

ESF IMPACT

newsletter

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COVID WAYS OF WORKING

It seems that as a sector we have done more than respond and recover. We have used the opportunity of COVID-19 to help us thrive. ESF recently hosted an insight conversation where three leaders explained how their organisations have been forced to adapt to COVID and how they have been pleasantly surprised by the outcomes that resulted.

Kate Sibert explained that Red Cross reimagined how its IMT can work online, inconceivable just a few months ago. While the sudden shift to remote work drained IT and corporate services it also loosened up shift planning and resourcing enabling an older volunteer workforce to contribute safely.

Stephen Griffin has seen operations, service delivery and culture change at VicSES. He said new regular online meetings with senior leaders means there is no delay or filtering of messages, but notes valuable corridor catch ups are missed. People still need human connection and it will be a matter of finding a balance in future that meets a range of needs.

Nigel Taylor said new ways of working led to greater engagement of LSV volunteers with increased meeting attendance and participation in their online Awards event. It has also become clear that as home and work integrate more through remote work arrangements, people will need to get to know other better & consider different, often challenging circumstances.



better together

Sarah Rogers, Deloitte Director said that apart from fresh thinking about remote work, it has been great to see leaders apply speed over elegance and make decisions from the heart which shows their humanity in dealing with unprecedented challenges. The future of work has certainly changed! You can catch up on the [whole conversation here](#).

REACTIONS

It was fascinating to hear how agencies have 'jumped the trust hurdle' – as Nigel said – and realised we can be productive working from home. A revolution in thinking with ripple on effects in so many ways. Hope this webinar kicks off a bigger conversation about how to reap the lessons from this year to support people to integrate life and work in the future.

Dr Sarah Hewat, ESF Learning Network Program Manager



This webinar provided an invaluable snapshot of the impact of COVID-19 on first responders.

While some were unique to a particular organisation, it highlighted the many COVID-19 related challenges common across first-response organisations.

Prof. Russell Roberts, Charles Sturt University and Chair Workplace Mental Health Symposium

Great session this afternoon. The information shared by the panel was helpful in that it shows we are all experiencing similar challenges through COVID-19, but that many of the changes we've made have been positive for our people.

Gordon Botwright, CEO St John Vic

It was terrific to hear about the common experiences and learnings from those in the sector

Catherine Dunlop, Partner Maddocks