



## SRA Joint Consultative Committee Minutes

7 March 2017

1:00 pm ESAHQ Black Mountain Room

**Chair:** Mark Jones – Director, Strategic Reform Agenda      **Secretariat:** Jo Holmes

**Attendees: Present**

- ACTFR CO Canham – A/g CO ACT Fire & Rescue
- ACTAS CO Quiggin – CO ACT Ambulance Service
- ACTRFS CO Murphy – CO ACT Rural Fire Service
- ACTSES CO Allen - A/g CO ACT State Emergency Services
- Dir L&G Baker – Director , Logistics & Governance
- Dir R&P Foot – Director, Risk & Planning
- ComCen Project manager – B Naughton – SRA
- CPSU Delegate W Irvine – Community Public Sector Union Delegate
- TWU Official B Sweaney – Transport Workers Union Official
- UFU Union Secretary G McConville – United Firefighter Union Secretary
- CPSU Rep G Ible – State Emergency Services Capability Coordinator

**Absent**

- UFU Union Secretary G McConville – United Firefighter Union Secretary

## Agenda Items

**Apologies** – Comm Brown – A/g ESA Commissioner, Dir P&C Stevens – Director, People and Culture, Exec Officer Mitchell – Executive Officer to the ESA Commissioner, Exec Dir P&W Hammat, Executive Director People and Workplace Strategy, JACs Chair

1. **Welcome** – Mark Jones offered the Commissioner's apologies and indicated that, in Dominic's absence, he would chair the meeting Chair

2. **Previous minutes – 14 February 17** - Approved All

3. **SRA Update** Dir SRA

The meeting was informed that not a lot has changed since the previous meeting within the projects but Programme design was the current priority which was developing swiftly. The programme documentation was described as approaching 100 pages now; it was intended to be in a publishable format within a month.

Feedback through the roundtable process has caused the Projects to consider in a bit more depth on how to present their intentions to the varied ESA stakeholders.

A lot of views had been raised at the roundtable meetings notably on the matter of ComCen reform, with the views of some people being repeated frequently. Those views will be influential in areas such the proposals for ComCen reform.

By the end of 2017 it is anticipated that there would be measurable accomplishments within the Projects and the early accomplishments of the Programme will be delivered in the form of a first Tranche by the end of 2017 with some major benefits being delivered in the second Tranche of the programme, likely to be scheduled for 2018.

Dir SRA Jones had met with ComCen PM, TWU Official B Sweaney and TWU representative to discuss the possible impacts of ComCen reform upon existing ACTAS ComCen staff.

**ACTION: Dir SRA Jones will respond TWU in a letter.**

**CPSU Rep G Ible** – Was approached at the Roundtable meeting by volunteers who weren't aware of the breadth of the SRA projects going on.

**Dir SRA Jones** - The roundtable has highlighted a number of Corporate communication challenges and it is clear that the detailed understanding held by some was not as widespread as much as might have been anticipated

An important translation from reform to business as usual was described by Dir SRA in which matters associated within the SRA projects would be delivered by normal lines of management within the ESA after the programme had translated to "Business as usual".

**ACTSES A/g CO Allen** – Suggested that it is time to start looking at how the SRA box moves out to business as usual, that is when the understanding of stakeholders and the comprehension of how things need to be done in future will be clearer. If people think it is in this little box then people won't connect to it.

**Dir SRA Jones** – Agreed with that view and explained that in its current state of development, the work underway is not deemed to be ready for such a transition. Much of the program is underway. Much of what has ended up in the SRA doesn't belong there. The workers will be making the changes

#### 4. ComCen reform project

ComCen  
PM

It was announced that the Executive responsibility for ComCen reform was transitioning Dir R&P Foot

ComCen Project Initiation Documentation is currently in draft version number 3 – more work required and business case for budget not yet approved. The early Roundtable consultation feedback was being incorporated into the PID

ComCen model is still being developed in preparation for consultation with affected staff.

Main thrust this month is to have PID approved by SRO, and work with ComCen Executive to start to package together the required work packages (model) and get it into a position where the plan is approved and able to consult with staff and those affected

ComCen PM has been observing the current ComCen and had sought the informal views of a wide range of staff whilst doing so.

