

Practical application of 'The Blueprint'

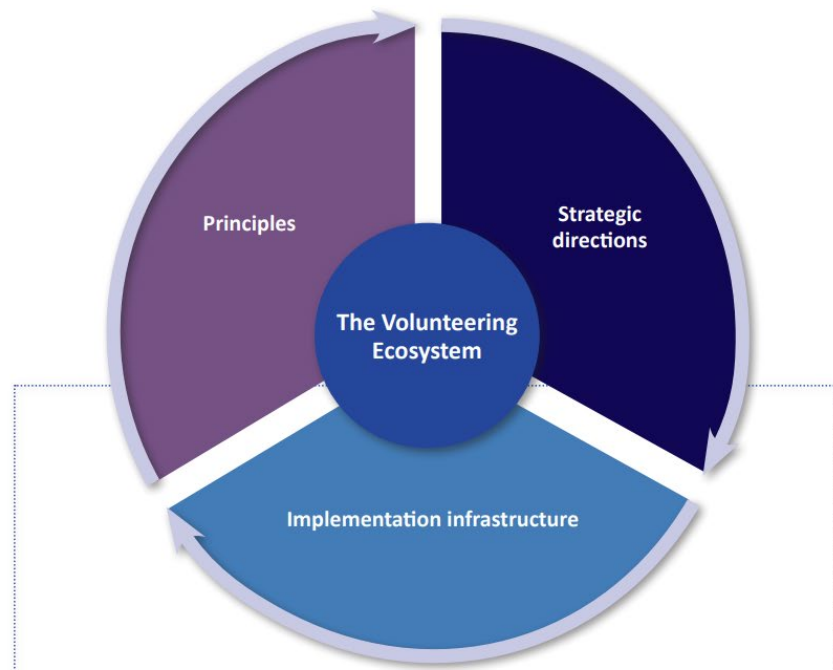
ALISON MCLEOD
ACT EMERGENCY
SERVICES AGENCY



ACT EMERGENCY SERVICES AGENCY

We work together to care and protect through cohesive operations, collaborative management and a unified executive





Principles	Strategic directions	Implementation infrastructure
Diverse and inclusive	Working with communities to build resilience and safety	Enabling infrastructure
Future focused	Strengthening trust through building organisational capability in volunteering EMOs	Capabilities
Collaboration and capability	Enhancing education and learning for a skilled and capable workforce	Implementation practice
Community centred	Ensuring a safe, diverse, and inclusive volunteering environment	
Effective and transparent governance	Enabling innovation	
Embracing change and innovation	Developing responsive and effective governance	

HOW DO WE
DRIVE THIS
THING?

Principles

Diverse and inclusive

Future focused

Collaboration and capability

Community centred

Effective and transparent
governance

Embracing change
and innovation



ACT Volunteering Statement


Volunteers are a vital part of the ACT Emergency Services Agency's (ESA) strategy to meet its obligations to the community and the ACT Government. These obligations include protecting life, property, and the environment across the Australian Capital Territory (ACT).


RECOGNISED	VALUABLE	DIVERSE	SUPPORTED
 <p>Volunteers in the ACT are acknowledged and celebrated.</p>	 <p>Volunteers make a vital contribution to life and the community in the ACT.</p>	 <p>Volunteers are people of all ages and abilities who contribute in many different ways.</p>	 <p>Volunteers are included in the life of the ESA and have clear roles.</p>
The ESA, community organisations, businesses, and individuals all play a role in promoting volunteering within the ACT.	Volunteers draw on their passion, skills, and experience to build a more inclusive, creative, safe and sustainable city and region.	The ESA, employers and other organisations demonstrate commitment to social inclusion and diversity by encouraging and supporting volunteers from all walks of life.	The ESA is committed to best practice in volunteer management, to providing appropriate training and support, and take pride in the role of volunteers.


ACT Public Service Values and Behaviours


The ACTESA Values and Signature Behaviours underpin the conduct and behaviour of volunteers, and inform ethical decision-making.


