

# FOCUSING ON WHAT MATTERS MOST

## Our priorities for the year ahead



Personal Protective Equipment - Head Protection



Personal Protective Equipment - Respiratory Protection



Member Availability and Response System



Mobile Data Terminals for Firefighting Vehicles



Integrated Dispatch System



Design of Fire Appliances



One NSW RFS Member Website



Electronic Membership Application System



Farm Fire Unit Integration



## Our priorities for the year ahead

### **Personal Protective Equipment - Head Protection | Respiratory Protection**

Safety of our members is paramount and we understand that, when it comes to firefighting, personal protective equipment is not only imperative – it's personal. We have heard from our volunteers that it is time to reconsider head and respiratory PPE provided by the NSW RFS for use during firefighting, and we agree. We will determine and make available the most suitable face masks, goggles, and flash hoods to volunteers.

**How will we know we've succeeded?** Head and respiratory PPE provided to NSW RFS members will be: evidence-based; fit-for-purpose; member supported.

### **Member Availability and Response System**

Our shared purpose is to protect the community and our environment by minimising the impact of fire and other emergencies. To achieve this, operational response through effective support systems is vital. With over 70,000 members and 2,000 brigades, we know that a common system for members to signal their availability to attend an incident, be called upon to attend an incident, and accept the call to attend would be of great benefit. We will ensure that members have access to a standard availability and response system (where mobile phone coverage exists) that assists with seamless response to emergencies.

**How will we know we've succeeded?** A member availability and response system that is: standard and accessible by all members (mobile phone app to support the paging system); live and dynamic – giving timely information on the availability and response of members to incidents; easy to use for rapid response; member supported.

### **Mobile Data Terminals for Firefighting Vehicles**

Mobile Data Terminals (MDTs) in firefighting vehicles will be implemented to support members in operational response. Members will be able to jump in a vehicle and use a mounted MDT device to display the job they are attending, and they will have access to road and routing information. Information from the member availability and response system will show members allocated to attend, and job information in the system will automatically populate for completion of brigade incident reporting (BIRs).

**How will we know we've succeeded?** Mobile Data Terminals (MDTs): pilot in NSW RFS firefighting vehicles and establish roll out plan to the rest of the fleet; live and dynamic – linking information on calls, people, routing, and in field fire reporting; easy to use for rapid response; reduce administrative burden on brigades; improved capture of member attendance at fires; member supported.

### **Integrated Dispatch System**

We operate in a multi-agency emergency response environment in NSW, involving coordinated dispatch. There exists multiple dispatch systems across fire and emergency services agencies, and within the NSW RFS we store information across multiple systems to effect dispatch to emergencies. There is a real and pressing opportunity to integrate these systems for more simplified, transparent dispatch and reporting. We will implement a dispatch system that integrates with other fire agency systems and pushes data across to our internal support systems (ICON MDTS, BIRS).

**How will we know we've succeeded?** Implementation of a dispatch system which: provides seamless and automated inter-operability between agencies, in particular Fire and Rescue NSW; consolidates multiple internal dispatch systems for automated information flow; provides system efficiencies able to bring more districts onto centralised dispatch; is fit-for-purpose.

### **Design of Fire Appliances**

Given the unprecedented circumstances of last fire season, in particular the tragic loss of our members and the number of vehicles badly damaged, we need to ensure the design of our fire appliances is fit-for-purpose for the future. In particular, we need to consider cabin ability to withstand tree strikes, high pressure low volume pumps, tanker protection systems, and the viability and feasibility of lighter material.

**How will we know we've succeeded?** Fire appliance redesign that is: evidence-based; fit-for-purpose; member supported.

### **One NSW RFS Member Website**

Now more than ever, it is apparent that timely access to information and new ways of staying connected are needed. We recognise that our members want access to relevant and up-to-date information to support them to deliver the best service to the community. We will deliver a NSW RFS Member Website that does just that – supports our members.

**How will we know we've succeeded?** Member website that is: accessible and easy to navigate; relevant, up-to-date and informative; member supported (accessed and favoured).

### **Electronic Membership Application System**

At the heart of our Service is our members – and the first experience many of our volunteers have with us is when they look to join a brigade. We know we need a better solution to support new members to become volunteers with us and existing members to change their membership status (i.e. transfer, dual) – and which helps brigades, districts and the Service manage volunteer applications in a timely and effective manner.

**How will we know we've succeeded?** eMembership application system that: provides a positive volunteer experience; streamlines the application process; allows for more timely decision making; gives better insights into applications for the brigade, the district and the Service.

### **Farm Fire Unit Integration**

Farmers are a critical part of the firefighting effort, and an important partner in managing and responding to the threat of fire across our landscape. We will work together to ensure farming communities are well prepared, and will strengthen response communication with farm fire units to prioritise and protect important agricultural assets.

**How will we know we've succeeded?** Strengthened farm fire unit integration: good take-up of the Farm Fire Plan; shared understanding of response capabilities and priorities of farmers and farm fire units; shared in-field communication devices which better direct operational response efforts.