



# Membership Services Consultative Committee Minutes

Date of Meeting: **Friday 15 March 2019**

Time from/to: **0900 – 1615**

Chair: **Trina Schmidt – RFS**

Required Attendees: **Scott Campbell – RFSA (Deputy Chair)**  
**Helen Carlos – RFSA**                      **Bert Clarke – RFSA**  
**Wayne Halliday – RFSA**                **Greg Fisher – RFSA**  
**Dennis Hancock – RFSA**            **Terry Job – RFSA**  
**Michael Lane – RFSA**                 **Craig Murphy – RFSA**  
**Lisa Chih – RFS (Executive Officer)**

Apologies: **Bill Elder - RFSA**

Invited Speakers: **Peter Carter – RFS**                      **Stephen Glassock – RFS**  
**Edith Newton – RFS**                      **Narelle Koteff – RFS**  
**Kristine Wendtman – RFS**            **Andrew Canderle - RFS**

Location: **NSW RFS HQ level 4, Tablelands Meeting Room (4.09)**

## Agenda

No.	Agenda Item	Responsible	Time
1.	<i>Coach transfer departs Mercure Hotel for HQ</i>		0800
2.	Commissioners Address – Barwon & Barwon West Rooms	NSW RFS	0900
<i>Membership Services Consultative Committee convenes – Tablelands Meeting Room</i>			1000
3.	Welcome and Introduction	Chair	1020
4.	Acceptance of Apologies	Chair	1025
5.	Declaration of Conflict of Interest	Chair	1040
6.	Acceptance of Minutes of previous meeting	Chair	1045
7.	Matters arising from Minutes of previous meeting	Chair	1050



No.	Agenda Item	Responsible	Time
8.	RFSA Business Paper – Health, Safety and Welfare Update	Edith Newton	1100
9.	NSW RFS Business Paper – Professional Standards	Narelle Koteff	1130
<b>Lunch – Barwon &amp; Barwon West Rooms</b>			<b>1200</b>
<i>Membership Services Consultative Committee convenes – Tablelands Meeting Room</i>			1315
10.	NSW RFS Business Paper – Corporate Planning and Risk	Stephen Glassock	1315
	<i>Andrew Canderle</i>		1320
11.	NSW RFS Business Paper – Learning and Development Update	Peter Carter	1400
<b>Afternoon Tea</b>			<b>1500</b>
12.	NSW RFS Business Paper – Volunteer Relations & Workforce Planning	Kristine Wendtman	1520
13.	General Business	RFS/RFSA	1605
14.	Next meeting – 5 July 2019		
15.	Meeting closes		1630
	<i>Coach transfer departs HQ for Mercure Hotel</i>		1645
	<b>Dinner – Mercure Hotel</b> <b>106 Hassall Street, Parramatta</b>		<b>1800 for</b> <b>1830</b>

## Minutes

Agenda No.	Item Minute
1.	<p><b>Commissioner’s Address</b></p> <p>Commissioner was an apology.</p> <p>Deputy Commissioner Rob Rogers AFSM, Executive Director, Operations, David Hislop, Manager (Preparedness), Assistant Commissioner Jason Heffernan, Director, Response and Coordination, Lisa Chih, Director, Membership Services, Anthony Bradstreet, Manager, Community Engagement and Assistant Commissioner Kelly Browne AFSM, Director, Information Communications Technology address Committee members on topical matters.</p>
2.	<p><b>Welcome</b></p> <p>The Chair, Ms Trina Schmidt, welcomed all the members to the meeting.</p>



