

A PLAN TO PROTECT CANBERRA

OUR PLAN IS FOR THE PROTECTION OF CANBERRA AND TO CONTINUE TO REALISE A SAFER COMMUNITY. OUR STRATEGIC REFORM AGENDA ESTABLISHES A FRAMEWORK FOR CONTINUED SUCCESS AND EFFECTIVE UTILISATION OF OUR SERVICES TO DELIVER A COHESIVE, COLLABORATIVE, AND UNIFIED EMERGENCY SERVICES AGENCY.

The plan will include:

WORLD CLASS EMERGENCY 000 COMMUNICATION CENTRE



A single Communication Centre (ComCen) that meets the needs of the community and our four operational services.

- » More fire-fighters where the community needs them most
- » Faster response times to triple zero (000) calls
- » Faster warnings to the community
- » Better systems to scale up during large storm events
- » More professional emergency call takers to ensure we continue to provide the right advice and best service response

AUSTRALIA'S LEADING AMBULANCE SERVICE



Increased capability of our ambulance service to meet growing community demand and maintain our response times, which are currently the fastest nationally and the best patient satisfaction scores.

- » More ambulances on the road
- » Even faster response times
- » Increased capability and expanded services
- » Enhanced ambulance workforce
- » Working towards a plan to implement a system of registration for paramedicine

A STRONGER COMMUNITY PARTNERSHIP



We have developed stronger partnerships with the community to help identify and manage risk and improve bushfire management. We are actively ensuring our community is better prepared for bushfire by:

- » Pinpointing exactly where we are most vulnerable as a community
- » Using science to better map where our risks are greatest
- » Partnering and support our farmers in the bushfire abatement zone to ensure fuel management and access for firefighters improves
- » Reviewing the role of our Community Fire Units
- » Continuing to recognise our volunteers in the community as a significant asset in the protective model of our collective assets
- » Engaging our firefighters and emergency workers, both paid and volunteer, to door knock the streets that are most vulnerable, delivering personal messages to educate the community of the impact of bushfires and how to protect themselves and their families

A STRONG AGENCY FOR THE MODERN WORLD



The ESA aims to match service demand to meet the community's needs by ensuring our emergency service personnel have the most adequate and appropriate resources to allow them to continue to deliver high levels of service to the community.

We have delivered:

- » A new Strategic Plan with a mission of "working together to care and protect"
- » Executive restructure to include Governance and Logistics, People and Culture, Risk and Planning functions to better support our own people
- » Commissioned four stations in four years
- » Better response for bushfire
- » A new Strategic Bushfire Management Plan
- » An award-winning CBR Bushfire Ready Campaign
- » Investment of 12 replacement ambulances and firefighting appliances in 2017/18 and 2018/19
- » Additional firefighters, paramedics and additional crew at West Belconnen

We will:

- » Continue to upgrade the radio communications and computer aided dispatch system
- » Build a new ACT State Emergency station at Calwell
- » Upgrade Fyshwick Fire & Rescue and Guises Creek Rural Fire Service station
- » Employ an additional patient transport crew
- » Commission a new helicopter for the South Care aero medical retrieval service
- » Improve the ESA website and warnings systems

50:50

LEADING WORKPLACE DIVERSITY

The Emergency Services Agency has taken the lead nationally in committing to 50/50 gender recruitment recognising the value of a more diverse and inclusive workforce.

- » In 2016 we have been successful in recruiting 25% women in our most recent intake and we will continue to improve
- » 50:50 Fire & Rescue recruit college targets

ESA KEY FOCUS AREAS AT A GLANCE

- » Even faster response times
- » A better prepared and informed community
- » More frontline resources to meet growing demand
- » Risk based bushfire management
- » A more diverse workforce



ACT
Government

