage in a broad range of member training and development, increasing adaptability to unfolding events
S5.1	Continue to develop and implement organisational health and safety programs that improve the health, safety and wellbeing of our members
S5.2	Continue to increase knowledge and awareness of NSW RFS governance arrangements
S5.3	Use new and existing infrastructure, technology and systems to increase efficiency and effectiveness
S6	Use compliance controls to ensure good governance, including the management of corporate and operational risk
S6.1	Further increase accessibility, usage and integrity of organisational data through greater co-ordination and integration of data management systems and processes
S7	Continue to engage in effective collaborations within the organisation, with other agencies, local communities, local, national and international governments

Key Actions (2016/17 update)

A1	Update NSW RFS Community Engagement Strategy
A2	Define Bush Fire Risk Plan models and processes
A2.1	Meet government hazard reduction and mitigation election commitments
A2.2	Commence enhanced strategic Fire Trail Program
A2.3	Finalise the review of Bush Fire Environmental Assessment Code
A2.4	Finalise Planning for Bush Fire Protection
A3	Connect seven additional districts to the centralised dispatch system
A3.1	Enhance public information and warnings display on NSW RFS website
A3.2	Establish a mobile surface weather and upper - air observational capability to enhance fire weather intelligence
A4	Complete 2016 - 2021 Next Generation Workforce Plan 2016/17 Key Actions
A5	Expand the Operational Officers' Program to include Level 4
A5.1	Complete 2016 - 2021 Health and Fitness Initiatives Plan 2016/17 Key Actions
A5.2	Implement an enhanced complaints management system
A5.3	Enhance the Community First Responder Program in consultation with NSW Ambulance
A5.4	Ensure systems are enhanced to accommodate changes and improvements, including those related to emergency procurement, changes in funding arrangements and local government reforms
A5.5	Enhance procurement processes through training members in areas including category and contract management
A6	Complete two Remote Area Fire Fighting Training Centres during 2016/17
A6.1	Continue to pilot the use of Large Air Tankers assessing their applicability in NSW
A6.2	Develop and plan the implementation of a 2018 - 2023 Station and Fire Control Centres Strategy
A6.3	Commence the rollout of the next generation of Bush Fire Personal Protective Clothing
A6.4	Implement the GUARDIAN system to manage information regarding bushfire risk mitigation activities
A6.5	Secure lease and draft design for new NSW RFS Headquarters
A6.6	Consolidate NSW RFS ICT requirements and plan for integrated systems
A7	Develop a NSW RFS sponsorship framework and policy
A7.1	Review all aspects of current operational Memoranda of Understanding
A7.2	Actively engage in the National Fire Danger Ratings Project

Our Values

Mutual Respect

Adaptability and Resourcefulness

One Team, Many Players, One Purpose

Integrity and Trust

Support, Friendship and Camaraderie

Community and Environment

Knowledge and Learning