



SERVICE DELIVERY PREPAREDNESS PROGRAM - MANUAL

July 2016 (ver. 1.1)



Table of Contents

DISTRICT	5
<i>Personnel</i>	6
<i>Organisation</i>	6
<i>Information</i>	8
<i>Support/Systems</i>	8
<i>Training</i>	8
<i>Equipment</i>	9
<i>Doctrine</i>	9
REGION	12
<i>Personnel</i>	13
<i>Organisation</i>	13
<i>Information</i>	14
<i>Support/Systems</i>	14
<i>Training</i>	14
<i>Doctrine</i>	14
CORPORATE	17
F&EM COMMUNITY CAPABILITY	18
<i>Information</i>	18
<i>Doctrine</i>	18
F&EM READINESS & RESPONSE	20
<i>Personnel</i>	20
<i>Information</i>	20
<i>Training</i>	20
<i>Doctrine</i>	21
F&EM EMERGENCY MANAGEMENT	21
<i>Doctrine</i>	21
BUSINESS SERVICES – FLEET SERVICES	22
<i>Equipment</i>	22
BUSINESS SERVICES – ICT	22
<i>Personnel</i>	22
<i>Equipment</i>	22
BUSINESS SERVICES – SPATIAL SERVICES	23
<i>Personnel</i>	23
<i>Equipment</i>	23
BUSINESS SERVICES – PROCUREMENT AND SUPPLY MANAGEMENT	23
<i>Personnel</i>	23
<i>Equipment</i>	24
COMMUNITIES AND COMMUNICATION - MEDIA	24
<i>Training</i>	24

Effectiveness Statement

These preparedness standards are effective from June 2016
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 only intended to review the areas contained within the relevant sections.

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 monitor the implementation 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. In some instances, your evidence may be incomplete, as no templates or guidelines have been stipulated or best practice shared. It is the intention of this program to build and share on that best practice utilised across the state into future years.

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 review. 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. We are currently reviewing a new transparent process to record and update the outstanding actions, further advice will be provided.

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 review.

Amendment and Review

The program is reviewed annually in April – June, based on the feedback and outcomes of the previous year's program and any changes in doctrine. This year's process included an analysis of the 2015/16 program from Performance & Assurance (Meg Lowe), consultation with the OM-RC and ROC groups and a further review in July 2016. 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.

