

From: [REDACTED]
To: [REDACTED]
Cc: [People & Corporate Services Deputy Commissioner; Workforce Strategy & Analytics; \[REDACTED\]](#)
Subject: Re: Fire services volunteer numbers - query [SEC=OFFICIAL]
Date: Wednesday, 6 August 2025 2:32:41 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
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Hi [REDACTED]

I apologise for the delay in getting back to you.

The numbers that former Commissioner Rob Rogers was referring to on 11 April 2025 (as referenced below) are provided as follows:

ACTIVE VOLUNTEER MEMBERS

- The RFS has 70,175 volunteer members (as at 31 March 2025).
- These volunteers undertake a variety of roles, including operations and operational support, training, logistics and communications, community support, education and engagement and brigade administration.
- 79.8% of volunteers (56,021) are operational members (involved in operations and operational support).
- Of these, 81.8% (45,836) are qualified firefighters, with Bush Firefighter, Village Firefighter and/or Advanced Firefighter qualifications.

If you require any further information please don't hesitate to contact me.

Thank you

[REDACTED]

[REDACTED]

Manager Workforce Strategy & Analytics

[REDACTED]
Headquarters 4 Murray Rose Avenue, Sydney Olympic Park NSW
2127
Locked Bag 17 Granville NSW 2142



www.rfs.nsw.gov.au



The RFS acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past and present.

From: [Redacted]

Sent: Thursday, July 24, 2025 10:15

To: [Redacted]
[Redacted]

Cc: People & Corporate Services Deputy Commissioner <DCPCS.Office@rfs.nsw.gov.au>;
Workforce Strategy & Analytics <WorkforceStrategyAndAnalytics@rfs.nsw.gov.au>

Subject: RE: Fire services volunteer numbers - query [SEC=OFFICIAL]

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OFFICIAL

Good morning [Redacted],

Thank you for responding. I've attached, in confidence, the correspondence we received from the FBEU.

[Redacted] I would be very grateful for your thoughts this week, if possible. The FBEU has asked to meet with us next Monday afternoon to discuss. If it would be easier to provide advice over a phone call, please let me know and I'll set up a teams call.

I'm happy to handle the enquiry directly with the FBEU but please let me know if you would prefer I re-direct the FBEU to your agency for further liaison.

Many thanks again,

[Redacted]

[Redacted]

Manager, Government Performance Reporting | Commonwealth State Reporting and Review

Productivity Commission

Wurundjeri, Woi-wurrung Country

Level 8, 2MQ, 697 Collins Street, Docklands VIC 3008

[Redacted]

pc.gov.au



From: [REDACTED]
Sent: Thursday, 24 July 2025 9:29 AM
To: [REDACTED]
Cc: [REDACTED] People & Corporate Services Deputy Commissioner <DCPCS.Office@rfs.nsw.gov.au>; Workforce Strategy & Analytics <WorkforceStrategyAndAnalytics@rfs.nsw.gov.au>
Subject: RE: Fire services volunteer numbers - query [SEC=OFFICIAL]

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Good morning [REDACTED],

Our team coordinate reporting on behalf of the RFS for ROG's and other reports. I've copied [REDACTED], Manager Workforce Strategy & Analytics in as she would be best placed to provide context on the data being reported in relation to volunteer numbers.

Whilst I will leave it to [REDACTED] as the expert to work through, it seems clear from the transcripts of the Commissioner that the 70,000 figure is a total. It may be useful to share the FBEU request to help us answer the query.

Regards

[REDACTED]

[REDACTED]

A/Director Innovation | Strategic Capability



[REDACTED]
Headquarters 4 Murray Rose Avenue, Sydney Olympic Park NSW 2127
Locked Bag 17 Granville NSW 2142
www.rfs.nsw.gov.au ☐ ☐



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From: [REDACTED]
Sent: Tuesday, 22 July 2025 3:11 PM
To: [REDACTED]
Subject: FW: Fire services volunteer numbers - query [SEC=OFFICIAL]

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OFFICIAL

Good afternoon [REDACTED]

NSW Fire and Rescue gave me your contact details. I reached out to [REDACTED] and [REDACTED] for advice on the fire services volunteer data that we publish in the Report on Government Services (RoGS), sourced through NSW Fire and Rescue.

We've received an enquiry from the NSW Fire Brigade Employees' Union (FBEU) querying our fire service volunteer numbers. [REDACTED] suggested the RFS might be able to provide some guidance on this issue.

We currently report around 70,000 volunteer firefighters in NSW and this number has been reasonably consistent over the reported time series (RoGS data table 9A.4). The FBEU is querying these numbers, noting recent NSW Budget Estimates which referenced around 40,000 'trained' fire service volunteers. (See page 46 of the transcript:

<https://www.parliament.nsw.gov.au/lcdocs/transcripts/3509/Transcript%20-%20CORRECTED%20-%20PC8%20-%20Budget%20Estimates%202024-2025%20%E2%80%93%2011%20April%202025.pdf>.)

