



METROPOLITAN
FIRE
SERVICE
SOUTH AUSTRALIA



STAFF HANDBOOK

GUIDE TO OUR VALUES



ACKNOWLEDGEMENT

We respectfully acknowledge the Kaurna people as the Traditional Owners of the Adelaide Plains. We pay our deepest respects to the Elders past, present, and emerging; their strength and resiliency; their connections to land, sea, and community; and their continuation of cultural, spiritual, and educational practices.

Thank you to Steven Schueler, Michael Haines and Rob Dridan for capturing the photographs



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INTRODUCTION

We, the South Australian Metropolitan Fire Service (MFS), are trusted to protect, empower and enrich the local community of more than 1.8 million people. Each day, we respond to challenges and risks to keep people and places safe. We are entrusted to safeguard the irreplaceable.

To succeed in this, it is imperative that approximately 1 300 of our staff embrace and embody the core values that define our culture, actions, decisions and the way we interact with one another, our partners and the community.

“ Values guide our core beliefs, setting the purpose, direction and tone of our organisation. ”

The values agreed and identified within this guide have been developed with collaborative input across the MFS workforce, as part of the values engagement consultation.

All MFS Values resources can be found on the MFS Values MOW intranet.

If you would like any additional information, please contact your direct line manager.

**Trusted to protect,
empower & enrich
our community**

OUR PURPOSE



Trust

Trusted to safeguard the irreplaceable.



Empower our Community

By providing education, training, and resources, we will prepare individuals and the community to be safer and more prepared to face anything.



Empower our People

Fostering a sense of ownership, motivation and job satisfaction among our staff, leading to enhanced performance, innovation, and a higher level of fulfilment.



Enrich our People

Fostering a supportive and inclusive environment, enabling personal and professional growth, and promoting work-life balance, we aim to enhance the overall wellbeing and satisfaction of our staff.



Enrich our Community

Our proactive approach enables us to implement preventive measures, develop robust contingency plans, and offer targeted resources to support and enhance the resilience and wellbeing of our community.



“Everyday we are presented with two choices.... Evolve or Repeat



OUR MISSION

Building a world class fire and rescue service. **We strive to be:**



Responsive

Arriving at incidents as quickly as possible, to keep our community safe and reduce public disruption.



Collaborative

Our operating model provides a clear and collaborative organisational structure.

We contribute to a unified emergency services sector.

We are connected to our community, delivering impact through education partnerships and prevention awareness programs.



Modern

Our infrastructure footprint meets the evolving needs of the community.

We are seen as an employer of choice through inclusive and industry leading recruitment strategies.



Agile

We are a nimble workforce which is deeply connected to all segments of our diverse community.



Innovative

We utilise and consider emerging technology to enhance our capabilities.

We deliver an industry best practice service and are seen as a sector innovator.



Accountable

We have defined success measures which demonstrate to our community, stakeholders and corporate partners how we are delivering on public value and impact.

EMPLOYER OF CHOICE COMMITMENT

Our people shape our agency both now and into the future.

We are committed to a culture of inclusivity, diversity, flexibility, and advancement across the whole MFS workforce.

We will match the right people with the right roles, through opportunities for continuous professional development and career progression across the entire organisation.

We will ensure every member of the MFS workforce can develop their skills and a career pathway, against a defined set of personal and professional goals. There will be no barriers to growth and progression for our talent.

Our workforce will be valued and celebrated, always.



OUR VALUES

These values are consistent with the South Australian Public Sector Values. They provide common ground as we move forward together, as one team. Making a lasting and positive impact on our people, partners and the communities we are here to serve.





COMMUNITY

The safety of our community is why we exist.

We are....

- Driven by our purpose to keep our community safe.
- Connected, ensuring our service delivery supports the needs of the diverse community we serve.
- Committed to prevention education to build community resilience.
- Collaborative and share knowledge with our service delivery partners.
- Considerate of the natural environment.
- Constantly learning, to ensure we can respond effectively as a fire and rescue service into the future.



RESPECT

Together we are committed to fostering and operating in a positive way towards one another and the community we serve.

We are....

- Kind and courteous in the way we lead, listen and share.
- Respectful and helpful in the way we engage with each other, our stakeholders and the community.
- Inclusive and supportive, recognising and embracing the diversity of everyone.
- Good listeners, open to the advice and opinions of others.
- Professional, approachable and considerate.
- Committed to everyone's safety at work.



INTEGRITY

Holding ourselves to a high standard every day, through mutual trust, transparency and acceptance across the MFS workforce.

We are....

- Honourable and accountable in the way we behave and conduct ourselves.
- Aligned to and demonstrate the moral and ethical principles of the MFS.
- Gracious in the way we recognise the achievements of others.
- Dependable and accountable, understanding that our contribution and input plays a critical role.
- Trustworthy, empathetic, patient and composed in the way we operate.



TEAMWORK

Our work is underpinned by team spirit, connection, safety and friendship. The way we connect with each other fosters a united, engaged and effective workforce.

We are....

- Unified, working towards the same common goals.
- Dependant on each other to keep our community safe.
- Collaborative in the delivery of our services across the whole workforce.
- Honest, transparent and empathetic, creating a trusting environment.
- Continually sharing ideas and information to improve our capabilities and service delivery.
- Committed to celebrating each other's contributions and milestones.



EXCELLENCE

We will transform and innovate our organisation and workforce

We are....

- Accountable for our actions, processes and professional practices.
- Continually developing our technical knowledge and expertise.
- Leading with inclusivity, wellbeing, agility and innovation.
- Diversifying our teams and workforce across all areas of the MFS.





PLAN SUMMARY

PURPOSE

Trusted to protect, empower & enrich our community

MISSION

Building a world class fire and rescue service. We strive to be:

Responsive

Collaborative

Modern

Agile

Innovative

Accountable

OUR VALUES

Our core beliefs, set the purpose, direction and tone of our organisation.

Respect

Integrity

Teamwork

Excellence

Community



Our People

Connected and Supported

As an employer of choice, we will have a motivated high-performing, diverse and inclusive team who feel safe and empowered to bring their whole selves to work.



Our Spirit

Trusted and collaborative

We will keep our community safe by responding and adapting swiftly to current and future risks, while actively educating the community in prevention awareness.



Our Corporate Responsibility

Commitment and Impact

Operating in an ethical, sustainable and responsible manner, we will foster and protect the needs of our environment, team, partners and community now and for generations to come.



Our Evolution

Sophisticated and Progressive

Through innovation of current and emerging risks we will be a leader in fire and rescue, ensuring our service provides public and economic value through our agility and accountability.



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