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Mr David Livingstone
Branch Secretary
United Firefighters Union ACT Branch
PO Box 907
MITCHELL ACT 2911

Dear Mr Livingstone

As you would be aware, I met with union representatives at the consultative forum held on Wednesday 1 April 2015 at the Emergency Services Agency (ESA) Headquarters to talk about the ESA's Strategic Reform Agenda. I am writing to provide you with information about the reform agenda and seek your feedback.

As you are also aware the review phase for a number of initiatives, including the ESA Expenditure Review, is coming to an end. The ESA wishes to move forward into introducing positive reform measures as an outcome from these reviews.

The ESA has prepared a mock up of the agency's Strategic Reform Agenda, which will be discussed at a 2 day planning workshop on 15 & 16 April 2015. A copy of the mock up is at Attachment A for your reference.

The review of enabling support services is also scheduled to be completed in April 2015. The summary of progress to date and options identified for change as outlined in my presentation is at Attachment B, also for your reference.

I will update you on the outcomes of the 2-day planning workshop, and will continue to seek your input into the reform agenda. It would be greatly appreciated if you could please provide me your feedback on both documents by COB Friday 10 April 2015. If you wish to seek further clarification, please contact Mr Andrew Baker on (02) 6207 6835 or via email on andrew.baker@act.gov.au.

Yours sincerely

Dominic Lane AFSM
Commissioner
ACT Emergency Services Agency

2 April 2015



Consultative Forum with Unions

Dominic Lane, Commissioner

April 2015

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Review of Enabling support services

- “As-is” phase completed
- “To-be” options identified
- We are moving to consultation phase with Unions and Volunteers



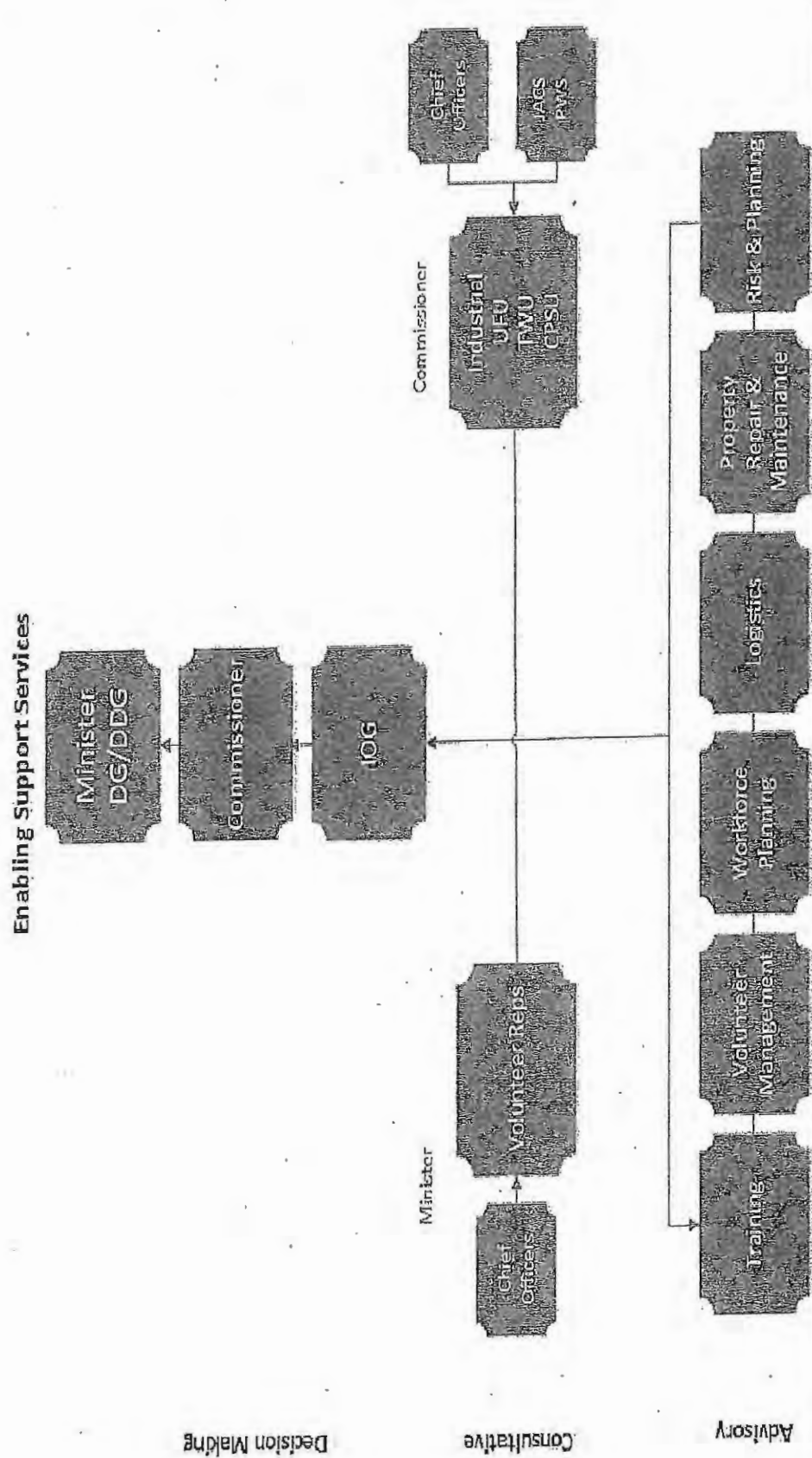
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Review of Enabling support services



