



FIRE SERVICES
JOINT STANDING
COMMITTEE



**OPERATIONAL COMMUNICATIONS
SERVICE LEVEL AGREEMENT**

between

New South Wales Fire Brigades

and

New South Wales Rural Fire Service

for

Communication of Emergency Calls

and

Related Information

OPERATIONAL COMMUNICATIONS SERVICE LEVEL AGREEMENT

This Document represents a formal Service Level Agreement

between

New South Wales Fire Brigades

and

New South Wales Rural Fire Service

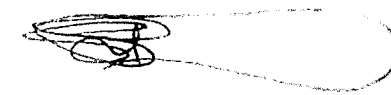
for

Communication of Emergency Calls and Related Information



G. Mullins AFSM
Commissioner
NSW Fire Brigades

Date: 19 JUN 2008



Shane Fitzsimmons, AFSM
Commissioner
NSW Rural Fire Service

Date: 19 JUN 2008

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1. INTRODUCTION

This Service Level Agreement is between the New South Wales Fire Brigades (NSWFB) and the New South Wales Rural Fire Service (NSW RFS) for the "Communication of Emergency Calls and Related Information" but does not deal with response to co-ordinated fires applicable under Sections 44 and 53 of the *Rural Fires Act 1997*.

This Service Level Agreement is to be read in conjunction with the Memorandum of Understanding (MOU) and is not intended to supersede or alter its meaning or intent.

The NSWFB Communication Centres (ComCens) are responsible for the receipt of fire and emergency calls and related information for the State of NSW. This involves the determination of the agency having jurisdiction under relevant legislation and agreed protocols for the timely distribution of an incident call to that agency.

For the purpose of calls to incidents located in Rural Fire District, the NSWFB ComCens act as the agent for the NSW RFS.

This Service Level Agreement has been established to effectively and efficiently co-ordinate responses to ensure that the community is provided with the best possible response to incidents.

2. AGREEMENT OBJECTIVES

- (a) The purpose of this Service Level Agreement is to establish a clear commitment between the NSWFB and the NSW RFS to work in partnership for:
- the timely communication of fire and emergency calls and related information to the NSW RFS;
 - the timely provision of relevant NSW RFS contact details to the NSWFB;
 - the timely provision of relevant NSWFB contact details to the NSW RFS; and
 - the timely provision of incident information from Rural Fire Districts (RFDs) to NSWFB ComCens.

3. DESCRIPTION OF SERVICES

- (a) Provision by NSW RFS to the NSWFB of a dedicated 24-hour telephone contact number, supplemented by a call-taking redundancy through RFS State Operations.
- (b) The timely provision of incident related information from NSW RFS to NSWFB.
- (c) The timely provision of incident related information from NSWFB to NSW RFS.

4. REPORTING AND REVIEW

- (a) Review meetings between NSWFB Operational Communications and NSW RFS Operations, Policy and Standards will be scheduled on a bi-monthly basis to discuss any issues relating to the continuous improvement of service delivery.
- (b) An assessment of performance, in line with criteria contained within section 15 of this document, will be completed annually at the end of June and a report will be prepared for the subsequent meeting of the RPSC for later submission to the FSJSC.

5. CAPTURE OF TRIPLE ZERO (000) CALLS

5.1 Capture of Triple Zero (000) Calls from a Fixed Telephone

- (a) Triple Zero (000) calls from a fixed phone are first answered by a Telstra Emergency Call Person (ECP). At this time, the caller's billing address details are automatically retrieved, in real time, from the national telephone database.
- (b) The Telstra ECP enquires of the caller what service is required, "Police, Fire or Ambulance." Using the service advised, a "look up" table is automatically accessed to determine the appropriate ComCen within the nominated service, based on the unique combination of the caller's State, locality and postcode.

5.2 Capture of Triple Zero (000) Calls from a Mobile Telephone

- (a) Triple Zero (000) calls from a mobile telephone are first answered by a Telstra ECP. The Telstra ECP seeks advice from the caller as to the caller's location. The call is then directed to the appropriate ComCen as above.

5.3 'No Caller on line' Incidents

- (a) Calls to Triple Zero (000) where there has been no voice response to the Telstra ECP operator's question "Emergency, Police, Fire or Ambulance" are forwarded to an Interactive Voice Response (IVR) unit. Callers connected to the IVR unit will be asked to press '55' if they are unable to speak. The question is repeated three times after which, if no voice or key stroke response is received, the call is automatically disconnected.
- (b) Only Triple Zero (000) calls that originate in the State of NSW and specifically ask for 'Fire' are connected to a NSWFB ComCen. Occasionally a call is received at a ComCen where 'Fire' has been requested, but no voice response is evident when the call is answered. This is termed as "No Caller on line", but still satisfies the criteria under legislation for an "alarm of fire" and so requires a response (based on current policy).
- (c) Where a definitive address can be determined, ComCens will pass the call as "No Caller on line" and response is to be initiated in accordance with relevant protocols.

6 MUTUAL OBLIGATIONS

- (a) Both Services agree that they must work together effectively and complement each other to provide efficient fire and emergency services to the community.
- (b) In the event of a telecommunications network outage, being planned or otherwise, which may impact the handling of emergency calls, inter-service telephone calls or radio services, the Service receiving notification from the network provider shall ensure that the other Service has been duly informed.
- (c) Additionally, if one Service receives notification of any event that may unduly affect the provision of the other Service's emergency service or response, that Service is to ensure that the other Service is also notified. Such events may include disruptions to essential services such as the supply of water, electricity, or transport routes.

7 DEDICATED 24-HOUR TELEPHONE NUMBERS

- (a) In accordance with NSW RFS Service Standard 3.1.2 of this document, each RFD is required to maintain a dedicated 24-hour telephone contact number for the sole purpose of receiving incident-related information.
- (b) Provision may be made for the dedicated 24-hour telephone contact number to be automatically diverted to another number.
- (c) Any change to the dedicated number shall be forwarded in writing to NSW RFS Operations, Policy and Standards.
- (d) NSW RFS Operations, Policy and Standards shall be the only supplier of dedicated 24-hour telephone contact number information to the NSWFB Database Administrator, who will disseminate the information internally for updating of ComCen systems.
- (e) The only other telephone number information to be supplied directly from a RFD to the relevant ComCen is a telephone number to accommodate a short term loss of normal communication. This will also be the notification from the RFD to the NSWFB ComCen of the loss of a 24-hr Answer Point.