POISTED

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

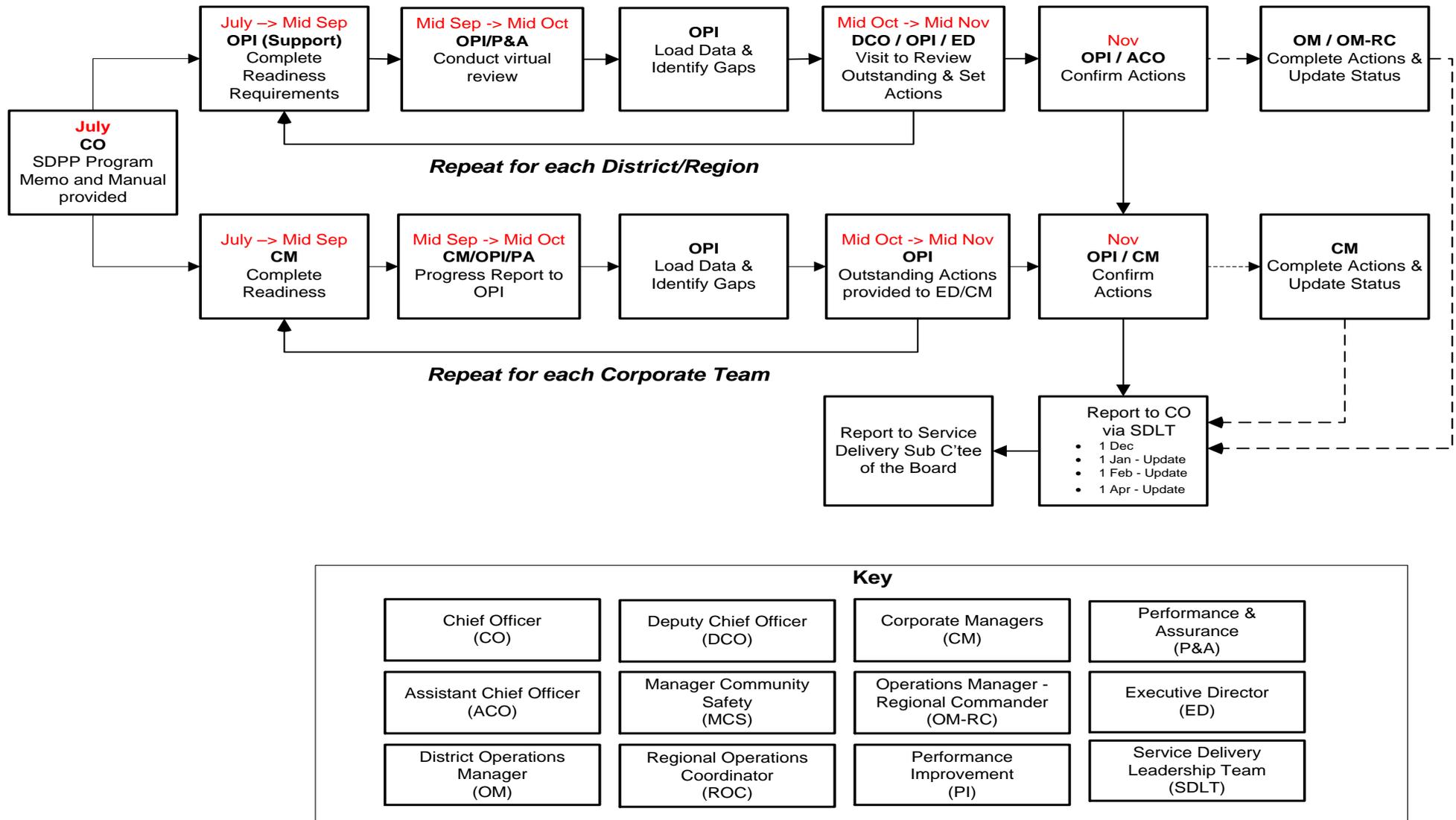


Figure 1: SDPP Process

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 6
ORGANISATION	Page 6
INFORMATION	Page 8
SUPPORT/SYSTEMS	Page 8
TRAINING	Page 8
EQUIPMENT	Page 8
DOCTRINE	Page 9

Evidence For ease of use, we have shaded the Evidence column as follows:

Green	District / Region to provide
Amber	Sourced via HQ
Red	Sourced externally

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.1. PERSONNEL				
1.1.1.	Management of IMT Capability & Planning	District has maintained a list of endorsed and accredited IMT personnel <i>as per CO SOP 8.03 – Incident Management Team Members – Endorsement of.</i>	<i>Status will be provided by Manager Incident Command and Leadership Capability via SharePoint</i>	
1.1.2.		Current IMT endorsed and accredited personnel list is accessible to relevant personnel under the Operations section of your Region intranet page identifying your District.	<i>District lists to be sighted on intranet</i>	
1.1.3.		Changes in L2 & L3 IMT endorsement status has been communicated to individual members <i>as per CO SOP 8.03 – Incident Management Team Members – Endorsement of.</i>	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.1.4.		Members have been identified for L3 IMT development and details have been provided via the Region to Manager Incident Command and Leadership Capability	<i>Advice will be provided by Manager Incident Command and Leadership Capability in consultation with the relevant OM-RC.</i>	
1.1.5.	Available personnel to support the DCC readiness levels.	The District has a readiness matrix, available under the Operations section of your Region intranet page identifying your District, that identifies DCC activation levels and includes evidence of planning for night shift capacity for extreme FDR and above..	<i>Matrix sighted on the intranet.</i>	
1.1.6.		The District has a list of available personnel to fulfil DCC roles , as determined locally, and is available under the Operations section of your Region intranet page identifying your District.	<i>List to be sighted on the Intranet</i>	
1.1.7.	District has specialist response personnel appropriate to their risk profile as detailed in the Regional Specialist Response Plan.	District maintains a list of specialist response personnel which is available under the Operations section of your Region intranet page identifying your District and is compliant with the Regional Specialist Response Plan	<i>List sighted on the intranet.</i>	
1.2. ORGANISATION				
1.2.1.	A risk assessment has been conducted on Districts, structural / specialist risk and pre-plans have been developed and reviewed.	Tactical Risk and Issues Register has been developed by the District and includes structural and specialist risks.	<i>Evidence to be provided by CFA Risk Intelligence team</i>	
1.2.2.		Victorian Fire Risk Register has been reviewed for each Municipality within the last 3 years.	<i>Evidence to be provided by CFA Risk Intelligence team</i>	

