



SERVICE DELIVERY ASSURANCE PROGRAM - PREPAREDNESS MANUAL

June 2015



Service Delivery Assurance Program - Preparedness Manual

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Effectiveness Statement

These preparedness standards are effective from June 2015
and replace all previous Service Delivery Preparedness Program documentation

Introduction to the Service Delivery Assurance Program - Preparedness Manual

Defining Service Delivery Preparedness (SDPP)

The Service Delivery Preparedness Program (SDPP) purpose is to assess the organisation's readiness, gather examples of best practise and identify key issues. The key principle of the program is to concentrate on assisting the performance improvement cycle and for the F&EM Performance Improvement team to facilitate statewide consistency based on actions from the visits.

This document is not exhaustive of the requirements to be delivered at District, Region and State level. It is intended to audit the areas contained within relevant sections. It is also important to note that for simplification purposes those requirements that are the accountability of the Region and/or District but data is held at State level, appears in the corporate section and is gathered from the central source.

Assurance Process

As seen in Figure 1, the program consists of Deputy Chief Officer's (DCOs), in conjunction with Operations Managers, Operations Manager - Regional Commanders, Manager's Community Safety and Assistant Chief Officer's undertaking discussions regarding preparedness of Regions/Districts during the annual Service Delivery Preparedness Program visit. This Assurance process will be overseen by Performance and Assurance. Performance Improvement will observe the review of Actions. Prior to these visits, Operations Managers and other respective functional managers are encouraged to undertake a self-assessment, against the detailed requirements contained in this manual. In addition, CFA Headquarters Teams will provide Performance Improvement with information relating to the activities that they undertake directly related to preparedness.

The assessment of preparedness is against the requirements contained within this manual. Where preparedness does not meet the specified criteria, the relevant Operations Manager, Operations Manager - Regional Commander and Assistant Chief Officer will develop an action plan for Regions and Districts. At the conclusion of the Program, the inspecting Officer (DCO) will provide an appraisal to the ACO of the actions and outcomes of the audit. Performance Improvement will complete this for Headquarters Teams. This information from Districts and Regions is combined with that from Headquarters to provide a statewide snapshot, which is then provided to the Chief Officer.

Improvement Process

Performance Improvement will work with the OM's post the assurance process until November to assist in the implementation of agreed actions to address shortfalls from the assurance audit.

Amendment and Review

Annually in April – June, the program will be reviewed based on the feedback and outcomes of the previous year's program and any changes in doctrine. Performance Improvement will review the manual and send out a draft version to the Service Delivery Preparedness Program Workgroup for comment. Feedback will be consolidated and the manual will go through a final review by Performance Improvement, Executive Manager Community Capability and DCO's before going to the Chief Officer for endorsement and distribution.

SDPP Intranet Site

The Service Delivery Preparedness Program intranet page is located at ***Fire & Emergencies > Performance Improvement > Ops Preparedness > Service Delivery Preparedness Program.***

This site is set up as an easy and efficient way to locate standards and best practise examples referenced in this manual.

Workgroup

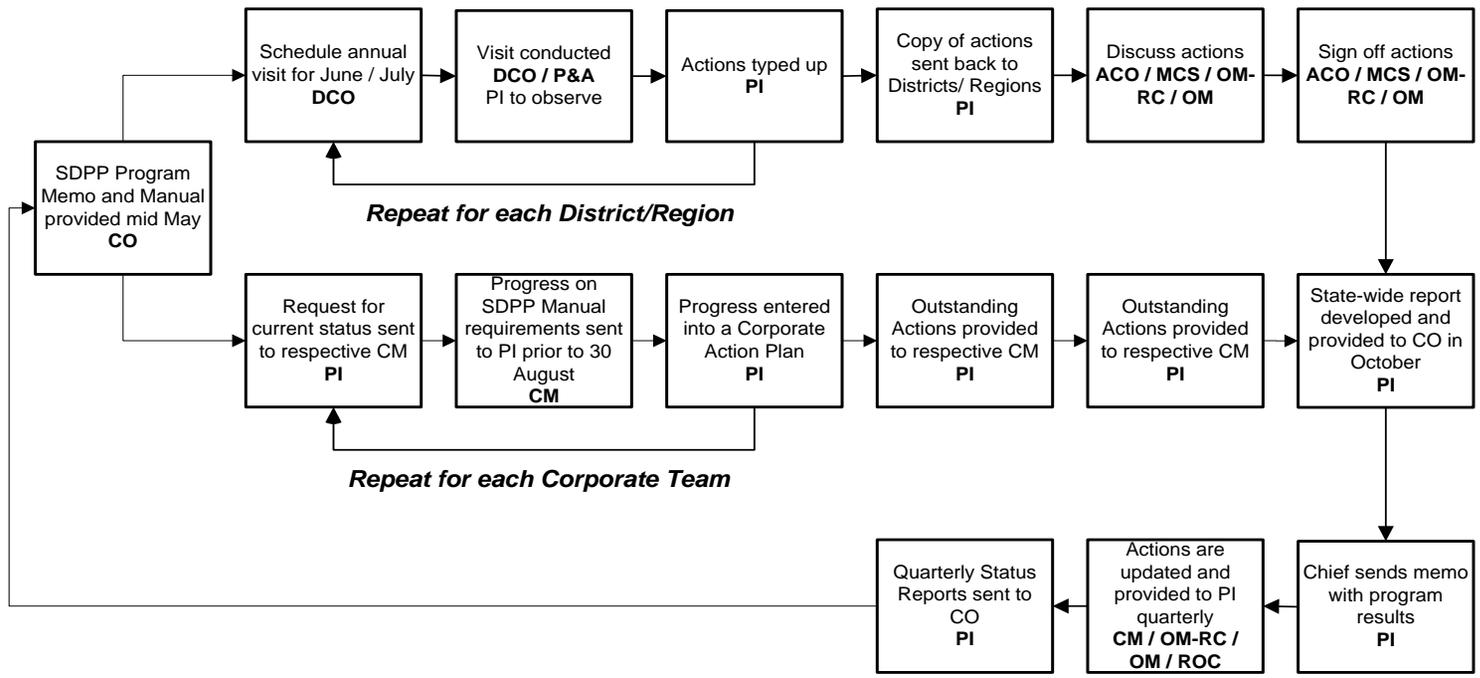
A workgroup has been formally set up to assist the program to develop interim standards where these do not already exist.