8 PROTOCOLS

8.1 Professional Interaction and Requests for Assistance

- (a) In the interest of providing an effective and efficient emergency service to the community, both Services agree to maintain a professional approach to the receipt and transmission of fire and emergency calls and related information.
- (b) All requests for assistance from NSWFB to the RFD or from RFD to NSWFB shall be directed through the appropriate NSWFB ComCen or NSW RFD Authorised Person to ensure that each agency retains effective resource co-ordination. In order to provide effective co-ordination and a detailed audit trail, there will be no direct assistance requests to individual Stations or Brigades.

8.2 ComCen Passing Fire and Emergency Calls and Related information to Rural Fire Districts

- (a) NSWFB is responsible for the receipt of emergency fire-related calls State wide and will immediately pass on information relating to incidents within Rural Fire Districts to the identified dedicated single 24-hour contact number (24-hour Answer Point).
- (b) As soon as sufficient information is obtained from the caller, to identify the type and location of the incident and/or associated risks, the ComCen will contact the appropriate dedicated 24-hour telephone contact number and pass on this information. If difficulty is experienced in contacting this number, the ComCen will pass the information to NSW RFS State Operations immediately, by FSE or phone. The ComCen may initiate a NSWFB response, if appropriate, in accordance with the MOU.
- (c) In recognising that the dedicated 24-hour telephone contact number may be diverted through varying mechanisms, especially after hours, the ComCen will allow time for the diversion to activate and the phone to be answered. Wherever possible, ComCens will allow the dedicated 24-hour telephone contact number to ring out prior to terminating the call, with the understanding that minimising the time taken to initiate a response is the critical priority. Should the first attempt to contact the RFD take an unreasonable amount of time, the incident is to be immediately referred to RFS State Operations.
- (d) Where a response, in accordance with a Mutual Aid Agreement (MAA), includes an automatic response by resources of the NSWFB, these resources, due to the current technology associated with FireCAD, may be responded prior to contact being made with the RFD. This reflects the difference between electronically transferring mobilisation data to a Fire Station and manually contacting RFS by a telephone call. The RFD will be advised of such response at the time the call information is passed on.

- (e) Where a response of NSWFB resources to hazmat and rescue incidents has been initiated prior to the call being passed to the RFD, in accordance with section 3.5 of the MOU the ComCen will advise the RFD as soon as circumstances associated with the incident allow.
- (f) Where an Authorised Person fails to clearly identify their RFD/Zone, the ComCen will enquire whether the person receiving the call, on behalf of the RFD, is authorised to do so.
- (g) The following information, if known, is to be provided:
 - Type of incident
 - Address of incident, which includes:
 - Road/street name and number
 - Nearest cross street or landmark
 - City, town, suburb or locality
 - Distance and direction from a town, village or landmark
 - Any person/s endangered
 - Any known risks
 - Time of call
 - FireCAD incident number
 - Whether NSWFB have responded resources
 - Whether NSWFB have notified other services eg Police, Ambulance, Electricity Authority, etc.
- (h) Considering the nature of the reported incident, ComCens may offer NSWFB resources to assist.
- (i) NSWFB ComCens are to pass on timely information to RFS relating to fires in the Fire District which may impact on Rural Fire Districts.

8.3.1 Rural Fire Districts Receiving Fire and Emergency Calls and Related Information from ComCen

- (a) District/Team/Zone Manager will ensure that, within their Rural Fire District, an Authorised Person is available to answer the dedicated single 24-hour contact number (24-hour call point) at all times. This person must have the authority, capability and facilities to receive fire and emergency calls and respond the necessary resources.
- (b) A *pro forma* to assist in the taking of information for “Emergency Calls and Related Information” is attached in Appendix 5.
- (c) Authorised Persons answering the dedicated 24-hour contact telephone number on behalf of the RFD will identify their RFD or Zone.
- (d) The Authorised Person shall record the following information:
 - Type of incident

- Address of incident, which includes:
 - Road/street name and number
 - Nearest cross street or landmark
 - City, town, suburb or locality
 - Distance and direction from a town, village or landmark
 - Any person/s endangered
 - Any known risks
 - NSWFB time of call and how it was received at the ComCen
 - FireCAD incident number
 - Whether NSWFB have responded resources
 - Whether NSWFB has notified other services eg Police, Ambulance, Electricity Authority, etc.
- (e) Where a response, in accordance with an MAA, includes an automatic response by resources of the NSWFB, the RFD will be advised of such response at the time the incident information is passed on.
- (f) Where appropriate, the Authorised Person will be offered assistance from NSWFB which, considering the nature of the reported incident may be accepted or declined.
- (g) The Authorised Person may also, if considered necessary, request the assistance of NSWFB resources.
- (h) The Rural Fire District is to pass on timely information to the ComCen relating to fires that may impact on Fire Districts.

8.3.2 Rural Fire Districts Receiving Fire and Emergency Calls and Related Information Not From a ComCen

- (a) Any emergency call received by an RFS Authorised Person not via a ComCen will be immediately forwarded to the relevant ComCen through the Triple Zero (000) network who will advise the RFS appliance/s responded (Brigade name/s). This applies regardless of the fire service having jurisdiction.

8.4 Call Off and Incident Closure Messages

- (a) In accordance with section 7 of the MOU relating to incidents that have initiated a joint response under an MAA, call-offs given by:
- (i) the RFS Authorised Person shall be accepted and acted upon immediately by the NSWFB.
 - (ii) the NSWFB shall be accepted and acted upon immediately by the RFS Authorised Person.