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.2.3.		District Pre-plans have been developed for escalating incidents identified under TRIR and are available to key personnel on the intranet, e.g. Bushfire escalation plan	<i>Evidence of plans to be sighted on the intranet.</i>	
1.2.4.	District is engaged in supporting the planning for major events.	Major event operation plans (as appropriate) are provided to Manager State Operations. (Example of a simplified SMEAC format available on request)	<i>Evidence to be provided by Manager State Operations.</i>	
1.2.5.	District Fire Investigation capability is coordinated with Victoria Police and meets CFA’s readiness requirements.	District Fire Investigation pre FDP checklist has been completed and submitted to the State Fire Investigation Coordinator.	<i>Evidence to be provided by State Fire Investigation Coordinator.</i>	
1.2.6.	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	Regular attendance and contribution at inter-agency meetings occurs for both Operations Staff and key Group personnel as required.	<i>Evidence of minutes will be viewed on the EMV IFMP portal (no action required by District)</i>	
1.2.7.	Municipal Emergency Management Plan (MEMP) and Municipal Fire Management Plan (MFMP) actions allocated to CFA have been reviewed and implemented	Actions allocated to CFA will be reviewed to ensure they are realistic, reviewed, implemented or a plan has been developed to demonstrate implementation.	<i>Evidence of minutes will be viewed on the EMV Emergency Management (IFMP) portal (minutes loaded onto portal by LGA)</i>	
1.2.8.	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	A regular program of formal and informal liaison activities, briefings, and joint exercises have occurred or are planned.	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.2.9.	District 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 consistent with EMV debriefing guidelines.</p> <p>After action reviews to be loaded onto the <i>Observation Sharing Centre</i> located at http://www.surveygizmo.com/s3/1449131/OBSERVATION-SHARING-CENTRE as identified in debriefing guidelines</p>	<i>Evidence from Observation sharing centre to be provided by Manager Operations Performance Improvement.</i>	