POISTED

The manual has been updated to follow the Chief Officer's POISTED categories: Personnel, Organisation, Information, Support/Systems, Training, Equipment, and Doctrine.

CFA / DSE Cooperative agreement November 2012

The CFA-DSE Cooperative Arrangement November 2012 remains in effect until November 2017. Whilst DSE has undergone two departmental name changes since signing the document, advice from CFA's legal team indicated that as the content and intent of the Cooperative Arrangement has not changed there isn't a need to revise the Arrangement between the parties based on name/doctrine changes.



Key

Chief Officer (CO)	Deputy Chief Officer (DCO)	Corporate Managers (CM)	Performance & Assurance (P&A)
Assistant Chief Officer (ACO)	Manager Community Safety (MCS)	Operations Manager - Regional Commander (OM-RC)	
District Operations Manager (OM)	Regional Operations Coordinator (ROC)	Performance Improvement (PI)	

Figure 1: SDPP Process

DISTRICT

Introduction This category deals with the preparedness of CFA at the District level.

Elements Elements of preparedness for CFA Districts are outlined below. The standards for each of these elements can be found on the page indicated.

Element	See Page
PERSONNEL	Page 7
ORGANISATION	Page 7
INFORMATION	Page 9
SUPPORT/SYSTEMS	Page 10
TRAINING	Page 10
EQUIPMENT	Page 10
DOCTRINE	Page 10