8.5 Call Off for Road Rescue Incidents

- (a) For road rescue incidents, the NSW Police are the determining authority for the response and call off of an accredited rescue unit. The Police Rescue Co-ordinator may, therefore, call off the accredited rescue unit only when a detailed informative message is provided by the senior Police Officer on scene, clearly indicating the situation and that "all persons are out of the vehicle/s".
- (b) NSWFB and RFS personnel on scene at a rescue incident do not have the authority to call off responding accredited rescue units, including those from the NSWFB. In instances where there is no NSW Police Officer on scene, the Fire Agency Commander can recommend that the responding rescue unit be called off.
- (c) In these circumstances, the Fire Agency Commander should inform the relevant ComCen of such a recommendation along with the reasons for the recommendation. The relevant ComCen will then contact the NSW Police Rescue Coordinator. The NSW Police Rescue Coordinator will then assume responsibility for calling off the responding rescue unit based on information from the fire service's Incident Controller.
- (d) When recommending that an accredited rescue unit be called off, the Fire Agency Commander should consider the following:
 - *Occupants of motor vehicles involved in accidents, while not physically trapped, may be confined as a consequence of injuries; therefore the responding rescue unit may be required to attend to provide support or access for Ambulance Officers on scene.*
- (e) Appropriate consultation with other emergency service personnel on scene should take place prior to recommending the call off of a responding accredited rescue unit. If any doubt exists relating to whether a person is trapped or confined by injuries, the rescue unit should be allowed to continue its response to the incident.
- (f) Where an RFS appliance is dispatched to the incident to provide fire protection, informative messages relating to the need for a rescue unit must be passed to the ComCen for onward transmission to the Police Rescue Coordinator.

8.6 Provision of Incident Related Information

8.6.1 Rural Fire District to ComCen

Incident Information

- (a) Providing incident information to the ComCen is a fundamental component of a professional working relationship and allows the compilation of information for the NSW RFS via the RFS link to the FireCAD.

- (b) Where a joint response takes place in accordance with the MOU and/or MAA, messages must be sent detailing response, arrival, first informative message and incident closure as soon as practicably possible.
- “Response” is when the responding resource is mobile en-route to the incident. The RFS Brigade name(s), number and type of appliances as well as other Operational Officers dispatched must be passed to the ComCen at this time or as soon as practicably possible.
 - “Arrival” is when the responding resource arrives at the incident and this must include a first informative message.
 - “Informative messages” are sent at any time during an incident or when a situation changes.
 - “Incident closure” is when all resources have departed the incident scene.
- (c) For all other incidents response and incident closure messages as soon as practicably possible
- “Response” is deemed to have occurred when the incident information has been passed to the Authorised Person in the RFD or to the NSW RFS State Operations Centre if difficulty is experienced in contacting the Dedicated 24 Hour Contact Number.
- A “Response” message may also be provided when the responding resource is mobile en-route to the incident. The RFS Brigade name(s), number and type of appliances as well as other Operational Officers dispatched may also be passed to the ComCen.
- “Arrival” message may also be provided when the responding resource arrives at the incident and this may include a first informative message.
 - “Informative messages” may also be provided at any time during an incident or when a situation changes.
 - “Incident closure” message must be passed when all resources have departed the incident scene.
- (d) When numerous and/or subsequent calls are received by ComCens, this information will be passed to the RFS Authorised Person. In maintaining professional communications, the RFS should then advise the ComCen of the response, arrival and any other available information. This allows ComCens to assure any subsequent Triple Zero (000) callers that a response has occurred or appliances have arrived.
- (e) An “informative message” may be provided at any time during an incident or when the situation changes and may be passed to the ComCen. This assists ComCen Operators to better inform subsequent callers.

- (f) An incident closure message must be provided to ComCen in order to facilitate the efficient handling of incidents and to avoid potential confusion with subsequent new or repeat emergency calls to the same area. An incident closure message is to be provided when an incident is complete and all resources have left the scene.

Prescribed Burning

- (g) Prescribed burning activities (e.g. hazard reductions, pile burns, etc.) carried out by NSW RFS will be managed, for the purposes of FireCAD, as an incident.

Accordingly, they may be reported to the ComCen prior to ignition indicating expected duration and an informative message as the situation changes. If the ComCen has been advised, an incident closure message must be passed. The ComCens may provide the RFS District business phone number to those callers with concerns.

Automatic Fire Alarms (AFA)

- (h) On being notified that an automatic fire alarm (AFA) has activated, the ComCen will respond the nearest available resources according to the location of the incident, FD and RFD boundaries and, where applicable, the provisions of the local MAA.
- (i) If a joint response to an AFA is initiated, the actions taken by responding resources will be in accordance with *Section 4 Automatic Fire Alarms (AFA)* in the MOU between the NSWFB and the NSW RFS.
- (j) Where the ComCen is notified that an AFA has activated and the local MAA identifies an RFS only response, the ComCen may ask whether NSWFB assistance is required.
- (k) At RFS-only AFA incidents where sections of the fire detection/prevention system have been isolated or are unserviceable, the attending RFS crew is responsible for notifying of the owner/occupier of this fact and advising the owner/occupier of the need to call Triple Zero (000) in the event of a fire emergency at their premises.
- (l) For RFS-only AFA incidents, if no fire the RFS will provide the following information to the ComCen with the incident closure message:
- Has the panel been reset or isolated
 - If isolated what are the alternative arrangements
 - Which circuit, area, room, etc. was affected
 - What was the cause of the alarm (if known)
- (m) The RFS will **not** utilise the NSWFB AFA Stop Codes ('700 Codes').

8.6.2 ComCen to Rural Fire District (RFD)

- (a) Where a joint service response takes place in accordance with the MOU and/or MAA, the ComCen will provide the RFS with messages detailing response, arrival, first informative message and incident closure.

- “Response” is when the responding resource is mobile en-route to the incident. The NSWFB Brigade name(s), number and type of appliances and as well as other Operational Officers dispatched should be passed to the RFD at this time.
- “Arrival” is when the responding resource arrives at the incident.
- “Informative Messages” are sent at any time during the incident or when a situation changes.
- “Incident closure” is when all resources have departed the incident scene.

8.6.3 Caller Line Identification (CLI)

- (a) If requested, ComCens will pass on all CLI details relevant to the particular incident to an Authorised Person in the RFD. Fire Control Officers and Authorised Persons must observe privacy and confidentiality requirements as noted in Appendix 4. Due to these considerations, the period during which CLI details can be provided is restricted to while an incident is active (i.e. remains open in FireCAD).
- (b) It should be noted that the intent of the legislation is to enable an effective response by the agency having jurisdiction. Common justifications to request CLI may be where a report of an incident is proving difficult to locate or where distance in country areas may require further clarification on incident location by those with broad and detailed local knowledge.