Are you able to shed any light on how this figure relates to the data we report in RoGS? E.g., is our roughly 70,000 volunteers an aggregate of trained and other volunteers?

I'm very happy to make a time for a chat if that would be easier.

Thank you,

[REDACTED]

[REDACTED]

Manager, Government Performance Reporting | Commonwealth State Reporting and Review

Productivity Commission

Wurundjeri, Woi-wurrung Country

Level 8, 2MQ, 697 Collins Street, Docklands VIC 3008

[REDACTED]

pc.gov.au



From: [REDACTED]

Sent: Tuesday, 22 July 2025 3:07 PM

To: [REDACTED]

Subject: RE: Fire services volunteer numbers - query [SEC=OFFICIAL]

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Hi [REDACTED], please try and contact [REDACTED]

[REDACTED]

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: Monday, 21 July 2025 12:23 PM
To: [REDACTED]
Subject: RE: Fire services volunteer numbers - query [SEC=OFFICIAL]

OFFICIAL

Hi [REDACTED]

Thank you for responding.

Can you please provide a contact for us at the RFS? [REDACTED] submits the data return to us with this information already populated. I'm not sure who at the RFS provides this information to [REDACTED]. Most grateful for your help with this.

Kind regards,

[REDACTED]

[REDACTED]
Manager, Government Performance Reporting | Commonwealth State Reporting and Review

Productivity Commission

Wurundjeri, Woi-wurrung Country
Level 8, 2MQ, 697 Collins Street, Docklands VIC 3008

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From: [REDACTED]
Sent: Monday, 21 July 2025 12:13 PM
To: [REDACTED]
Subject: RE: Fire services volunteer numbers - query [SEC=OFFICIAL]

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Good afternoon [REDACTED], I hope this message finds you well.

Regarding the query about the fire service volunteer numbers, I'd recommend reaching out to the Rural Fire Service (RFS) directly, as they are the primary contributors to this data set. They will be able to provide you with the rationale behind the RoGS figure.

Thank you.

Best regards,

[REDACTED]

From: [REDACTED]

Sent: Thursday, 17 July 2025 4:11 PM

To: [REDACTED]

Subject: FW: Fire services volunteer numbers - query [SEC=OFFICIAL]

OFFICIAL

Good afternoon [REDACTED],

I just sent the below email to [REDACTED] and received his out of office reply redirecting me to you. I would be most grateful if you could please provide advice on the below query regarding fire service volunteer numbers.

Happy to chat if that's easier.

With thanks

[REDACTED]

[REDACTED]

Manager, Government Performance Reporting | Commonwealth State Reporting and Review

Productivity Commission

Wurundjeri, Woi-wurrung Country

Level 8, 2MQ, 697 Collins Street, Docklands VIC 3008

[REDACTED]

pc.gov.au



From: [REDACTED]

Sent: Thursday, 17 July 2025 4:08 PM

To: [REDACTED]

Subject: Fire services volunteer numbers - query

Hi [REDACTED]

I hope this email finds you well.

I just wanted to give you a heads up that we've received an enquiry from the NSW Fire Brigade Employees' Union (FBEU) querying our fire service volunteer numbers. I'm hoping you might be able to give us some guidance on this issue.

We currently report around 70,000 volunteer firefighters in NSW and this number has been reasonably consistent over the reported time series (RoGS data table 9A.4). The FBEU is querying these numbers, noting recent NSW Budget Estimates which referenced around 40,000 'trained' fire service volunteers. (See page 46 of the transcript:

<https://www.parliament.nsw.gov.au/lcdocs/transcripts/3509/Transcript%20-%20CORRECTED%20-%20PC8%20-%20Budget%20Estimates%202024-2025%20%E2%80%93%2011%20April%202025.pdf>.)

Are you able to shed any light on how this figure relates to the data we report in RoGS? E.g., is our roughly 70,000 volunteers an aggregate of trained and other volunteers?

Emergency services workforce data, including volunteer numbers, is on the agenda for discussion at next Monday's PEMWG meeting. At the last meeting, members flagged an interest in potentially exploring volunteer numbers further, including, for example, 'active' volunteers. We might fold some of these issues into a broader piece of work for out of session research.

Interested in your thoughts when you have a moment, thanks [REDACTED].

And please let me know if you'd like to chat before the PEMWG meeting, otherwise, see you there

[REDACTED]

[REDACTED]

Manager, Government Performance Reporting | Commonwealth State Reporting and Review

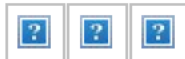
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[REDACTED]

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