Agenda No.	Item Minute
3.	<p><b>Acceptance of Apologies</b> The Chair noted the apologies as listed above.</p>
4.	<p><b>Declaration of Conflict of Interest</b> No conflicts of interest were declared by any members present at the meeting.</p>
5.	<p><b>Acceptance of the minutes from previous meeting</b> Terry Job raised that his name was not listed in the previous minutes as an attendee. With that amendment, the minutes from the meeting of 26 October 2018 were moved and adopted.</p>
6.	<p><b>Matters arising from minutes or previous meeting</b> The Chair went through the actions listed on the Task Register.</p> <p>7.2 PPC for cold climates – Andrew Canderle provided an update on this. Andrew confirmed that PPC is to be worn in accordance with Service Standard 5.1.5 – Protective Clothing and Accessories, i.e. layer up with non-synthetic undergarments. Number 1 risk in bush firefighting is heat stress, so the PPC fabric has been designed to release your metabolic heat build-up as quickly as possible and, if you get wet, to dry off as quickly as possible. The PPC is an outer protective garment, not an inner, so you don't put anything over the top of it, you layer up in cold climates.</p> <p>Draft specifications are being prepared to go to tender for all RFS PPE and PPC, with the tender expected to be released in mid to late April. As part of the tender, RFS will be reviewing the design, cut, fabric etc and also undergarments for compatibility (design and fabric). If undergarments are implemented, it will be at the decision of the organisation.</p> <p>7.7 Beeping in Water Tanks – This matter will be dealt with out of session.</p> <p>9.0 BA Training Program – Stephen Glassock provided signed correspondence to RFSA on 14/3/2019.</p> <p>11.0 L&amp;D Programs – This matter to be held over until the next meeting. Need some time to revert back on a comprehensive proposal for consultation.</p>
7.	<p><b>NSW RFS Business Paper – Health, Safety and Welfare</b> The Chair welcomed Ms Edith Newton, Health, Safety and Welfare (HSW), to provide the HSW update. HSW spoke to the business paper provided.</p> <p><b>7.1 WHS Consultation Update</b></p> <ul style="list-style-type: none"> <li>• HSR elections now completed. 22 workgroups contested. 41 HSRs elected (out of 47 workgroups). See Appendix 1 for the list of elected HSRs</li> <li>• Elected HSRs commenced in their role on 1<sup>st</sup> March for a 3 year term.</li> <li>• 1 day in-house HSR training conducted on 2<sup>nd</sup> March – 38 attended. Successful day with lots of positive feedback from participants. Training covered how HSRs will operate within the NSW RFS. Presenters from the Commissioner, Operations and SafeWork NSW.</li> <li>• Many have also enrolled to complete the 5 day SafeWork NSW course for HSRs.</li> <li>• HSR Guidelines finalised following review of feedback – published on MyRFS.</li> </ul>



**RFSA**

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	<ul style="list-style-type: none"><li>• Work to commence on forming the WHS committee, as outlined in SS 7.1.8. This is likely to include 5 elected HSRs, PSA and RFSA reps.</li></ul> <p><b>7.2 Your Health Matters (YHM) Program</b></p> <ul style="list-style-type: none"><li>• YHM Pack Four – Spring 2018 was distributed in Sept 2018 with printed material sent out the NSW RFS offices and brigades. The items in the pack are in the report and include:<ul style="list-style-type: none"><li>○ Women’s health checklist</li><li>○ Healthy eating tips for the family</li><li>○ Balance and proprioception Smart Card</li><li>○ IMSAFER sticker</li></ul></li><li>• YHM Pack Five – Summer 2019 was distributed in December 2018 via print material to all NSW RFS offices and brigades as well as via digital content on MyRFS. Topics included:<ul style="list-style-type: none"><li>○ Asthma Awareness</li><li>○ Blood Pressure</li><li>○ Sun Safety Skin Check Smart Card</li></ul></li><li>• YHM Pack Six – Autumn 2019 currently in development</li><li>• Free health checks – as at 5/10/18, 588 members had undergone health checks in 38 locations. A summary of the aggregated findings are in the report, including:<ul style="list-style-type: none"><li>○ 20% at high or very high risk of cardiovascular disease</li><li>○ 54% at high risk for Type 2 diabetes</li><li>○ 39% classed as ‘Inactive’</li><li>○ 52% don’t eat enough fruit, and 79% don’t eat enough vegetables</li></ul></li><li>• There are 50 days of checks scheduled (at least one for each District) between now and the beginning of June. Aiming for 500 members to participate in health checks as part of this initiative.</li></ul> <p><b>7.3 Presumptive Legislation</b></p> <ul style="list-style-type: none"><li>• Change to workers compensation legislation came into effect 27 Sept 2018 – simplifies the process for eligible NSW firefighters to claim for compensation if diagnosed with specific primary cancers.</li><li>• Qualifying periods of service apply depending on the type of cancer.</li><li>• Applies to diagnosis after 27 Sept 18. A claim can still be lodged if diagnosed prior to that, however additional information would be required to establish a link between firefighting duties and the cancer.</li><li>• Around 17 cancer claims received since presumptive legislation came into effect.</li><li>• Additional funding received from Treasury to increase capacity in the HSW section in response to the presumptive legislation.</li></ul>