8.6.4 Incident Logs

- (a) If requested, ComCens will provide FireCAD information relevant to incidents within the RFDs or to joint responses in the Fire District in accordance with Section 3.6 of the MOU.

9 EXCHANGE OF DATA

- (a) To ensure that both Services have the most current information, a review and exchange of data shall occur on a regular basis, no less frequently than six monthly. Such exchange may be verbal, written or electronic in a readily usable format. It is the responsibility of each agency to ensure that both datasets are accurate and secured.
- (b) This data may include but not be limited to the following:

9.1 From Rural Fire Service to New South Wales Fire Brigades

- Dedicated 24-hour telephone contact numbers (via RFS State Operations)
- District Office business phone numbers
- Confirmation of roads, streets, landmarks and place name information in RFDs



- Name and location of RFS stations

9.2 From New South Wales Fire Brigades to Rural Fire Service

- Confirmation of dedicated 24-hour telephone contact numbers
- FireCAD abbreviations for RFDs
- Report on the entry of Mutual Aid Agreement (MAA) details into FireCAD
- Report on the entry of Boundary Review details into FireCAD
- Roads, streets, landmarks and place name information in RFDs
- ComCen boundary alterations
- Provision of agreed information to the FireCAD FSE cabinet located at RFS State Operations
- Name and location of NSWFB stations
- Provision of incident logs to relevant District, Region or State Operations Staff.

10 PUBLICATION OR ADVERTISING OF NATIONAL EMERGENCY TELEPHONE NUMBER

- (a) Triple Zero (000) is to be the only publicised emergency telephone number. Both services will ensure that reference to other numbers does not occur in documentation, advertising material, telephone directories, brochures, newsletters, leaflets, and signage.
- (b) The only exception to the publicising of Triple Zero (000) is to be for the number One Zero Six (106) used by the National Relay Service in handling emergency calls for persons who are speech or hearing impaired.

11 TRAINING

- (a) Each RFD Duty Officer and Authorised Person shall be fully conversant with the appropriate protocols for handling emergency calls as received from the relevant ComCen.
- (b) ComCen personnel are to be fully conversant with the protocols for delivering emergency calls to the NSW RFS, and are to receive regular awareness training in the requirements of this Service Level Agreement.
- (c) To promote a better understanding of emergency call taking and dispatch procedures and to improve liaison between the two Services, NSW RFS personnel are encouraged to undertake visits to the appropriate NSWFB ComCen. ComCens will make every effort to accommodate such visits.
- (d) Both Services shall participate in agency-specific and joint information sessions on this agreement and the operation of ComCens.
- (e) Key performance criteria for training and cross-training are outlined in Section 15.3 and 15.4 of this document.

12 DISPUTE RESOLUTION

- (a) Any dispute arising over the implementation of this Service Level Agreement should, as far as possible, be resolved at the local level. The matter should be raised without delay between the District/Team/Zone Manager and the Supervisor of the relevant ComCen and, if appropriate, the NSWFB Response Co-ordinator (duty ComCen Inspector).
- (b) In the event that the District/Team/Zone Manager, ComCen Supervisor and Response Co-ordinator are unable to resolve the dispute, the matter will be referred to the NSW RFS Operations, Policy and Standards and NSWFB Operational Communications for resolution.
- (c) The RFS Liaison Officer located at NSWFB Operational Communications is available to assist with the resolution of any ComCen issue when information is required in regards to the incident or the operating systems as the position has access to the NSWFB personnel and the general systems.
- (d) If the matter is still unresolved, it will be referred to the RPSC, then finally to the FSJSC for resolution.
- (e) A *pro forma* for the notification of issues is contained within the Memorandum of Understanding and should be utilised by RFS officers.
- (f) ComCen staff will tag incidents (as noted in Appendix 7) and record all relevant details of any issue in the FireCAD incident log.

13 FUTURE DIRECTION

- (a) Every effort will be made to take advantage of developments in technology.
- (b) A review of technology used by NSWFB to improve the efficiency of ComCens contacting RFDs will be undertaken.

14 REVIEW OF SERVICE LEVEL AGREEMENT

- (a) The Fire Services Joint Standing Committee (FSJSC) will undertake a bi-annual review of this Service Level Agreement to ensure its continued relevance to furthering co-operation between the Services and the effective service delivery to the community of NSW.

15 PERFORMANCE CRITERIA

(a) An assessment of performance in line with agreed criteria will be completed annually at the end of June and a report will be prepared for a subsequent meeting of the RPSC for later submission to the FSJSC.

(b) Key performance indicators will include:

15.1 Level and reliability of call-handling

(a) Number of calls passed from ComCen to RFD – by district and total

(b) Number of calls where RFDs failed to accept call within defined criteria – by district, by region and total

(c) Number of issues (number and as a percentage of total calls passed) – separated between ComCen and RFD Authorised Persons and divided into categories of problem type. These categories will be agreed to at the annual review meeting and will include issues similar to but not limited to;

- Failure to pass call immediately
- Failure of RFS to send response, arrival, incident closure message where required
- Failure of NSWFB to inform RFS of response into RFD

15.2 Problem solving

(a) Number of meetings held between NSWFB Operational Communications and RFS State Operations.

(b) Times to address identified problems, requests vs. resolution (within 2 months) – total number and average time taken

15.3 Training and cross-training – NSWFB

(a) Number of information sessions delivered to RFD Authorised Persons on ComCen operations and cooperative call-taking procedures – number of sessions, number of participants, duration

(b) Number of skills maintenance sessions delivered to ComCens on MOU/MAA/SLA responsibilities – number of sessions, number of ComCen staff, duration

(c) Number of ZC/FCO MAA review visits to ComCens – scheduled for one meeting per quarter per ComCen – number, number of participants

(d) Number of NSWFB Operational Comms visits to FCCs – number, number of participants, duration

(e) Number of NSWFB Operational Comms presentations to RFS Conferences – number, number of participants, duration

15.4 Training and cross-training – RFS

- (a) Number of skills maintenance sessions delivered to RFDs on MOU/MAA/SLA responsibilities – number of sessions, number of RFD staff, duration
- (b) Number of ZC/FCO MAA review visits to ComCens – scheduled for one meeting per quarter per ComCen – number, number of participants
- (c) Number of RFS Brigades visits to ComCens – number, number of participants, duration
- (d) Number of RFS presentations to NSWFB Zone Captains' Conferences - number, number of participants, duration

