

# CAPABILITY BUILDING IN VOLUNTEERS

- THE NSWFB HAS 5,700
  VOLUNTEERS IN THE
  COMMUNITY FIRE UNIT (CFU)
  PROGRAM
- THIS PRESENTS CHALLENGES
  TO THE ORGANISATION

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# BUILDING CAPABILITY IN VOLUNTEERS

- ALL VOLUNTEER AGENCIES
  HAVE ISSUES WITH SKILLS
  ACQUISITION AND RETENSION
- THE CFU PROGRAM
  PRESENTS THE NSWFB WITH
  ISSUES BECAUSE OF THE
  UNIQUE NATURE OF THE
  PROGRAM

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### CFU,S THE DIFFERENCES

- A SIGNIFICANT NUMBER OF VOLUNTEERS WITHIN A FIRE SERVICE THAT ARE NOT FIREFIGHTERS
- ♥ VOLUNTEERS WITHIN A FIRE SERVICE THAT HAVE A VERY LIMITED AREA IN WHICH THEY OPERATE
- A GREATER EMPHASIS ON PREPARATION, PREVENTION AND RECOVERY RATHER THAN ON OERATIONS

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### **BUILDING CAPABILITY**

- AGENCIES AND THEIR
  MEMBERS ARE FACED WITH A
  GREATER SET OF COMPETING
  PRIORITIES
- BUILDING A CAPABILITY WITHIN THE VOLNTEERS THAT IS ACHIEVABLE, SUSTAINABLE AND FITS WITHIN THE EXISTING OPERTIONAL PROCEEDURES

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#### **NSWFB CFU VOLUNTEERS**

- THE CFU PROGRAM IS EXPANDING AGAINST THE TREND OF EXISTING VOLUNTEER ORGANISATIONS
- CFU MEMBERS ARE SOMEWHAT UNIQUE IN THAT THEY ARE PREDOMINATELY SELF MOTIVATED, WELL EDUCATED AND WELL CONNECTED WITHIN THEIR COMMUNITY WITH MANY OF THEM OCCUPYING MIDDLE MANAGEMENT AND EXECUTIVE POSITIONS

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### **NSWFB CFU VOLUNTEERS**

- THE PROGRAM IS MORE ATTRACTIVE
  BECAUSE THE REQUIREMENTS IMPOSED
  ON MEMBERS TIME, EFFORT,
  RESPONSIBILITY AND GEOGRAPHIC AREA
  OF OPERATION DO NOT COMPETE AS
  SIGNIFICANTLY WITH THEIR PERSONAL OR
  PROFESSIONAL LIFE
- THE PROGRAM GALVANISES THE LOCAL COMMUNITY AND ESTABLISHES BONDS THAT MAY NOT HAVE EXISTED PRIOR TO THE PROGRAMS IMPLEMENTATION

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## OPPORTUNITIES

- CHALLENGE: TO VALIDATE THE EXISTANCE OF THE PROGRAM THROUGH QUALITATIVE AND QUANTATIVE RESEARCH
- RESEARCH AGENCIES IN TO ASSIST IN THE VALIDATION PROCESS

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### OPPORTUNITIES

- CHALLENGE: TO DEVELOP A
  RESILLIANT PLACEMENT PROCESS
  SO THAT THE TARGETING OF
  COMMUNITIES AND THE
  PLACEMENT OF PROGRAM
  ASSETS WITHIN THE COMMUNITY
  ARE VALID
- ANSWER THE "WHY" FOR THE MEMBERS OF THE PROGRAM AND THE ORGANISATION

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## OPPORTUNITIES

- CHALLENGE: WHEN THE
  INTERFACE CHANGES IN URBAN
  COMMUNITIES AND THE NEED FOR
  THE VOLUNTEERS SUBSIDE WHAT
  ACTION DOES THE ORGANISATION
  TAKE
- **○PPORTUNTY**: STRUCTURE THE EDUCATION PROCESS FOR COMMUNITIES TO INCREASE THEIR UNDERSTANDING OF THE EVENTUALLITY OF RELOCATION

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### CHALLENGES AND OPPORTUNITIES

- CHALLENGE: VALIDATE THE EXPENCE OF THE TRAINING AGAINST THE CAPABILITY ENHANSEMENT
- THE GREATER THE
  CAPABILITY THAT YOU WISH
  TO INSTILL INTO YOUR
  VOLUNTEERS THE MORE
  COSTLY THE EXERCISE

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#### SUMMARY

- VOLUNTEERS PRESENT AN ORGANISATION WITH A NUMBER OF CHALLENGES
- SAFETY IS A DRIVER FOR THE LEVEL OF CAPABILITY DEVELOPMENT FOR A VOLUNTEER
- ORGANISATIONS NEED TO BE OPEN AND ADAPTABLE AS WELL AS INSTILL THAT ADAPTABILITY INTO ITS MEMBERS
- RESEARCH IS CRITICAL TO IMPROVEMENT AND LONGEVITY

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