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Review of Enabling support services

- Review will be completed April 2015
- Final report will include recommendations and feed into the ESA Strategic Reform Agenda



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Review of Enabling support services

- Key findings
 - High level of staff commitment evident
 - Staff effort is spread thinly across a large number of activities
 - Lack of redundancy in some work areas
 - Whole of ESA frameworks for a range of functions are absent



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Review of Enabling support services

- Key findings
 - Online survey feedback generally favourable in structured questions, however generally negative in free text comments
 - Staff effort concentrated in logistics and training, with minimal effort in work force planning and volunteer management



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Review of Enabling support services

- The “As-Is” data reflects an Operational Service centric approach to risk management and investment in resources
- There is opportunity to improve the way we deliver these services



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Review of Enabling support services

- Six advisory committees were convened in March 2015 and developed options for “To-be”
- Options were presented to Recall day 25 March 2015
- Options provide a basis for change



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Review of Enabling support services

- As documented as part of the review, the ESA will continue to consult with unions and volunteers on the way forward
- This review forms part of a broader strategic change agenda driven by other factors including ACTF&R and ACTAS cultural reviews, ESA Expenditure Review, government priorities and AFAC Strategic Directions paper



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Review of Enabling support services

- Concepts for reform in Enabling support services generated from Advisory Committees
 - Strategic whole of agency frameworks for workforce planning and volunteer management
 - Consolidation of some logistics functions
 - A study into future delivery of RTO services



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Review of Enabling support services

- Concepts for reform in Enabling support services generated from Advisory Committees
- Common TRK's to be developed where appropriate
- Consolidation of resourcing to support volunteer management
- Transform our data holdings into useful and timely information



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Review of Enabling support services

- Concepts for reform in Enabling support services generated from Advisory Committees
- Embedding enterprise risk management across the ESA



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Review of Enabling support services

- Directions for reform in Enabling support services
- Realign the ESA executive structure by re-assigning responsibilities for emergency management risk and planning, workforce planning, and elements of logistics



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Review of Enabling support services

- These reforms will be supported by modernised governance arrangements, a revitalised executive management agenda and new strategic/corporate plans for the periods 2015 – 2020
- A two day strategic planning workshop will be held 15 & 16 April 2015 to progress the reform agenda



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Review of Enabling support services

•Discussion



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