15.5 Future directions

- (a) User satisfaction feedback mechanisms for operational/firefighting staff – survey staff/end-users
- (b) Staff evaluation of relationship between the two services – 'customer feedback' survey of ComCen and RFD Authorised Persons



Appendix 1 - Contact Details

New South Wales Fire Brigades Communication Centre, Katoomba

Address Blue Mountains Joint Emergency Services Centre,
Valley Road,
Katoomba 2780

Telephone Number: (02) 4782 6077
Fax Number: (02) 4782 6561

New South Wales Fire Brigades Communication Centre, Newcastle

Address 44 Union Street,
Newcastle 2300

Telephone Number: (02) 4929 7177
Fax Number: (02) 4927 2580

New South Wales Fire Brigades Communication Centre, Sydney

Address Cnr Burke Road and Wyndham Street,
Alexandria 2015

Telephone Number: (02) 9319 7000
Fax Number: (02) 9318 4380

New South Wales Fire Brigades Communication Centre, Wollongong

Address 32 Denison Street,
Wollongong 2500

Telephone Number: (02) 4228 7222
Fax Number: (02) 4224 2080

**New South Wales Fire Brigades,
Manager Operational Communication Centres**

Address Level 2, 189 Wyndham Street,
Alexandria 2015

Telephone Number: (02) 9318 4855
Fax Number: (02) 9318 4382

**New South Wales Fire Brigades,
Assistant Director, Preparedness and Response**

Address Level 2, 189 Wyndham Street,
Alexandria 2015

Telephone Number: (02) 9318 4353
Fax Number: (02) 9318 4382

**New South Wales Rural Fire Service
State Operations Centre**

Address: 15 Carter Street
Homebush Bay NSW 2127

Telephone Number: (02) 8741 5400
Telephone Number: 1800 679 737 (NSW RFS)
Fax Number: (02) 8741 5300

**New South Wales Rural Fire Service
Manager Operational Readiness**

Address: 15 Carter Street
Homebush Bay NSW 2127

Telephone Number: (02) 8741 5400
Telephone Number: 1800 679 737 (NSW RFS)
Fax Number: (02) 8741 5300

**New South Wales Rural Fire Service,
RFS Liaison Officer located at NSWFB**

Address Level 2, 189 Wyndham Street,
Alexandria 2015

Telephone Number: (02) 9318 4361
Fax Number: (02) 9318 4382

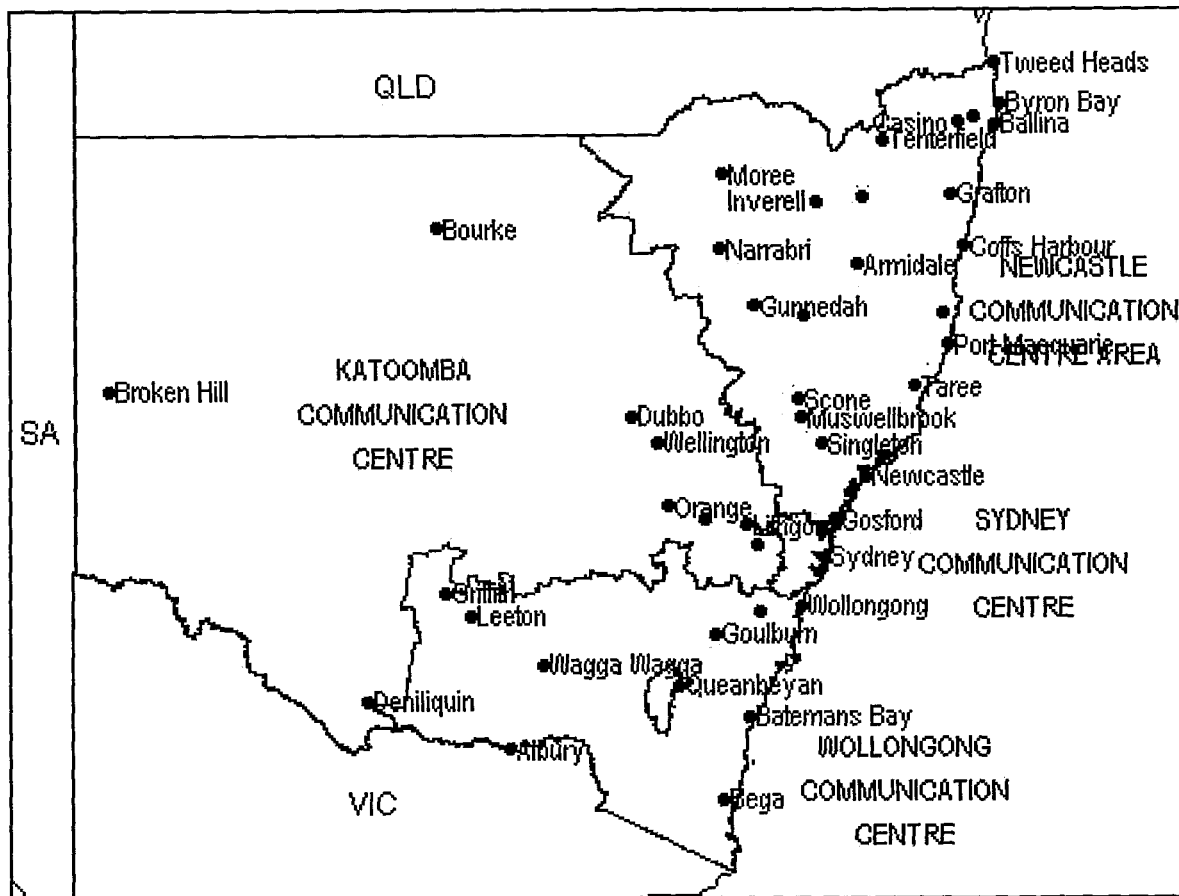
Appendix 2 - ComCen Areas of Operation

ComCen areas are based on Local Government Areas, and generally include all of a particular LGA in the one ComCen area. However, due to calls being captured by postcode, parts of a LGA may be in more than one ComCen.

Where a Rural Fire District is covered by more than one ComCen, the Rural Fire District is shown only in the list for the main ComCen, with the overlapping ComCen(s) shown in italics after the LGA name.

