

Strategy at CFA

cfa.vic.gov.au



The environment in which CFA operates presents enormous challenges and opportunities for the future. What is clear is that change is necessary if we are to sustain ourselves as a service delivery organisation.

The **CFA Strategy 2013-18: Towards Resilience** is our blueprint for the future. It outlines the long-term objectives that will allow our people to plan for the future with confidence. The Strategy commits CFA to a network of five strategic priorities that will sustain our frontline service delivery while building a new approach to community resilience, and to fire and emergencies. The priorities strike a balance between meeting essential service delivery requirements and advancing the organisation to better meet future challenges. *Towards Resilience* signals a clear shift in how we understand and enact our role.



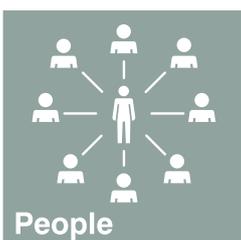
Service Delivery

Service Delivery is at the centre of our network of strategies. Service Delivery will drive CFA as we make changes to support local people in solving local problems, all the time keeping the focus on public safety at CFA's core. Every CFA member plays a role in Service Delivery, whether delivering services directly to the community or providing support services to frontline members.



Volunteerism

The **Volunteerism Strategy** aims to ensure the future capability of community-based volunteer emergency services and recognises the value that our volunteers bring to Victorian communities. The strategy affirms our commitment to ensuring CFA's volunteer-based service is able to embrace and shape the future so that volunteerism will thrive for decades to come.



People

The **People Strategy** outlines key initiatives and programs aimed at enhancing our people capability, safety, engagement and sense of direction. Through this strategy, we will position ourselves to meet our service delivery objectives by ensuring we have people with the right capability, skills, knowledge and abilities into the future.



Asset

The **Asset Strategy** sets clear priorities to meet CFA's service delivery objectives based on a more interoperable approach to emergency management in Victoria. Achieving this will ensure that CFA brigades have the assets and infrastructure needed to protect Victorians from the risk of fire and emergencies.



Finance

The **Finance Strategy** outlines key priorities to ensure the long-term sustainability of CFA in fulfilling our legal charter and implementing government policy. Achieving this will see CFA well positioned to deliver public safety outcomes at a price the community can afford.

CFA MISSION
Protecting lives and property

CFA VALUES

We put **safety** first

We **respect** each other

We act with **integrity**

We work **together** as one

We are **adaptive** and agile

CFA LONG-TERM OUTCOMES

Reduce the incidence and impact of fire emergencies on the community of Victoria

Reduce the impact of non-fire emergencies on the community of Victoria

Be a highly trusted and respected fire and emergency service

Increase community resilience to fire and non-fire emergencies in Victoria

CFA STRATEGIC PRIORITIES 2013-2018

Our frontline

Effective, efficient and sustainable frontline service delivery

Community resilience

Shared emergency risk management with the community of Victoria

Community risk

Enhanced performance of the built and natural environment

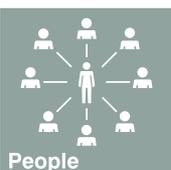
Delivery of our services

Improved and flexible delivery of services

Our people

Our people are safe, respected, capable, engaged and share a common purpose

NETWORKED STRATEGIES



CFA ANNUAL PLAN