RESPECT	INTEGRITY	COLLABORATION	INNOVATION
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Andrew Barr MLA
ACT Chief Minister



Mick Gentleman MLA
Minister for Police & Emergency Services



Georgina Whelan, AM, CSC & BAR
Commissioner, ACT Emergency Services Agency


ACT Volunteer Brigades Association


ACTSES Volunteers Association


Mapping and Planning Support Group


Community Fire Unit Consultative Committee


ACT Fire Brigade Historical Society

This Charter is dated the 17th Day of November 2021



THE PRINCIPLES

Strategic directions

Working with communities to build resilience and safety

Strengthening trust through building organisational capability in volunteering EMOs

Enhancing education and learning for a skilled and capable workforce

Ensuring a safe, diverse, and inclusive volunteering environment

Enabling innovation

Developing responsive and effective governance

STRATEGIC DIRECTIONS

Strategic direction	Limited awareness	Aware and engaged	Integrating and applying	Sustainable
2. Strengthening trust through building organisational capability in volunteering EMOs.	1. Limited strategic planning.	1. Sector agreement and a commitment to strategic action and planning.	1. Nationally endorsed strategies and plans that are being enacted.	1. Ongoing coordinated activities across the volunteering ecosystem that are strategically managed using systems thinking.
	2. Volunteers do not trust organisations and feel undervalued.	2. Volunteers feel acknowledged but are still distrustful of their needs being addressed.	2. Volunteers are consulted with and have trust their needs will be addressed.	2. Volunteers trust EMOs and are confident that their concerns are being heard and addressed. Volunteers are included appropriately in decision making.
	3. Resourcing does not meet the needs of volunteering EMOs or their volunteers.	3. Resourcing and funding for some projects in EMOs to address volunteer needs.	3. Sector-wide funding and resources for volunteering EMOs to accommodate volunteer needs.	3. Appropriate and adequate funding and resources in volunteering EMOs actively meeting volunteering needs.
	4. Compliant and passive leadership.	4. Advocacy for change by sector and organisational leaders.	4. Volunteering EMO leaders and champions are proactively leading change.	4. Strong and proactive leadership at all levels that is responsive to volunteers' needs and changing context.
	5. Community skills and capabilities are not valued or considered relevant.	5. Community skills and nontechnical capabilities are understood and valued.	5. Integration of community and nontechnical capabilities across the PPRR spectrum with community and external stakeholders and are rewarded.	5. Enhanced volunteering EMO capacity and capability for surge capacity across the volunteering ecosystem.
	6. Organisational capabilities support traditional roles and operational models that maintain the status quo.	6. New organisational capabilities are emerging that promote change and new models for volunteering.	6. Organisational capabilities enable change and accept and support new models of volunteering.	6. Volunteering EMOs have strong continuous change and adaptive capabilities.
	7. Linear approaches and reactive solutions.	7. Systemic and strategic approaches to problem solving are being advocated for.	7. Systemic and strategic approaches are being applied in programs and decision making across EMOs.	7. Systemic and strategic approaches are business-as-usual in volunteering EMOs.
	8. Siloed and rigid structures.	8. Siloed and flexible structures.	8. Continuous improvement and flexible structures are developing.	8. Dynamic volunteering EMOs with established structures that enable adaptive responses.
	9. Limited evidence-based decision making, common wisdom prevails.	9. Knowledge of how to use evidence in decision making within volunteering EMOs.	9. Evidence-based decision making is established within volunteering EMOs.	9. Evidence-based decision making is expected and supported in volunteering EMOs.

Strategic directions

Working with communities to build resilience and safety

Strengthening trust through building organisational capability in volunteering EMOs

Enhancing education and learning for a skilled and capable workforce

Ensuring a safe, diverse, and inclusive volunteering environment

Enabling innovation

Developing responsive and effective governance

“Ensure that Volunteer Management Teams are sustainable and have capability to support and enable a positive volunteering experience”

“Develop formal and informal governance that supports and enables a positive volunteering experience and ensures an accountable and ethical workplace culture”

Building trust through better consultation & listening

Focus on the volunteer experience

Fit for purpose support for volunteers that reduces red tape

Workplace culture that supports collaboration and innovation

THANK YOU

ALISON MCLEOD / DIRECTOR POLICY & STRATEGY

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