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	<p><b>7.4 Service Standard 7.1.6 Health &amp; Safety Management System and the HSW Handbook</b></p> <ul style="list-style-type: none"><li>• SS 7.1.6 outlines the high level requirements for the NSW RFS health and safety management system.</li><li>• It also outlines the responsibilities and accountabilities of all parties, including the Commissioner and Executive, managers, next-in-charge and all members and others in our workplaces.</li><li>• SS 7.1.6 makes provision for additional guidelines to be developed, to enhance to safety management system and align it to legislation and standards.</li><li>• The HSW Handbook is a directory to all health, safety and welfare related doctrine within NSW RFS.</li><li>• Both are available on MyRFS.</li></ul> <p><b>7.5 Injury Reports for Q1 2018/19 and Q2 2018/19</b></p> <ul style="list-style-type: none"><li>• 171 injuries reported in Q1, and 177 in Q2. Number up on previous quarter but roughly on par with corresponding periods in the previous year.</li><li>• Injuries spiked in August, when there were 4 x S44s.</li><li>• 2 fatalities in Q1 – 1 volunteer who had a medical episode during a comms brigade meeting, and an aviation contractor (non-member) whose helicopter crashed.</li><li>• Most common nature of injury continues to be sprains and strains, laceration/abrasion</li><li>• High numbers of poisoning/toxic effect of substances – largely tick bites, however cancer claims also fall into this category, and there has been an increase in these claims due to the commencement of presumptive cancer legislation.</li></ul>
8.	<p><b>NSW RFS Business Paper – Professional Standards (Folio 79)</b></p> <p>The chair welcomed Ms Narelle Koteff, Director, Professional Standards (DPS), to present to the Committee.</p> <p><u>Code of Conduct training by PSU</u></p> <p>There were 4 workshops conducted in 2019:</p> <ul style="list-style-type: none"><li>• 3 x staff workshops (HQ staff and IT contractors)</li><li>• 1 x volunteer workshop (Macarthur District)</li><li>• <u>Total</u>: 45 Staff and 17 Volunteers</li><li>• 8 volunteer workshops scheduled for 2019 (delivery by PSU)</li></ul>



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	<p><u>Train-the-Trainers</u></p> <table border="1"> <thead> <tr> <th rowspan="2">Intake</th> <th colspan="4">No. trainers in each region</th> </tr> <tr> <th>North</th> <th>East</th> <th>South</th> <th>West</th> </tr> </thead> <tbody> <tr> <td><b>2018 (Trained)</b></td> <td>3</td> <td>10</td> <td>5</td> <td>2</td> </tr> <tr> <td><b>2019 (To be trained)</b></td> <td>12</td> <td>7</td> <td>4</td> <td>0</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• 2019 Train the trainer workshop scheduled for 22-23 June in Coffs Harbour.</li> <li>• 24 trainers successful in the EOI process (4 staff and 20 volunteers).</li> <li>• PSU is receiving enquiries and EOI submissions on a regular basis.</li> <li>• Possibility for another train-the-trainer workshop later in 2019. PSU are working with individual districts in recruitment and training of volunteer trainers.</li> </ul> <p><u>Training delivery by volunteer trainers</u></p> <ul style="list-style-type: none"> <li>• Trainers from the previous round have delivered 2 workshops at the district/brigade level in late 2018 (Central Coast and Chifley) with a total of 30 participants.</li> <li>• 10 workshops for delivery by volunteer trainers have been scheduled so far for 2019.</li> </ul>	Intake	No. trainers in each region				North	East	South	West	<b>2018 (Trained)</b>	3	10	5	2	<b>2019 (To be trained)</b>	12	7	4	0
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9.	<p><b>Stephen Glassock – Corporate Plan refresh</b></p> <p>The Chair invited Mr Stephen Glassock, Director Corporate Planning, Risk and Learning to provide an update on the Corporate Plan noting the following:</p> <p>The DCPRL spoke to the business paper provided.</p> <p>He clarified that Deloitte had been engaged to facilitate the workshops, which have already commenced with a senior executive workshop held in early February. Workshops have been arranged at all four regions with senior volunteers being invited to these workshops. In addition there will be workshop for HQ managers.</p> <p>The workshop with the RFSA is schedule for 21/3 and this will be with the Board and State Council Members.</p> <p>As part of the refresh of the plan the Local Government Association and Farmers will be consulted along with AFAC and the BNHCRC.</p> <p>The will include a review and comment period providing the draft plan to the membership.</p>																			