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.2.10.	District Operations Manager has supported or led the development of the Community Engagement plans for extreme and very high risk communities in collaboration with Manager Community Safety.	District Community Safety plan has been developed collaboratively between OM & MCS and uploaded to the Community Capability Service Delivery Portal by 28 August 2016.	<i>Community Safety Engagement plan is loaded on Community Capability Service Delivery Portal</i>	
1.3. INFORMATION				
1.3.1.	Level 1 and 2 IMT personnel have attended a briefing (or scheduled prior to 1 December) or will be receiving briefing information	Briefings have been provided to fire ground commanders through District process.	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.3.2.	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	OM will review attendance list of L3 briefing to ensure the following requirement is met for District personnel (i.e. all attended): 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.	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.3.3.	District Command personnel have been briefed on changes to the Victorian Bushfire Handbook and Joint Standard Operating Procedures, or is scheduled prior to 1 December	Evidence of District command personnel receiving updates of changes to the Handbook and JSOP's. Contained in L3 briefing or under local arrangements.	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.4. SUPPORT/SYSTEMS				
1.4.1.	The appliance typology has been reviewed and provided to DCO Capability and Infrastructure	Documented typology plan to be reviewed every two years, approved by the DPC and ACO, and provided to Manager Infrastructure Planning	<i>Evidence to be provided by Manager Infrastructure Planning.</i>	
1.5. TRAINING				
1.5.1.	Personnel have completed training to operate the DCC (or scheduled prior to 1 December)	Personnel have been trained in their roles and have exercised prior to the commencement of the FDP.	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.6. EQUIPMENT				
1.6.1.	Designated kit(s) to be inspected and able to provide remote access in the field	Kits including Staging area, Field IT kits, etc., have equipment and remote access to support their role function	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i>	
1.7. DOCTRINE				
1.7.1.	Community Information Guides and Local Response Plans have been reviewed and updates have been provided to CFA HQ for completion and publishing on the EM portal.	All identified Community Information Guides are to be reviewed and updated in accordance with the Community Information Guides Program Guidelines Local Response Plans that have been developed are reviewed and updated where required	<i>Evidence of CIGs will be sighted on EM portal and via the public web site in consultation with CFA Community Risk Field Advisor (Phil Craig)</i> <i>Evidence of current LRP to be sighted on EM portal</i>	
1.7.2.	District Standard Operating Procedures (including a Fire Investigation procedure) identifying key processes appropriate to the District and DCC have been reviewed	The District Operations Manager determines what shall be included as a District SOP and that they are reviewed annually. District SOP's to be available under the Operations section of your Region intranet page identifying your District and available to all personnel.	<i>Evidence of the DSOP's will be reviewed on the intranet page</i>	
1.7.3.	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”. Evidence of this will be provided to State Fire Investigation Coordinator via the Fire Investigation pre FDP checklist.	<i>Evidence will be provided by State Fire Investigation Coordinator</i>	
1.7.4.	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." Plans will be provided on the Region page of the EM portal	<i>Task listed as completed on District Preseason Readiness action plan (Intranet page)</i> <i>Evidence of plan will be reviewed on the EM Portal</i>	

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.7.5.	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)	<p>CFA Policy ‘Business Continuity Management Policy’ states, "periodic testing of the corporate BCP's at a minimum of every 12 months".</p> <p>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 in CFA ICCs also.</p> <p>Exercising of BC plan to be completed on District preseason readiness action plan</p>	<p><i>BC plans will be reviewed under the Operations section of your Region intranet page identifying your District</i></p> <p><i>Task listed as completed on District Preseason Readiness action plan</i></p>	
1.7.6.	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>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>Copy of DRRA&G to be provided under the Operations section of your Region intranet page identifying your District</p> <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><i>Evidence of the DRRA&G will be reviewed on the intranet page.</i></p>	

1. DISTRICT				
	Detailed requirements	Standards	Evidence	Self – Assessment
1.7.7.	Contingency hard copy (USB not applicable) documentation is in place in all CFA LCFs/ICCs/DCCs (relevant to the specific footprint)	<p>Chief Officer’s Requirement:</p> <p>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 • DELWP Readiness and Response Plans (only DCCs) 	<p><i>Evidence contingency hard copy documentation will be reviewed on site during inspection.</i></p> <p><i>DCO to sample documentation</i></p>	

REGION

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

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

Element	See Page
PERSONNEL	Page 12
ORGANISATION	Page 12
INFORMATION	Page 13
SUPPORT/SYSTEMS	Page 13
TRAINING	Page 13
DOCTRINE	Page 13

Evidence For ease of use, we have shaded the Evidence column as follows:

Green	District / Region to provide
Amber	Sourced via HQ
Red	Sourced externally

2.	REGION			
	Detailed requirements	Standards	Evidence	Self - Assessment
2.1.	PERSONNEL			
2.1.1.	Gaps in IMT HR capacity are identified and planning to resolve are in place to enhance capability	<p>Regions have reviewed JS2.03 readiness reports with partner agencies to identify gaps.</p> <p>Regions have documented their identified gaps consistent with expectations identified in multiagency agreements.</p> <p>Training priorities have been provided to IMT Capability State Steering Committee via the Manager Incident Command and Leadership Capability.</p> <p>Region has collated IMT development priorities from Districts and provided advice to Manager Incident Command and Leadership Capability</p>	<i>Evidence to be provided by Manager Incident Command and Leadership Capability</i>	
2.1.2.	Available personnel to support RCC readiness	The Region has a readiness matrix that identifies RCC activation levels and is available on the EM Portal.	<i>Evidence to be reviewed on the EM Portal</i>	
2.2.	ORGANISATION			
2.2.1.	The Regional Control Team (RCT) and Regional Emergency Management Team (REMT) meetings are attended regularly by CFA	Evidence of CFA engagement in RCT and REMT readiness meetings.	<i>REMT Readiness Matrix and LMAP are sighted on the Intranet</i>	
2.2.2.	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	Evidence of CFA engagement in Regional Emergency Response and Recovery Planning meetings and Regional Strategic Fire Management Planning Committee meetings	<p><i>Evidence of RSFMPC attendance will be sighted on EMV EM Planning portal</i></p> <p><i>Evidence of Response and Recovery committees sighted on IFMP website</i></p>	
2.2.3.	Region post season debriefing has been undertaken since last fire season and observations have been entered into the Observation Sharing Centre	<p>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>	<i>Evidence of an AAR is loaded on Observation Sharing Centre.</i>	

2.	REGION			
	Detailed requirements	Standards	Evidence	Self - Assessment
2.3.	INFORMATION			
2.3.1.	CFA Level 3 IMT personnel have attended a joint agency pre-season briefing and exercise or is scheduled prior to 1 December	Evidence of L3 Briefing attendees is loaded onto TRAIN.	<i>Evidence to be reviewed on TRAIN against endorsed list.</i>	
2.4.	SUPPORT/SYSTEMS			
2.4.1.	RCC auditing has been completed for all CFA RCCs and results have been submitted to EMV.	Emergency Management Victoria requirement: RCC audits are to be conducted bi-annually - <ul style="list-style-type: none"> • Pre winter – completed by 31 May • Pre summer – completed by 31 October 	<i>Evidence of completed checklists will be provided by EMV.</i>	
2.4.2.	ICC audits have been completed for all CFA ICCs and completed checklists have been submitted to Performance Improvement – or link on R Drive	Emergency Management Victoria requirement: ICC audits are to be conducted bi-annually - <ul style="list-style-type: none"> ○ Pre winter – completed by 31 May ○ Pre summer – completed by 31 October <i>Checklists and work instruction are available on the EM Portal EM Knowledge.</i>	<i>Evidence of completed checklists will be provided by EMV</i>	
2.5.	TRAINING			
2.5.1.	CFA 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". Gaps identified and targeted individuals to be included in a developmental plan	<i>Status will be provided by Manager Incident Command and Leadership Capability via SharePoint</i> <i>Regions are to ensure information is appropriately recorded.</i>	
2.6.	DOCTRINE			
2.6.1.	Planning for joint agency IMTs (including Safety Officers) complies with SOP J2.03	Default agency roles are identified in the LMAP and Regions have implemented the IMT availability tool or a similar process, and utilise planning section to fill CFA identified gaps. http://cfaonline.cfa.vic.gov.au/mycfa/Show?pagelid=intraIMTAvailability SOP J2.03 Incident Management Teams - Readiness Arrangements states " 19. schedule 4 prescribes the IMT resources required in each ICC for different FDI.	<i>LMAP sighted on the EM Portal</i>	