For example, Singleton Shire falls within Newcastle and Katoomba ComCen areas, but is only shown in Newcastle, with Katoomba being the "overlapping ComCen"

This Appendix shows all LGAs, regardless of jurisdiction



ComCen areas of responsibility

Appendix 2 (cont'd)

Katoomba Communication Centre

Local Government Area	Overlapping ComCen	Local Government Area	Overlapping ComCen
Balranald		Murray	
Bathurst Regional		Narromine	
Bland	<i>Wollongong</i>	Oberon	
Blayney	<i>Wollongong</i>	Orange	
Blue Mountains		Parkes	
Bogan		Unincorporated Area	
Bourke		Wakool	
Brewarrina		Walgett	<i>Newcastle</i>
Broken Hill		Warren	
Cabonne		Warrumbungle	<i>Newcastle</i>
Carrathool	<i>Wollongong</i>	Weddin	
Central Darling		Wellington	
Cobar		Wentworth	
Conargo	<i>Wollongong</i>		
Coonamble			
Cowra	<i>Wollongong</i>		
Deniliquin			
Dubbo			
Forbes			
Gilgandra			
Hay			
Lachlan			
Lithgow			
Mid Western Regional	<i>Wollongong</i>		

Appendix 2 (cont'd)

Newcastle Communication Centre

Local Government Area	Overlapping ComCen	Local Government Area	Overlapping ComCen
Armidale/Dumaresq		Maitland	
Ballina			
Bellingen			
Byron		Moree Plains	
Cessnock			
Clarence Valley		Muswellbrook	
Coffs Harbour		Nambucca	
Dumaresq		Narrabri	<i>Katoomba</i>
Dungog		Newcastle	
Glen Innes/Severn Shire		Port Macquarie - Hastings	
Gloucester			
Gosford			
Great Lakes		Port Stephens	
Greater Taree			
Gunnedah		Richmond Valley	
Guyra			
Gwydie			
Inverell		Singleton	
Kempsey		Tamworth Regional	
Kyogle		Tenterfield	
Lake Macquarie		Tweed	
Lismore		Upper Hunter	
Liverpool Plains		Uralla	
		Walcha	
		Wyong	

Appendix 2 (cont'd)

Sydney Communication Centre

Local Government Area	Overlapping ComCen	Local Government Area	Overlapping ComCen
Ashfield		Parramatta	
Auburn		Penrith	
Bankstown		Pittwater	
Baulkham Hills		Randwick	
Blacktown		Rockdale	
Botany Bay		Ryde	
Burwood		Strathfield	
Camden		Sutherland	
Campbelltown		Sydney	
Canada Bay		Warringah	
Canterbury		Waverley	
Fairfield		Willoughby	
Hawkesbury	<i>Newcastle</i>	Wollondilly	<i>Katoomba,</i>
Holroyd		Woollahra	
Hornsby	<i>Newcastle</i>		
Hunters Hill			
Hurstville			
Kogarah			
Ku-ring-gai			
Lane Cove			
Leichhardt			
Liverpool			
Manly			
Marrickville			
Mosman			
North Sydney			

Appendix 2 (cont'd)

Wollongong Communication Centre

Local Government Area	Overlapping ComCen	Local Government Area	Overlapping ComCen
Albury		Queanbeyan City	
Bega Valley		Shellharbour	
Berrigan		Shoalhaven	
Bombala		Snowy River	
Boorowa	<i>Katoomba</i>	Temora	
Coolamon	<i>Katoomba</i>	Tumbarumba	
Cooma-Monaro		Tumut	
Cootamundra		Upper Lachlan Shire	
Corowa		Urana	
Eurobodalla		Wagga Wagga	
Goulburn/Mulwaree		Wingecarribee	<i>Katoomba</i>
Greater Hume		Wollongong	
Griffith	<i>Katoomba</i>	Yass Valley	
Gundagai		Young	
Harden			
Jerilderie			
Junee			
Kiama			
Leeton			
Lockhart			
Murrumbidgee	<i>Katoomba</i>		
Narrandera			
Palerang			

Appendix 3 - Glossary of Terms

Authorised Person	is the person authorised by the District/Team/Zone Manager (Fire Control Officer) (Zone/Team/District Manager) to accept emergency calls and related information on behalf of the Rural Fire District (RFD) and who has the authority, capability and facilities to respond the necessary resources.
Brigade	is a permanent fire brigade, retained fire brigade, or rural fire brigade.
Call Off	is given by the service having operational jurisdiction when response of further resources is no longer required.
Closure Message	Since a call off is not considered sufficient to close an incident in the FireCAD system, a incident closure message is to be passed to the relevant ComCen immediately all resources have departed the scene.
Communication Centre (ComCen)	means NSWFB's centres established at Sydney, Newcastle, Wollongong, and Katoomba responsible for receiving Triple Zero calls and Automatic Fire Alarms (AFAs).
Country Road (Rural Addressing) numbering system	<p>A system devised to identify the location of individual properties on roads in rural sectors of the State by measuring the distance in increments of 20 metres from the predetermined commencement of the road (usually a major intersection). Generally, but not exclusively, even numbers are located on the right and odd numbers on the left hand side of the road. The distance is measured to the property entrance.</p> <p>(e.g. A property entrance located on the right, 1.40 km from the predetermined commencement of the road would be 140).</p>
Dedicated single 24 hour contact number	This is a system that ensures a reliable contact to the responsible RFD Authorised Persons having the authority, capability and facilities to respond resources and is monitored on a 24 hour basis.
District	is either a NSWFB Fire District (FD) or NSW RFS Rural Fire District (RFD).
ECP	Emergency Call Person
Emergency Calls and Related Information	Those calls include all requests from the Community, Police and Ambulance for fire service resources whether by 000, local exchange, direct line, automatic fire alarm or by other means.
Fire Agency Commander	The person having command of fire agency resources at an incident where another agency (e.g. Police, SES) has control.
Fire District (FD)	means an area constituted as a Fire District under Section 5 of the Fire Brigades Act, 1989.
Fire Services Joint Standing	is the committee comprising the Commissioners and Senior Officers of both fire services and representatives of