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	The new plan will come to effect on 1 July 2019 and will be presented at the next Consultative Committee Meeting.
11.	<p><b>NSW RFS Business Paper – Learning and Development Update (Folio 77)</b></p> <p>The Chair invited Mr Peter Carter, Manager L&amp;D to provide an update on L&amp;D noting the following:</p> <ul style="list-style-type: none"> <li>• ML&amp;D gave an update on TAE.</li> <li>• Advised that L&amp;D is rewriting SOPs in Service Standard 6.1.3 and have to change the name of assessors to comply with supervision requirements of Standards for RTOs. This relates to the update to TAE qualifications due 1/4/19 where RFIs and ASRs have to work under supervision. Will need to beef up the training plans detailed in SS 6.1.3 to elaborate on the supervision requirements</li> <li>• AVETMISS, USI, SAP update with AVETMISS data submitted, USI numbers being processed manually whilst SAP is building an automated process.</li> <li>• SAP team in final testing to allow external agencies to test use SAP similar to the way a district does. This will allow the agencies to deliver NSW RFS training but formal agreements need to be in place in order for a third party to work under our scope and the agreement registered with ASQA.</li> <li>• Crew Leader storyboarding has commenced, but other pre-requisite requirements need to be progressed before CLW.</li> <li>• Navigation – in alpha production with contractor.</li> <li>• The competency maintenance kit about interface firefighting has been adopted as AFAC doctrine.</li> </ul> <p>Consultative Committee members were invited to provide feedback for consideration in the development of the proposal for L&amp;D program paper for next meeting. An open discussion ensued.</p>
<b>Afternoon Tea</b>	
12.	<p><b>NSW RFS Business Paper – Volunteer Relations and Workforce Planning Update (Folio 80)</b></p> <p>The Chair invited Ms Kristine Wendtman, Manager, Volunteer Relations to provide an update on VR&amp;WP noting the following:</p> <p>Two initiatives from the 18-19 Next Generation Workforce Plan were highlighted.</p> <p><b>Development of an organisational position on the management of spontaneous volunteers</b></p> <ul style="list-style-type: none"> <li>• The potential value and challenges of spontaneous volunteers is a current issue for emergency services.</li> <li>• NSW RFS does not have a formal position in place to guide decisions on management of spontaneous volunteers.</li> </ul>



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	<ul style="list-style-type: none"> <li>MSCC members discussed their own experiences with spontaneous volunteers, both positive and negative, and offered suggestions for the NSW RFS to consider.</li> <li>VR&amp;WP is developing a draft position statement for further consultation.</li> </ul> <p><b>Brigades in Changing Rural Communities project</b></p> <ul style="list-style-type: none"> <li>Feedback from the roll out of the Volunteer Recruitment and Retention Kit indicated that brigades in rural areas where the population is declining have additional recruitment challenges. VR&amp;WP is developing the scope for a larger project (next 2-3 years) to investigate how the NSW RFS can address this challenge.</li> <li>Related work is being done in other states (especially Victoria and Queensland) as well as research through the Bushfire Natural Hazards CRC. This project will build on that work.</li> </ul> <p>MSCC members were reminded to check the Recruitment and Retention portal on MyRFS for the latest versions of tools such as the Brigade Health Check and the Brigade Planning Cycle videos.</p> <p><b>NPWS All Parks Passes</b></p> <p>Update provided on changes to the administration of NPWS All Parks Passes. NPWS is in the process of introducing number plate recognition entry gates in parks to replace windscreen stickers, which means NSW RFS needs to provide NPWS with up to date data on which vehicles have been issued with passes. VR&amp;WP have been working closely with NPWS and District staff to manage the change with minimal impact on volunteer members.</p>
13.	<p><b>General Business</b></p> <p>The Chair thanked everybody for their participation and contributions and looked forward to working with all committee members in future committee meetings.</p> <p>Next meeting – 5 July 2019</p> <p>Meeting closed at 16:45</p> <p><b>Dinner – Mercure Hotel</b></p> <p>106 Hassall Street, Parramatta</p>



# RFSA

The following is a summary of the tasks determined during the meeting:

Task Ref.	Subject	Task Description	Owner	Due Date
7.7	Beeping in Water Tanks	Ms Chih to follow up with Executive Director Infrastructure Services re beeping in water tanks in FRNSW appliances and provide update at next meeting.	EDIS	5 July 2019
11	L&D programs	Manager L&D to give an update on L&D framework at next meeting.	Manager, L&D	5 July 2019
7.1	HSR guidelines	HSW to provide a copy of these guidelines to the Committee out of session.	Manager, HSW	5 July 2019
7.2	Schedule of Your Health Matters program	HSW to provide a copy of the schedule thus far as well as an update to the Committee at the next meeting	Manager, HSW	5 July 2019