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
PERSONNEL			
Gaps in IMT Capability Planning (including DCC staffing) have been identified and planning to resolve is in place to enhance capability	<p>Chief Officer requirement: ensure plans to resolve gaps are in place and consider multi-agency options.</p> <p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA states “create and explore opportunities both jointly and individually to develop trained, accredited and experienced teams and individuals to meet the fire and emergency management capability requirements of the agencies”</p>	<p>Planning for IMT capability gaps to be sighted</p> <p>Evidence of documented actions to address the gaps</p> <p><i>Optional: Explored opportunities for multiagency options</i></p>	
There are sufficient personnel to operate the DCC and a roster is in place	<p>Chief Officer’s Requirement: A minimum of 48 hours without support from outside the Region Able to undertake activities associated with operational Command and Control as required.</p>	<p>Plan sighted and checked for currency and capacity</p> <p>Evidence of meeting the Chief Officer’s Requirement within the plan</p>	
HR planning allows for sufficient specialist roles in the District	<p>Chief Officer’s Requirement: Specialist response capacity can be maintained for two consecutive days, including night shift. State capacity is beyond this.</p>	<p>Plan sighted and checked for currency and capacity</p> <p>Evidence of meeting the Chief Officer’s Requirement within the plan</p>	
Level 3 personnel have been endorsed/accredited by the Chief Officer and this endorsement has been communicated to those personnel	<p>Annual endorsement/accreditation of Level 3 personnel completed by Chief Officer based on District submission. In accordance with SOP 8.03 (due to be reviewed in July)</p> <p>SO 6.00 Training and Competence states “all CFA members shall acquire and maintain the competencies and endorsements relevant to the tasks they perform”.</p>	<p>Previous years endorsed lists sighted</p> <p>Plan developed to communicate with District personnel is outlined, including review of endorsed list</p>	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
ORGANISATION			
<p>A risk assessment has been conducted on Districts structural/specialist risk and pre-plans have been developed and reviewed</p>	<p>Chief Officer’s Requirement: The OM has considered the existence of structural risks and specialist risks (hazmat, confined space, high angle etc.) with their respective District.</p> <p>The Municipal Fire Management Plan has been utilised to provide guidance.</p> <p>SO 7.00 Pre-Incident Planning states “Pre-incident plans shall be based on risk assessments”</p> <p>CFA/MFB JSOP 10.2.12 CFA/MFB Pre-Incident Response Plans “joint response arrangements for special risks, both agencies have prepared and engaged Pre-Incident Response Plans (PIRPs) for the relevant site”.</p>	<p>Risk assessment sighted identifying priority locations for pre-plans</p> <p>Pre-plans sighted and checked for currency</p> <p>Joint arrangements sighted (where applicable)</p>	
<p>Where fire risk of any site is considered significant, CFA has informed and obtained support from the appropriate government authority, i.e. Work Safe, EPA, DHS</p>	<p>Chief Officer’s Requirement: The OM has considered what existing or proposed arrangements are necessary to mitigate the risk.</p>	<p>Risk assessment sighted and checked for currency</p> <p>Evidence of action for significant fire risks including minutes of meetings, agree actions or treatments</p>	
<p>District Fire Investigation Coordinator has made contact with the local Victoria Police Criminal Investigation Units and/or Victoria Police Bushfire Arson & Explosive Liaison Officer (BAELO) to discuss local fire investigation arrangements and suspicious fire trends</p>	<p>District Fire Investigation Coordinator – Roles and Responsibilities states “develop and maintain cooperative working arrangements at a local level with other agencies involved in Fire Investigation”.</p>	<p>Previous years suspicious fires trends have been identified and plan developed to reduce trends.</p> <p>Documented evidence that arrangements are in place to continue relationship with Vicpol, including monitoring of hot spots and sharing of information.</p>	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
<p>A representative of the District has attended and participated in the Municipal Emergency Management Planning Committee (MEMPC) meetings and Municipal Fire Management Planning Committee (MFMP) meetings for all municipalities within the District</p>	<p>Regular attendance and contribution at inter-agency meetings occurs.</p> <p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented” and “The agencies are committed to integrated planning and will ensure they consult and/or collaborate with each other”</p>	<p>Minutes showing attendance at meetings provided</p> <p>Evidence of Brigade and/or Group input into the meetings and planning</p>	
<p>Municipal Emergency Management Plan (MEMP) and Municipal Fire Management Plan (MFMP) actions allocated to CFA have been reviewed and implemented</p>	<p>Chief Officer’s Requirement: all actions allocated to CFA are realistic, reviewed, implemented or a plan has been developed to demonstrate implementation.</p>	<p>Plans sighted and check for currency</p> <p>Evidence that CFA work plans address any commitments in the plans</p> <p>Evidence of Brigade and/or Group debriefing of plan outputs</p>	
<p>Annual liaison meetings between the members of adjoining District Management Teams and interstate agencies (if applicable) have been conducted or is scheduled prior to 1 December</p>	<p>Chief Officer’s Requirement: A regular program of formal and informal liaison activities, briefings, and joint exercises have occurred or are planned.</p> <p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented” and “The agencies are committed to integrated planning and will ensure they consult and/or collaborate with each other”</p>	<p>Minutes showing attendance at meetings provided or evidence of any planned meetings</p> <p>Identification of key themes and agenda items for forthcoming meeting(s) and status of previous meeting(s) action items.</p>	
<p>District post season debriefing has been undertaken since last fire season and observations have been entered into the Observation Sharing Centre</p>	<p>Chief Officer’s Requirement: An AAR is to be conducted at the conclusion of each fire season consistent with EMV debriefing guidelines.</p> <p>After action reviews to be loaded onto <i>Observation Sharing Centre is located at http://www.surveygizmo.com/s3/1449131/OBSERVATION-SHARING-CENTRE</i> as identified in debriefing guidelines</p>	<p>Evidence of a AAR being conducted</p> <p>Documented evidence of key themes identified for local briefings for this year</p> <p>Action plan identifies key issues for inclusion in preseason preparedness</p>	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
INFORMATION			
Level 1 and 2 IMT personnel have attended a briefing (or scheduled prior to 1 December) or will be receiving briefing information	CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented”.	Evidence of attendee list from previous season Evidence of those who have not attended a briefing have received pre-season briefing information Evidence of planned session for forthcoming season	
Level 3 IMT personnel have attended a joint agency pre-season briefing (or is scheduled prior to 1 December) or will be receiving briefing information	CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented”. EMV IMT Training Role Specifications outlines the requirement for Level 3 IMT personnel to attend a Regional / District pre-season briefing to maintain their currency.	Evidence of attendee list has been reviewed by OM and communicated to OM - RC Documented evidence of those who have not attended a briefing have received pre-season briefing information	
SUPPORT/SYSTEMS			
The appliance typology has been updated on IMS to reflect the risk	Chief Officer’s Requirement: Appliance typology is to be updated every two years.	Risk assessment sighted and checked for currency Evidence of appliance typology being updated and supported by DPC <i>Optional: appliance typology being located on IMS</i>	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
ICC audits have been completed for all CFA ICCs and completed checklists have been submitted to Performance Improvement – or link on R Drive	<p>Emergency Management Victoria requirement: ICC audits are to be conducted bi-annually -</p> <ul style="list-style-type: none"> Pre winter – completed by 31 May Pre summer – completed by 31 October <p><i>Checklists and work instruction are available on the SDPP intranet page or EM Portal EM Knowledge.</i></p>	Evidence of completed checklists supplied to Performance Improvement performance-improvement@cfa.vic.gov.au and any issues discussed with DCO	
TRAINING			
Personnel have completed training to operate the DCC (or scheduled prior to 1 December)	Chief Officer’s Requirement	Date of training and attendance list from previous season provided. Plan developed to provide skills maintenance and new member training where required.	
EQUIPMENT			
Designated staging area management teams have a kit to be able to work remotely in the field	Chief Officer’s Requirement: the kit must include access to radio, mobile telephone, computer and printing capability	Kit examined	
DOCTRINE			
Community Information Guides and Local response Plans have been reviewed and updates have been provided to CFA HQ	<p>All identified Community Information Guides are to be reviewed and updated in accordance with the Community Information Guides Program Guidelines</p> <p>Local response plans have been developed and reviewed</p>	Sighted and checked for currency	
District Standard Operating Procedures (including a Fire Investigation procedure) identifying key processes appropriate to the District and DCC have been reviewed	<p>SOP 7.04 Regional Operating Procedures District Fire Investigation Coordinator – Roles and Responsibilities states “develop, implement and review the District’s Standard Operating Procedures for Fire Investigation”.</p> <p>The District Operations Manager determines what shall be included as a District SOP and that they are reviewed annually.</p>	<p>Sighted and checked for currency</p> <p>Review of plans documented</p>	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
District has completed the Fire Investigation Checklist – Preparation for the Fire Danger Period	Fire Investigation Checklist – Preparation for the Fire Danger Period sent to District Fire Investigation Coordinators by the State Fire Investigation Coordinator prior to the Fire Danger Period.	Copy of completed checklist provided from previous year and work plan documented to meet FDP timeline	
District has a current list of Fire Investigators who have been endorsed by the Chief Officer	District Fire Investigation Coordinator – Roles and Responsibilities states “maintain an up to date register of Fire Investigators within the District”.	List sighted and checked for currency	
The current District default communications plan has been distributed to each Brigade and Group and every CFA and Brigade/Group Owned vehicle has a copy relevant to their area of operations	Current copy provided to all CFA and Brigade Owned vehicles as per JSOP 2.01 to be "communicated to all appropriate Regional, District, and IMT members, including volunteers, prior to the Fire Danger Period." CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “default communications arrangements used in initial response across the State will be prepared to meet the minimum specifications identified in JSOPs and included in LMAPs”. <i>SDPP Workgroup is currently working on developing a standard template.</i>	Copy of default plan provided Minutes of meetings provided including agreement with neighbouring districts	
The District have a completed and reviewed Business Continuity Quick Reference Guide for the, DCC and all CFA ICCs and they have been exercised (or is scheduled prior to 1 December)	CFA Policy ‘Business Continuity Management Policy’ states, "periodic testing of the corporate BCP's at a minimum of every 12 months". Business Continuity plans must be easily accessible. Copies must be located in the District Headquarters, DCC and all CFA ICCs. Consideration must be given to copies being available in possible failover CFA ICCs also. <i>The Business Continuity Quick Reference Guide template is available on the SDPP intranet page.</i>	Completed Business Continuity Quick Reference Guide has been emailed to businesscontinuity@cfa.vic.gov.au and DCO has sighted all plans and checked for currency Evidence of exercising (AAR) provided to Performance Improvement performance-improvement@cfa.vic.gov.au	

