

Fact sheet: Feederlines case studies

Introduction

About this document

This fact sheet provides information about the Feederlines Case Study series produced by Fire and Emergency's Operational Assurance team. This resource provides background information about the series, an overview of the benefits, and information about how case studies are commissioned, reviewed, and published for our personnel.

Feederlines Case Studies

About

Feederlines is a Fire and Emergency series of short-form case studies that typically feature learnings, lessons identified, or lessons learned from specific incidents or themes. Each case study is typically two to three pages and is designed to support continuous improvement across our organisation.

The series was developed by the National Advisor, Operational Assurance (Lessons Management Lead), within Fire and Emergency's Operational Assurance team.

Commissioning, roles, and responsibilities

A Feederlines is typically commissioned by the **National Commander** and/or **Deputy National Commanders**, a **Region Manager**, or the **National Manager, Operational Assurance**, who acts as the Feederlines sponsor. The sponsor provides an outline and overview of the subject, and final sign-off before the Feederlines is published.

The **National Advisor, Operational Assurance, Lessons Management Lead**, with support from the Operational Assurance team, will research, draft, and engage Subject Matter Experts (SMEs) to prepare the Feederlines.

SMEs provide technical expertise to ensure that technical content, such as hazardous substances, working safely around water, wildfire etc. is correct. An internal quality assurance process is then completed by the **National Manager, Operational Assurance**.

The **sponsor** reviews and approves the document before it is published, with support from the Communications and Engagement directorate.

Benefits

Feederlines invites operational personnel to think about how they would deal with a similar situation using their own training, knowledge and experience and resources at hand.

We highlight the following benefits the Feederlines case studies are providing our personnel:

- Training resource used by our operational personnel, especially volunteer fire brigades.
- An item that is printed and posted onto a station's Safety, Health and Wellbeing noticeboard for information or to highlight a safety issue.

- Evidence where Fire and Emergency has implemented a lesson identified and it has become a lesson learned.
- Highlighting best-practice for operational personnel on-station and at an incident, when dealing with a range of scenarios.

Lessons approach and methodology

The O.I.L.L methodology (observations, insights, lesson identified, lesson learned) is applied

Publishing Feederlines Case Studies

The Portal

- Every Feederlines document is published and stored on the Portal, in alphabetical order from A to Z.
- Feederlines may also be promoted via a Portal news story or distributed via newsletter or other channel such as a Service Delivery update, to our personnel.

Operational Assurance SharePoint site

- Feederlines documents are indexed and categorised on the Operational Assurance team's SharePoint site, where our personnel can also access other content such as operational reviews and district validation audit reports.
- Once loaded to the SharePoint site, Feederlines may also be promoted and published as a SharePoint news item and distributed to site followers.

Related information

Policy and Reference Guide

Lessons Management and Continuous Improvement Policy

Lessons Management Framework (Reference Guide)

Supporting tool

After Action Reviews – Lessons Management Guide

Educational resources

Fact sheet: O.I.L.L. Methodology

Feederlines Case Studies – The Portal

Australian Institute for Disaster Resilience – Lessons Management Handbook (2019) [external link]

Operational Assurance SharePoint Hub

Document information

Owner	National Manager, Operational Assurance
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