2.	REGION			
	Detailed requirements	Standards	Evidence	Self - Assessment
2.6.2.	<p>The Region have a completed and reviewed Business Continuity Quick Reference Guides for Regional Control Centres (RCC) managed by CFA and they have been exercised (or is scheduled prior to 1 December)</p>	<p>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.</p> <p><i>The Business Continuity Quick Reference Guide template is available on the SDPP intranet page.</i></p>	<p><i>BC Plan located on the EM portal by Business Continuity Advisor (Dave Patterson)</i></p> <p><i>Exercise outcomes as per Business Continuity Advisor (Dave Patterson)</i></p>	
2.6.3.	<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 Strategic Fire Management Plan • Regional Emergency Management Plan • Memorandums of Understanding • Joint Agency Procedures (Regional) <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><i>RRRA and RRRG are sighted on the EM Portal and:</i></p> <ul style="list-style-type: none"> • <i>meet standard</i> • <i>are current</i> • <i>have been endorsed</i> 	
2.6.4.	<p>Contingency hard copy (USB not applicable) documentation is in place in all CFA RCCs (relevant to the specific footprint)</p>	<p>Chief Officer’s Requirement:</p> <p>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 • Regional Risk & Consequence Plan for Bushfire & Heat 	<p><i>Evidence contingency hard copy documentation will be reviewed on site during inspection.</i></p>	

2.	REGION			
	Detailed requirements	Standards	Evidence	Self - Assessment
2.6.5.	Regional planning to meet the Summer Community Capability Programs has been completed and any challenges/issues have been identified	MCS has established a Regional work plan, consistent with district priorities.	<i>Work plan to be provided by Community Capability Dept.</i>	

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.

Element	See Page
F&EM Community Capability	
INFORMATION	Page 17
DOCTRINE	Page 17
F&EM Readiness and Response	
PERSONNEL	Page 19
INFORMATION	Page 19
TRAINING	Page 19
DOCTRINE	Page 19
F&EM Emergency Management	
DOCTRINE	Page 20
Business Services – Fleet Services	
EQUIPMENT	Page 21
Business Services – ICT	
PERSONNEL	Page 21
EQUIPMENT	Page 21
Business Services – Spatial Services	
PERSONNEL	Page 22
EQUIPMENT	Page 22
Business Services – Procurement and Supply Management	
PERSONNEL	Page 22
EQUIPMENT	Page 23
Communities and Communication – Media	
TRAINING	Page 23

3. F&EM COMMUNITY CAPABILITY				
	Detailed requirements	Standards	Evidence	Self - Assessment
3.1. INFORMATION				
3.1.1.	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>	<i>Regional Service Level Agreement Summaries sighted</i>	
3.2. DOCTRINE				
3.2.1.	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>	<i>Sighted and checked for currency in the Government Gazette.</i>	
3.2.2.	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>	<i>Sighted and checked for currency</i>	
3.2.3.	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>	<i>Sighted and checked for currency</i>	
3.2.4.	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>	<i>Sighted and checked for currency</i>	

3.				
F&EM COMMUNITY CAPABILITY				
	Detailed requirements	Standards	Evidence	Self - Assessment
3.2.5.	Community Fire Refuges (CFR) have been assessed by CFA following a request from Fire Services Commissioner (FSC)	<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>	<i>Sighted and checked for currency</i>	
3.2.6.	The locations of prescribed Community Fire Refuges (CFR) are accessible on the CFA website	<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>	<i>Sighted and checked for currency</i>	
3.2.7.	Prescribed Community Fire Refuges (CFR) are reassessed annually by CFA as part of review.	<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>	<i>Sighted and checked for currency</i>	
3.2.8.	Vegetation Management program delivered in accordance with the current Burn Plan Template and SOP 9.39	<p>Burn plans developed by Vegetation Management Officers (VMO) in accordance with CFA Burn Plan Template and SOP 9.39</p>	<i>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'</i>	

3. F&EM COMMUNITY CAPABILITY				
	Detailed requirements	Standards	Evidence	Self - Assessment
3.2.9.	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	