DISTRICT			
Detailed requirements	Standards	Evidence	Self – Assessment
<p>The District Readiness and Response Arrangements and Guidelines (DRRA&G) meet standard, have been reviewed, have been approved by the Operations Manager and endorsed by the District Planning Committee</p>	<p>Chief Officer’s Requirement: DRRA&G must include all specified documentation that meets standard and has been distributed and reviewed. This includes:</p> <ul style="list-style-type: none"> • Readiness Level Matrix • Local Response Plans (including Neighbourhood Safer Places – Places of Last Resort and community fire refuges) • Default Communications Plans • Human Resources Plan • Municipal Emergency/Fire Management Plans • Memorandums of Understanding • Major Hazard and Risk Plans <p><i>The DRRA&G meets the CFA standards and guidelines outlined in Chief Officer’s Memo 06/09/2012 - Templates are available on the SDPP intranet page.</i></p>	<p>DRRA and DRRG are sighted and:</p> <ul style="list-style-type: none"> • meet standard • are current • have been endorsed <p>Each document held within the DRRA and DRRG to be sighted and checked for currency</p>	
<p>Contingency hard copy (USB not applicable) documentation is in place in all CFA LCFs/ICCs/DCCs (relevant to the specific footprint)</p>	<p>Chief Officer’s Requirement: LCF, DCC, CFA ICCs-</p> <ul style="list-style-type: none"> • Contact Book • Community Information Guides • Map Book • Default Communications Plans (if not in Contact Book) • Facilities Manual <p>In addition to above requirements, CFA ICCs and DCC should also have-</p> <ul style="list-style-type: none"> • District Readiness and Response Arrangements/Guidelines (as well as the required documents within the templates) • LMAP • Business Continuity Plan • CFA Standing Orders • CFA/Joint Standard Operating Procedures • DEPI Readiness and Response Plans (only DCCs) 	<p>Evidence contingency hard copy documentation is current</p> <p>DCO to sample documentation</p>	
<ol style="list-style-type: none"> 1. Have you seen and do you understand the CFA Business Planning Model? 2. Have you seen and do you understand the Service Delivery Strategy and network of strategies? 3. How many of your brigades have elected a Community Safety Coordinator on their Brigade Management Teams? 4. Are there Brigade and/or Group Community Engagement Plans being developed? 5. How are your Operations Officers linked into community capability delivery? 		<p>Open discussion with DCO</p>	

REGION

Introduction This category deals with the preparedness of CFA at the Region level.

Elements Elements of preparedness for CFA Regions are outlined below. The standards for each of these elements can be found on the page indicated.