Committee (FSJSC)	the NSW Rural Fire Service Association (RFSA) and the New South Wales Fire Brigades Employees Union (FBEU).
Fire Station Equipment (FSE)	The equipment utilised by FireCAD to initiate a response of resources.
Hazardous Materials (Hazmat) Incident	means any incident or potential incident involving Class 1, 2, 3, 4, 5, 6, 7, 8, and 9 Dangerous Goods, or other substance which is actually endangering life or may endanger life or property or the environment, or where the use of specialised hazmat equipment, associated skills and training is required.
Immediately	"Immediately" means at the absolute earliest opportunity.
Incident Action Plan (IAP)	is the incident action plan developed to outline incident objectives and strategies, planning, risks and safety relevant to the incident.
Incident Control System (ICS)	is the Incident Control System used by both services to manage incidents.
Incident Closure	is when all resources have departed the incident scene.
Incident Controller (IC)	is the Officer responsible under the principles of the Incident Control System for overall control and strategic direction of an incident.
Informative Message	is a detailed situation report from the incident communicated to the ComCen via the Authorised Person.
Incident Related Information	Information provided to initiate a response of resources and/or further information relating to an incident.
Memorandum of Understanding (MOU)	is the agreement between NSWFB and NSW RFS providing an overall framework for cooperation and joint operations involving urban and rural fire services in NSW.
Mutual Aid Agreement (MAA)	is a document, which outlines cooperative arrangements between the NSWFB and the NSW RFS on a NSW RFS District/Team/Zone basis which incorporates one or a number of local Government area/s.
Mutual Aid Zone (MAZ)	is the geographical area adjoining the FD in which the provisions of an MAA relating to joint fire services response and cooperative operations apply.
Officer in Charge (OIC)	is the Officer present with responsibility to command a brigade.
Operations Officer (OO)	is the Officer delegated by the Incident Controller under the principles of the Incident Control System to manage the implementation of strategies determined for the incident.
Operational Jurisdiction	refers to legislative responsibility for the strategic direction of incident activities.
Operational Communications Service Level Agreement (OCSLA)	represents a formal service level agreement between NSWFB and NSW RFS for the communication of emergency calls and related information, but does not deal with response to coordinated fires under Section 44 and 53 of the Rural Fire Act, 1997.

Rescue	the safe removal of persons or domestic animals from actual or threatened danger of physical harm.
Rescue co-ordination	the bringing together of agencies and individuals to ensure effective emergency or rescue management, but does not include the control of agencies and individuals by direction. Under the <i>State Emergency and Rescue Management Act 1989</i> , this power is invested in the NSW Police Rescue Co-ordinator.
Responsible Service	is the organisation with operational jurisdiction for an area or type of incident.
Review and Policy Sub Committee (RPSC)	is a sub committee of the FSJSC comprising Assistant Commissioners of both services and representatives from the RFSA and the FBEU.
Rural Fire District (RFD)	means an area as defined under Section 6 of the Rural Fires Act, 1997.
Service	is either the NSWFB or the NSW RFS.
Significant Asset	is an asset which has significant community value or constitutes a high level of hazard to life, property, or the environment and which could therefore require the resources of both fire services in the event of a fire. These may include, but are not limited to: factories, hospitals, retirement villages, nursing homes, schools, cinemas and large complexes in Rural Fire Districts and bush land reserves of environmental, heritage or community value in Fire Districts.
State Operations Centre	means the centre established at Homebush Bay by the NSW RFS to coordinate NSW RFS activity and coordinated bush fire fighting.
State Waters	<p>The territorial sea adjacent to the State;</p> <p>The sea on the landward side of the territorial sea adjacent to the State that is not within the limits of the State;</p> <p>Such part of the waters of the ports of Port Botany, Clarence River (Yamba), Coffs Harbour, Newcastle Harbour, Port Kembla, Richmond River (Ballina), Sydney Harbour, Trial Bay and Twofold Bay as are within the limits of the State; and</p> <p>The waters of the Tweed River and Terranora Inlet and of all bays, rivers and their tributaries connected or leading or leading thereto, bounded by mean high water mark and by, as upstream boundaries, the eastern side of the Boyds Bay Bridge over Terranora Creek and the eastern side in of the Pacific Highway Bridge over the Tweed River, and by, as seaward boundary, a line drawn between the eastern extremity of the northern breakwater at the entrance to the Tweed River and the eastern extremity or the southern breakwater at the entrance. [Source: DisPlan].</p>

Appendix 4 - Caller Line Identification (CLI) Privacy and Legislative Details

The following extracts from the Telecommunications Act, 1997 are provided to assist in understanding the legislative requirements relating to Caller Line Identification (CLI).

TELECOMMUNICATIONS ACT 1997 - SECT 7

Definitions

In this Act, unless the contrary intention appears:

"Emergency call contractor" means a person who performs services for or on behalf of a recognised person who operates an emergency call service, but does not include a person who performs such services in the capacity of an employee of the person who operates the emergency call service.

Note: "Recognised person who operates an emergency call service" is defined by section 19.

"Emergency call person" means:

- (a) a recognised person who operates an emergency call service; or
- (b) an employee of such a person; or
- (c) an emergency call contractor; or
- (d) an employee of an emergency call contractor.

Note: "Recognised person who operates an emergency call service" is defined by section 19.

"emergency call service" means a service for:

- (a) receiving and handling calls to an emergency service number; and
- (b) transferring such calls to:
 - (i) a police force or service; or
 - (ii) a fire service; or
 - (iii) an ambulance service; or
 - (iv) a service specified in the numbering plan for the purposes of this subparagraph; or
 - (v) a service for despatching a force or service referred to in subparagraph (i), (ii), (iii) or (iv).

For the purposes of paragraph (b), "transferring" a call includes giving information in relation to the call for purposes connected with dealing with the matter or matters raised by the call.

"emergency service number" has the meaning given by section 466.

TELECOMMUNICATIONS ACT 1997 - SECT 19

Recognised person who operates an emergency call service

- (1) A reference in this Act to a "recognised person who operates an emergency call service" is a reference to a person who:
 - (a) operates an emergency call service; and
 - (b) is specified, in a written determination made by the ACA for the purposes of this paragraph, as:
 - (i) a national operator of emergency call services; or
 - (ii) a regional operator of emergency call services.
- (2) A copy of a determination under paragraph (1)(b) is to be published in the "Gazette".