4. F&EM READINESS & RESPONSE				
	Detailed requirements	Standards	Evidence	Self - Assessment
4.1.	PERSONNEL			
4.1.1.	Level 3 personnel have been endorsed/accredited by the Chief Officer and this endorsement has been communicated	Annual endorsement/accreditation of Level 3 personnel completed by Chief Officer and Manager Headquarters Operations to advise personnel in accordance with SOP 8.03	List is available on SDO Portal	
4.1.2.	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	
4.2.	INFORMATION			
4.2.1.	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 State level to be viewed on the SDO page of the EM portal	
4.3.	TRAINING			
4.3.1.	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	
4.3.2.	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	

4. F&EM READINESS & RESPONSE				
	Detailed requirements	Standards	Evidence	Self - Assessment
4.4.	DOCTRINE			
4.4.1.	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	<i>Sight the list of documentation and who is responsible</i> <i>Evidence that documentation CFA is responsible for, is current</i>	
4.4.2.	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.	<i>Sighted and checked for currency</i>	
4.4.3.	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".	<i>Sighted and checked for currency</i> <i>Evidence of exercising</i>	
4.4.4.	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.	<i>Minutes showing attendance at meeting provided and sample for regularity</i>	

5. F&EM EMERGENCY MANAGEMENT				
	Detailed requirements	Standards	Evidence	Self - Assessment
5.1.	DOCTRINE			
5.1.1.	MoU's with interstate agencies and surrounding organisations have been reviewed	Chief Officer's Requirement: MoU's are to be reviewed as defined.	<i>Sighted and checked for currency</i>	

6. BUSINESS SERVICES – FLEET SERVICES				
	Detailed requirements	Standards	Evidence	Self - Assessment
6.1.	EQUIPMENT			
6.1.1.	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	<i>Electronic Plant maintenance records, Appliance files Monthly maintenance report Possible reporting on fleet availability/unavailability</i>	

7. BUSINESS SERVICES – ICT				
	Detailed requirements	Standards	Evidence	Self - Assessment
7.1.	PERSONNEL			
7.1.1.	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.	<i>Sighted and checked</i>	
7.2.	EQUIPMENT			
7.2.1.	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	<i>Records of testing sighted</i>	
7.2.2.	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	<i>Records of testing sighted</i>	
7.2.3.	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	<i>Records of testing sighted</i>	
7.2.4.	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.	<i>Sighted and checked</i>	

7. BUSINESS SERVICES – ICT				
	Detailed requirements	Standards	Evidence	Self - Assessment
7.2.5.	Dispatch & IMC radio sites are inspected/maintained	<p>COMM-MNP-005 Maintenance Schedule for Communications Equipment</p> <p>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.</p>	<i>Review Helpdesk Service Centre software</i>	

8. BUSINESS SERVICES – SPATIAL SERVICES				
	Detailed requirements	Standards	Evidence	Self - Assessment
8.1.	PERSONNEL			
8.1.1.	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>	<i>Training attendance provided and roster</i>	
8.2.	EQUIPMENT			
8.2.1.	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.	<i>ArcGIS Licenses database</i>	

9. BUSINESS SERVICES – PROCUREMENT AND SUPPLY MANAGEMENT				
	Detailed requirements	Standards	Evidence	Self - Assessment
9.1.	PERSONNEL			
9.1.1.	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.	<i>Written acknowledgment</i>	

9. BUSINESS SERVICES – PROCUREMENT AND SUPPLY MANAGEMENT				
	Detailed requirements	Standards	Evidence	Self - Assessment
9.2.	EQUIPMENT			
9.2.1.	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.	<i>SAP Inventory has a record of current stock levels within the SLC and District stores</i>	

10. COMMUNITIES AND COMMUNICATION - MEDIA				
	Detailed requirements	Standards	Evidence	Self - Assessment
10.1.	TRAINING			
10.1.1.	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	Chief Officer’s Requirement CFA Policy ‘CFA Media Policy’ states the Media Manager will ensure “Regular, professional media training for CFA spokespeople”.	<i>Date of training and attendance list provided</i>	