Element	See Page
PERSONNEL	Page 14
ORGANISATION	Page 14
INFORMATION	Page 15
SUPPORT/SYSTEMS	Page 15
TRAINING	Page 16
DOCTRINE	Page 16

REGION			
Detailed requirements	Standards	Evidence	Self - Assessment
PERSONNEL			
Gaps in IMT HR capacity are identified and planning to resolve are in place to enhance capability	<p>Chief Officer’s Requirement: ensure plans to resolve gaps are in place and consider multi-agency options. In addition, in conjunction with DELWP, a Regional capacity to support air operations for three consecutive high risk days of coverage is to be maintained.</p> <p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “create and explore opportunities both jointly and individually to develop trained, accredited and experienced teams and individuals to meet the fire and emergency management capability requirements of the agencies, through joint training programs, assessment standards, mentoring, secondments and exercises”.</p>	<p>Planning for IMT capability gaps to be sighted</p> <p>Evidence of actions to address the gaps</p> <p><i>Optional: Explored opportunities for multiagency options</i></p>	
Brigade Management Team’s with elected Community Safety Coordinators have been contacted and supported to deliver programs in their communities	Chief Officer’s Requirement	Discussed with DCO	
ORGANISATION			
The Regional Control Team (RFCT) and Regional Emergency Management Team (REMT) are meeting regularly	<p>Chief Officer’s Requirement: meetings occur at least twice a year.</p> <p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “A regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented.”</p>	Minutes showing CFA attendance at meetings provided and status of any actions from previous season.	
A representative of the Region has attended and participated in the Regional Emergency Response Planning Committee meetings, Regional Emergency Recovery Planning Committee meetings and Regional Strategic Fire Management Planning Committee meetings	CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA “a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented” and “The agencies are committed to integrated planning and will ensure they consult and/or collaborate with each other”.	<p>Minutes showing CFA attendance at meeting provided</p> <p>CFA actions provided from previous meetings and identified agenda items for next meeting</p>	

REGION			
Detailed requirements	Standards	Evidence	Self - Assessment
Region post season debriefing has been undertaken since last fire season and observations have been entered into the Observation Sharing Centre	<p>Chief Officer's Requirement: An AAR is to be conducted at the conclusion of each fire season.</p> <p><i>Observation Sharing Centre is located at http://www.surveygizmo.com/s3/1449131/OBSERVATION-SHARING-CENTRE</i></p>	<p>Evidence of a AAR being conducted</p> <p>Evidence of key themes identified for inclusion in future briefings</p>	
INFORMATION			
Level 3 IMT personnel have attended a joint agency pre-season briefing and exercise or is scheduled prior to 1 December	<p>CFA and DSE Cooperative Arrangement 2012 specifies that in conjunction with FSC, DEPI and CFA "a regular program of formal and informal liaison activities, pre-season briefings and scenarios will be scheduled and implemented."</p> <p>EMV IMT Training Role Specifications outlines the requirement for Level 3 IMT personnel to attend a Regional / District pre-season briefing to maintain their currency.</p>	<p>Evidence of attendee list</p> <p>Evidence the attendee list has been entered onto TRAIN by Training Coordinator</p> <p>Evidence of those who have not attended a briefing have been identified and District advised to provide pre-season briefing information</p>	
The Operations Manager - Regional Commander has briefed and exercised the REMT and CFA personnel on the Victorian Bushfire Handbook, or is scheduled prior to 1 December	<p>Chief Officer's Requirement</p> <p>OM (RC) Position Description states, "lead and manage the development and implementation of emergency management exercises and training" consistent with the themes in the preseason briefings and bushfire handbook.</p>	<p>Evidence of REMT members attendance is provided</p> <p>Evidence CFA provide assistance in the development of exercises to meet local priorities</p>	
SUPPORT/SYSTEMS			
RCC auditing has been completed for all CFA RCCs and completed checklists have been submitted to Performance Improvement – or link on R Drive	<p>Emergency Management Victoria requirement: RCC audits are to be conducted bi-annually -</p> <ul style="list-style-type: none"> Pre winter – completed by 31 May Pre summer – completed by 31 October <p>Checklists are available on the SDPP intranet page and on EM Portal EM Knowledge</p> <p>- RCC Email Account Checklist</p> <p>- RCC Preseason Check</p>	<p>Evidence of completed checklists supplied to Performance Improvement performance-improvement@cfa.vic.gov.au and any issues discussed with DCO</p>	

REGION			
Detailed requirements	Standards	Evidence	Self - Assessment
TRAINING			
Operational staff and surge personnel have completed training to operate in the RCC (or is scheduled prior to 1 December)	Able to undertake activities associated with operational Command and Control as required. SO 6.00 Training and Competence states "all CFA members shall acquire and maintain the competencies and endorsements relevant to the tasks they perform".	Date of training and attendance list provided Gaps identified and targeted individuals identified	
DOCTRINE			
Planning for joint agency IMTs (including Safety Officers) complies with SOP J2.03	SOP J2.03 Incident Management Teams - Readiness Arrangements states " 19. schedule 4 prescribes the IMT resources required in each ICC for different FDI.	Planning sighted and checked for currency. Evidence provided identifying compliance during previous season. Skills gap from previous year documented and included in action plan	
The Region have a completed and reviewed Business Continuity Quick Reference Guides for Regional Control Centre (RCC) and they have been exercised (or is scheduled prior to 1 December)	Chief Officer's Requirement: Business Continuity Plan should be developed including information outlining the "critical components of the business and what needs to be done to ensure continuity of service delivery. Business Continuity Management Policy states, "periodic testing of the corporate BCP's at a minimum of every 12 months". Business Continuity plans must be easily accessible. Copies must be located in the Region Headquarters and RCC. Consideration must be given to copies being available in possible failover RCCs also. <i>The Business Continuity Quick Reference Guide template is available on the SDPP intranet page.</i>	Completed Business Continuity Quick Reference Guide has been emailed to businesscontinuity@cfa.vic.gov.au and DCO has sighted all plans and checked for currency Evidence of exercising (AAR) provided to Performance Improvement performance-improvement@cfa.vic.gov.au Evidence of RCC exercising including REMT	