ComCen staff were described as having a strategic vision for the ComCen's role in operations in each of the services and its role as a call centre. A lot is happening in trying to understand the "as is" there are emerging information gaps in what some might conceive the ComCens function and what it

actually deliver.

**Dir SRA Jones** – Commended Ben Naughton on what he has been doing, indicating his hard work into discovering how the ComCen operates and the views of those who will operate any reformed system.

**CPSU Delegate W Irvine** – Asked “What is your assessment so far”?

**ComCen PM** – I have learnt there is certainly an opportunity in the call taker space. In watching the way that ACTAS and F&R take calls, there is a similarity in approaches. There are some areas for further analysis in the dispatch of operational appliances and there is an approach that ESA could take which would optimise the way we dispatch emergency vehicle. The current system was described as being very user driven with the staff members having to make the decisions about a lot of things for which there is an opportunity to rely on the CAD for. Such an approach was described as lowering risks to both the operators and the agency. If a significant incident should happen in the future the dispatching decisions on of what resources had been sent would be far more comprehensible if a systematic method was informing those decisions. .

**Dir R&P Foot** – It is accepted that there will be times when someone will override the recommendation from CAD due to an accident blocking their way etc. and suggested a key message be entered into the system if overriding occurs. It is a governance issue

**Dir SRA Jones** – The system needs to have business rules and they need to be updated and checked for utility regularly

**ComCen PM** - Stated ComCen is a very calm and settled environment. The research was being approached as a due diligence exercise. Once the research ceased learning new things, enough information was likely to have been gathered to complete the reform planning.

## 5. Review of Roundtable meetings

Dir SRA

The Roundtables also have a commitment to future consultation but that is unlikely to take the form of further roundtables which have limitations.

Themes would come out of roundtable submission and discussions and these would inform the ESA's further considerations.

From these roundtables the Directorate will consider what future consultations with the ESA looks like, CPSU, TWU and CO's were requested to encourage staff and members to consider in future on how they would best be consulted with and how to get their views to their employers

Need for better communications has come through loud and clear in every session

Dir SRA Jones expressed some disappointment that views which had been expressed (presumably in good faith) has caused some stakeholders to over-react and start political lobbying before the roundtables had been completed. Such behaviour violated the very principles of free speech and was arguably disingenuous in intent.

**CPSU Delegate W Irvine** – Stated there needed to be someone senior at each meeting to respond to comments made

**Dir SRA Jones** – Responded the decision was made for the Executives to remain in listening mode so as to be seen to be attentive to the views of staff and volunteers. It is certain that some explanations and views will be provided following analysis of the discussion and submissions.

**Dir SRA Jones** - Notes are taken at each meeting, a consultancy report will be written up by facilitator, the *write up* in Draft format will go to the Commissioner and a portion of it will go forward as a ministerial brief. It is intended to make copies public to those people who gave their effort to making the meetings successful.

**CPSU Delegate W Irvine** – Stated it was relayed to him that, during the roundtable sessions, when discussing a question updating the ambulances and changing the tender process due to injuries caused from them, the facilitator said the wrong thing asking “what would they trade off for it”? A lot of ACTAS staff were upset at this.

## 6. Other business

All

**CPSU Delegate W Irvine** – 2 years ago we initiated a classification review, as a result of that review in the ESA Resource centre it was recommended the 3 positions be upgraded. Outcomes were provided and we have been patiently waiting for 8-9 months. Has this now become an SRA matter?

**ACTION: Chair** – Will respond to CPSU Delegate W Irvine before next meeting

**CPSU Delegate W Irvine** – A/g Comm Brown called him last week to let him know that he was going to call for EOI's for CO positions when CO is on leave, but since then it was pointed out that it is in certain staffs Duty statements that they will be the backfill.

Seeking clarification that this would be for all services.

Clarification was sought on the circumstances in which these deputies would be required was sought. Is it in the event that the person in the nominal position as stated in their duty statements, are unable to or on leave? Is the ESA

establishing a pool or intent to bring people in from other parts of the service to take on that role?

**TWU Official B Sweaney** – Stated he believed it was the later. The pool for the whole of ESA but welcomed any clarification that management could provide.

**ACTFR A/g CO Canham** – Felt it would be service specific

**ACTION - Chair will arrange for a response to CPSU Delegate W before the next meeting**

**7. Next meeting** – 4 April 2017, 3 pm, ESA HQ Black Mountain rooms