REGION			
Detailed requirements	Standards	Evidence	Self - Assessment
<p>The Region Readiness and Response Arrangements and Guidelines (RRRA&G) meet standard, have been reviewed and has been approved by the Operations Manager - Regional Commander and endorsed by the Assistant Chief Officer</p>	<p>Chief Officer's Requirement: RRRA&G must include all specified documentation that meets standard and has been distributed and reviewed. This includes:</p> <ul style="list-style-type: none"> Local Mutual Aid Plan Readiness Level Matrix Human Resources Plan Regional Emergency and Strategic Fire Management Plan Memorandums of Understanding Joint Agency Procedures <p><i>The RRRA&G meets the CFA standards and guidelines outlined in Chief Officer's Memo 06/09/2012 - Templates are available on the IMT Toolbox.</i></p>	<p>RRRA and RRRG are sighted and:</p> <ul style="list-style-type: none"> meet standard are current have been endorsed <p>Each document held within the RRRA and RRRG to be sighted and checked for currency</p>	
<p>Contingency hard copy (USB not applicable) documentation is in place in all CFA Regional Headquarters (RHQs) and RCCs (relevant to the specific footprint)</p>	<p>Chief Officer's Requirement: RHQs and RCCs-</p> <ul style="list-style-type: none"> Contact Book Map book LMAP Region Readiness and Response Arrangements/Guidelines (as well as the required documents within the templates) Business Continuity Quick Reference Guide CFA Standing Orders CFA/Joint Standard Operating Procedures Facilities Manual (only RCC) 	<p>Evidence contingency hard copy documentation is current</p> <p>DCO to sample documentation</p>	
<p>Regional planning to meet the Chief Officer's Intent for 2015/16 Summer Community Capability Programs has been completed and any challenges/issues have been identified</p>	<p>Chief Officer's Intent for 2015/16 Summer Community Capability Programs.</p>	<p>Regional Service Delivery Plan and reporting is sighted and any challenges/issues are discussed with DCO</p> <p>Evidence of Brigades and Operations Officers involvement in the development of the program roll out</p>	
<p>Regional Risk and Consequence plan has been developed in accordance with outcomes of EM Strategic Action Plan Interim 14/15</p>	<p>Regional EMT has developed a Risk and Consequence plan under the guidance of the OM - RC</p>	<p>Evidence Risk and Consequence plan developed in 2014 has been implemented.</p> <p>Attendance at EM Regional Risk Workshop 15/16</p>	

CORPORATE

Introduction This category deals with the preparedness of CFA at the State level.

Elements Elements of preparedness for CFA State Teams are outlined below. The standards for each of these elements can be found on the page indicated.

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F&EM Community Capability	
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F&EM COMMUNITY CAPABILITY			
Detailed requirements	Standards	Evidence	Self - Assessment
INFORMATION			
Community education programmes have been planned for and conducted	<p>Fire Ready Victoria meetings and Bushfire Planning Workshops have been planned in accordance with intent statement.</p> <p>Community Fire Guard Meetings have been planned in accordance with intent statement.</p> <p>Households on the perimeter of high to extreme risk locations have been informed of risk and planning options.</p> <p>Chief Officers Intent</p> <p>CFA Sunday events have been planned</p>	Regional Service Level Agreement Summaries	
DOCTRINE			
Neighbourhood Safer Place (NSP) Assessment Guideline is published in the Government Gazette, and on the CFA website.	<p>Pursuant to the CFA Act 1958 s50E, the CFA may issue guidelines setting out criteria to be applied in relation to neighbourhood safer places for the purpose of assessing a place as suitable to be an NSP, and annual assessments of NSPs.</p> <p>The CFA must publish the CFA NSP Assessment Guideline in the Government Gazette and on the CFA website.</p>	Sighted and checked for currency	
Neighbourhood Safer Places (NSP) has been assessed by CFA following a request from Council.	<p>Pursuant to the CFA Act 1958 s50G (5), following a request from a municipal council, the CFA must assess potential neighbourhood safer places in accordance with the CFA NSP Assessment Guideline. The CFA must certify in writing if the place meets the criteria set out in the CFA assessment guideline.</p>	Sighted and checked for currency	
The locations of designated Neighbourhood Safer Places (NSP) are accessible on the CFA website	<p>Pursuant to the CFA Act 1958 s50L, the CFA must keep an up to date list of all designated neighbourhood safer places. The CFA must publish the list on the CFA website and notify persons listed under the Act.</p>	Sighted and checked for currency	
Designated Neighbourhood Safer Places (NSP) are reassessed annually by CFA as part of Council's review.	<p>Pursuant to the CFA 1958 s50J (3), following a request from a municipal council, the CFA must reassess designated neighbourhood safer places as part of annual review, in accordance with the CFA NSP Assessment Guideline. The CFA must certify in writing if the place meets the criteria set out in the CFA assessment guideline.</p>	Sighted and checked for currency	

F&EM COMMUNITY CAPABILITY			
Detailed requirements	Standards	Evidence	Self - Assessment
<p>Community Fire Refuges (CFR) have been assessed by CFA following a request from Fire Services Commissioner (FSC)</p>	<p>Following a request from EMV, pursuant to the CFA Act 1958 s50G (5), the CFA must assess potential community fire refuges in accordance with assessment guidelines. The CFA must certify in writing if the place meets acceptance criteria for bushfire intensity.</p> <p>The CFA must assess potential CFRs with consideration of the Guide to Ministerial Direction No. 4 (Issue No. 2) Construction requirements for a community fire refuge (November 2013) incorporated into Ministerial Direction No 4 (August 2012); and The Australian Building Codes Board (ABCB) 2014 Handbook – Design and Construction of Community Bushfire Refuges:</p> <p>In assessing a specific site for a Community fire refuge, the CFA will undertake a performance assessment of bushfire attack as specified in Appendix 2 (Method B) of Australian Standard AS3959 – Construction of buildings in bushfire prone areas to determine the anticipated radiant heat flux.</p>	<p>Sighted and checked for currency</p>	
<p>The locations of prescribed Community Fire Refuges (CFR) are accessible on the CFA website</p>	<p>The Emergency Management Amendment (Planning and Other Matters) Bill June 2014 states; community fire refuges will be prescribed in regulations made under the Country Fire Authority Act 1958, s110.</p> <p>Pursuant to Ministerial Direction No. 4 (August 2012) and the guide to MD4 (Issue No. 2, November 2013), and the CFA Act 1958 s50L: The CFA must keep an up to date list of all designated (FSC endorsed, and prescribed) community fire refuges. The CFA must publish the list on the CFA website and notify persons listed under the Act.</p>	<p>Sighted and checked for currency</p>	
<p>Prescribed Community Fire Refuges (CFR) are reassessed annually by CFA as part of review.</p>	<p>Pursuant to Ministerial Direction No. 4 (August 2012 and the Guide to MD4 (Issue No. 2, November 2013); and the CFA Act 1958 s50J (3): The CFA must reassess designated (FSC endorsed, and prescribed) community fire refuges as part of annual review, in accordance with assessment guidelines. The CFA must certify in writing if the place meets acceptance criteria for bushfire intensity.</p>	<p>Sighted and checked for currency</p>	
<p>Vegetation Management program delivered in accordance with the current Burn Plan Template and SOP 9.39</p>	<p>Burn plans developed by Vegetation Management Officers (VMO) in accordance with CFA Burn Plan Template and SOP 9.39</p>	<p>Burn Plans lodged in BODS by VMO with the status 'planned' Burns executed by brigades and recorded in BODS by VMO with the status 'completed'</p>	

F&EM COMMUNITY CAPABILITY			
Detailed requirements	Standards	Evidence	Self - Assessment
Statutory Fire Safety Reporting – Bushfire Management Overlay applications have been assessed and recommendations provided to local government	The Planning and Environment Act and the Victoria Planning Provisions places the requirement for CFA to assess development applications within the Bushfire Management Overlay and for CFA to provide recommendations provided local government.	TRAX/CRM data base sighted and checked for currency	

F&EM READINESS & RESPONSE			
Detailed requirements	Standards	Evidence	Self - Assessment
PERSONNEL			
Level 3 personnel have been endorsed/accredited by the Chief Officer and this endorsement has been communicated to those personnel	Annual endorsement/accreditation of Level 3 personnel completed by Chief Officer and Manager Headquarters Operations to advise personnel in accordance with SOP 8.03 (due to be replaced in July)	Correspondence to personnel sighted	
A Human Resource plan has been developed to support the SCC Model of Cover. A roster is maintained for CFA staff working in the SCC.	CFA operations capacity including surge capacity is adequate and includes a 24/7 basis within the SCC.	CFA HR planning is evident and State Duty Roster provided	
INFORMATION			
CFA State Capability Team and HQ surge staff have attended a 'Pre-season briefing' (or similar) and SCC functional update, or is scheduled prior to 1 December	Personnel must continue to meet expected competency arrangements including awareness of current arrangements.	Attendance list from previous year is provided	

F&EM READINESS & RESPONSE			
Detailed requirements	Standards	Evidence	Self - Assessment
TRAINING			
Appropriate CFA personnel have participated in SCC exercises, or is scheduled prior to 1 December	Personnel required is dependent on length and scope of exercise.	Date of exercise and attendance list provided from previous year. Evidence of involvement in forthcoming exercise is provided	
Operational staff and surge personnel have completed training to operate in the SCC, or planned prior to 1 December	Able to undertake activities associated with operational Command and Control as required.	Date of training and attendance list provided from previous year EMV have been provided training priorities for CFA	
DOCTRINE			
Documentation is in place in the CFA Agency Cell at the SCC and the State Controller’s Cell at the SCCR, and the documents are reviewed and updated	Documentation is available and maintained for currency	Sight the list of documentation and who is responsible Evidence that documentation that CFA is responsible for is current	
SCC Activation Tier Model is integrated into CFA Chief Officer, State Commander and State Duty Officer training and documentation.	CFA documentation and training for senior operational HQ staff reflects the standard identified in SCC Activation Tier Model.	Sighted and checked for currency	
Any CFA responsibilities defined in the SCC Redundancy plans are relevant and have been reviewed and tested or planned prior to 1 December	Chief Officer Statement of Intent for SCC(r) site – East Burwood Memorandum of Understanding for the State Control Centre states “The EMV will maintain a business continuity management plan ... as there are a number of interfaces and shared common services and facilities, FSC and the Agencies will work together”.	Sighted and checked for currency Evidence of exercising	

F&EM READINESS & RESPONSE

Detailed requirements	Standards	Evidence	Self - Assessment
SCC Consultation Committee meetings have been conducted in the past 12 months or planned prior to 1 December	SCC Consultation Committee meetings have been conducted on a regular basis in the past 12 months, with representation from CFA.	Minutes showing attendance at meeting provided and sample for regularity	

F&EM EMERGENCY MANAGEMENT

Detailed requirements	Standards	Evidence	Self - Assessment
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DOCTRINE

MoU's with interstate agencies and surrounding organisations have been reviewed	Chief Officer's Requirement: MoU's are to be reviewed as defined.	Sighted and checked for currency	
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BUSINESS SERVICES – FLEET SERVICES

Detailed requirements	Standards	Evidence	Self - Assessment
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EQUIPMENT

Fire fighting fleet and equipment is fit for purpose and has been maintained in accordance with service schedules/ maintenance plans	Service Charter Fleet Maintenance annual business plan SAP maintenance plans	Electronic Plant maintenance records, Appliance files Monthly maintenance report Possible reporting on fleet availability/ unavailability	
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BUSINESS SERVICES – ICT

Detailed requirements	Standards	Evidence	Self - Assessment
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PERSONNEL

A process is in place for 24/7 IT support to the field	Chief Officer's Requirement: Support is available 24/7 via ext. 8207 – outside of hours calls will be transferred to the on call staff member.	Sighted and checked	
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BUSINESS SERVICES – ICT			
Detailed requirements	Standards	Evidence	Self - Assessment
EQUIPMENT			
All LCF/DCC/ICC/RCC IT infrastructure has been functionally tested and software upgrades completed	The annual winter and summer check process and checklist. All checks are centrally recorded and any issues/faults are logged in Helpdesk Service Centre Software	Records of testing sighted	
All Mobile Unit (MCV/FOV/Pfitkit) IT infrastructure has been functionally tested and software upgrades completed	The annual winter and summer check process and checklist. All checks are centrally recorded and any issues/faults are logged in Helpdesk Service Centre Software	Records of testing sighted	
All IT OPS Cache surge capacity infrastructure has been functionally tested and software upgrades completed	The annual winter and summer check process and checklist. All checks are centrally recorded and any issues/faults are logged in Helpdesk Service Centre Software	Records of testing sighted	
All MCV and FOV radios and phones have been tested in field conditions	COMM-MNP-005 Maintenance Schedule for Communications Equipment The Helpdesk Coordinator in consultation with the Manager, Communications Operations, is responsible for the scheduling of inspection & maintenance of Batteries, power supplies, radios, labelling of equipment, phone/fax points, satellite phones and antennas on a 12 monthly basis during Oct/Nov.	Sighted and checked	
Dispatch & IMC radio sites are inspected/maintained	COMM-MNP-005 Maintenance Schedule for Communications Equipment An individual job card in the Helpdesk Service Centre Software is to be made for each site to test batteries, power supplies, radios, labelling of equipment, antennas, connectors, clean/dust site, remove rubbish and inspect building & property for damage every 12 months.	Review Helpdesk Service Centre software	

BUSINESS SERVICES – SPATIAL SERVICES			
Detailed requirements	Standards	Evidence	Self - Assessment
PERSONNEL			
Accredited Level 2 and 3 mapper operators are trained in eMap (web) and/or eMap (Field) to support multi-hazard incident management teams and the SCC	<p>SOP J3.13 Mapping Team states “1. The Mapping Team shall operate in accordance with the Joint Mapping Team Operations Manual.</p> <p>2. The following applications should be used for producing maps in IMT and SCC Mapping Teams:</p> <p>2.1. eMap (emap.dse.vic.gov.au) - Mapping system for all CFA, DSE and multi-agency Bushfires</p> <p>2.2. ArcGIS – (with eMap Analyst) -Where the complexity of the incident requires advanced GIS functions not available in eMap.</p> <p>2.3. eMap (Field) CFA Level 1-2 agency incidents, although eMap could also be used. “</p>	Training attendance provided and roster	
EQUIPMENT			
Dedicated operational mapping computers have been upgraded (if required) and tested	Chief Officer’s Requirement: ArcGIS is to be maintained by Spatial Information Services with a data upgrade occurring annually.	ArcGIS Licenses database	

BUSINESS SERVICES – PROCUREMENT AND SUPPLY MANAGEMENT			
Detailed requirements	Standards	Evidence	Self - Assessment
PERSONNEL			
Suitable staffing levels are provided within the SLC to handle distribution	Chief Officer’s Requirement: Staffing levels meet the associated SLC demand to ensure distribution is not disrupted.	Written acknowledgment	
EQUIPMENT			
Stock levels are maintained within the SLC and District stores prior to the FDP	Chief Officer’s Requirement: stock levels in all locations must meet at least the minimal accepted level specified by Districts and SLC Manager.	SAP Inventory has a record of current stock levels within the SLC and District stores	

COMMUNITIES AND COMMUNICATION - MEDIA			
Detailed requirements	Standards	Evidence	Self - Assessment
TRAINING			
<p>State level spokespeople, Operations Managers and Operations Officers have completed an initial full day Spokesperson Media Training session or a Refresher Training session in the past two years</p>	<p>Chief Officer’s Requirement</p> <p>CFA Policy ‘CFA Media Policy’ states the Media Manager will ensure “Regular, professional media training for CFA spokespeople”.</p>	<p>Date of training and attendance list provided</p>	