TELECOMMUNICATIONS ACT 1997 - SECT 276

Division 2 - Primary disclosure/use offences Primary disclosure/use offence eligible persons

"Current eligible persons"

- (1) An eligible person must not disclose or use any information or document that:
 - (a) relates to:
 - (i) the contents or substance of a communication that has been carried by a carrier or carriage service provider; or
 - (ii) the contents or substance of a communication that is being carried by a carrier or carriage service provider (including a communication that has been collected or received by such a carrier or provider for carriage by it but has not been delivered by it); or
 - (iii) carriage services supplied, or intended to be supplied, to another person by a carrier or carriage service provider; or
 - (iv) the affairs or personal particulars (including any unlisted telephone number or any address) of another person; and
 - (b) comes to the person's knowledge, or into the person's possession:
 - (i) if the person is a carrier or carriage service provider—in connection with the person's business as such a carrier or provider; or
 - (ii) if the person is an employee of a carrier or carriage service provider—because the person is employed by the carrier or provider in connection with its business as such a carrier or provider; or
 - (iii) if the person is a telecommunications contractor—in connection with the person's business as such a contractor; or
 - (iv) if the person is an employee of a telecommunications contractor—because the person is employed by the contractor in connection with its business as such a contractor.

TELECOMMUNICATIONS ACT 1997 - SECT 279

Division 3 - Exceptions to primary disclosure/use offences Subdivision A Exceptions Performance of person's duties

- (1) Section 276 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is an employee of:
 - (i) a carrier; or
 - (ii) a carriage service provider; or
 - (iii) a telecommunications contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such an employee.

- (2) Section 276 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is a telecommunications contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such a contractor.

- (3) Section 277 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is an employee of:
 - (i) a number-database operator; or
 - (ii) a number-database contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such an employee.

- (4) Section 277 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is a number-database contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such a contractor.

- (5) Section 278 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is an employee of:
 - (i) a recognised person who operates an emergency call service; or
 - (ii) an emergency call contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such an employee.

- (6) Section 278 does not prohibit a disclosure or use by a person of information or a document if:
 - (a) the person is an emergency call contractor; and
 - (b) the disclosure or use is made in the performance of the person's duties as such a contractor.

Calls to emergency service number

Division 2 does not prohibit a disclosure by a person of information or a document if:

- (a) the information or document came to the person's knowledge, or into the person's possession, because of a call to an emergency service number; and
- (b) the information, or the contents of the document, consists of any or all of the following:
 - (i) a name;
 - (ii) a telephone number;
 - (iii) an address;
 - (iv) a location;
 - (v) the matter or matters raised by the call; and
- (c) the disclosure is made to:
 - (i) a member of a police force or service; or
 - (ii) a member of a fire service; or
 - (iii) a member of an ambulance service; or
 - (iv) an emergency call person; or
 - (v) a member of a service specified in the numbering plan for the purposes of this subparagraph; or
 - (vi) a service for despatching a force or service referred to in subparagraph (i), (ii), (iii) or (v);

for purposes connected with dealing with the matter or matters raised by the call.

TELECOMMUNICATIONS ACT 1997 - SECT 287

Threat to person's life or health

Division 2 does not prohibit a disclosure or use by a person (the "first person") of information or a document if:

- (a) the information or document relates to the affairs or personal particulars (including any unlisted telephone number or any address) of another person; and
- (b) the first person believes on reasonable grounds that the disclosure or use is reasonably necessary to prevent or lessen a serious and imminent threat to the life or health of a person.

TELECOMMUNICATIONS ACT 1997 - SECT 466

Emergency service numbers

- (1) The object of this section is to identify numbers for the purpose of calling an emergency call service in connection with emergencies that are likely to require the provision of assistance by any or all of the following services:
 - (a) a police force or service;
 - (b) a fire service;
 - (c) an ambulance service;
 - (d) a service specified in the numbering plan for the purposes of this paragraph.



- (2) For the purposes of this Act, an "emergency service number" is a number specified in the numbering plan for the purposes of this subsection.
- (3) The numbering plan may specify different numbers for use in different areas.
- (4) The numbering plan may specify different numbers for use in connection with different types of services.
- (5) The numbering plan may set out rules about the use of emergency service numbers.
- (6) In making the numbering plan, the ACA must have regard to the objective that, as far as practicable, there should be no more than one emergency service number for use throughout Australia.
- (7) Subsection (6) does not, by implication, limit section 455.

Appendix 5 – Pro Forma - “Emergency Calls and Related Information”

Identify that you have answered a Fireline.
Identify the Rural Fire District

Date: _____

NSWFB ComCen:	Alexandria <input type="checkbox"/>	Katoomba <input type="checkbox"/>	Newcastle <input type="checkbox"/>	Wollongong <input type="checkbox"/>
NSWFB ComCen Operator's Name:	_____			
Other Caller's Name:	_____			Telephone Number _____
Time of call received by NSWFB:	_____		NSWFB Incident No:	_____
Time of call received by RFD:	_____		RFD Incident No:	_____
TYPE OF INCIDENT	ADDITIONAL INFORMATION			
Forest/Scrub/Grass	<input type="checkbox"/>	_____		
Structure	<input type="checkbox"/>	_____		
Vehicle	<input type="checkbox"/>	_____		
MVA	<input type="checkbox"/>	_____		
Hazmat	<input type="checkbox"/>	_____		
Other	<input type="checkbox"/>	_____		
Any person/s endangered:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____	
Have NSWFB responded resources:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	_____	
ADDRESS OF INCIDENT				
Road/Street name and number:	_____			
Country road numbering system:	_____			
Nearest cross street or landmark:	_____			
City, town, suburb or locality:	_____			
Distance from a town, village or landmark:	_____			
ACTION TAKEN	NAME	NOTIFIED	TIME	DATE
Brigade		<input type="checkbox"/>		
Brigade		<input type="checkbox"/>		
Brigade		<input type="checkbox"/>		
FCO/DFCO		<input type="checkbox"/>		
Duty/Group Officer		<input type="checkbox"/>		
Police		<input type="checkbox"/>		
Ambulance		<input type="checkbox"/>		
Electricity Authority		<input type="checkbox"/>		
Regional Office if Notifiable Incident		<input type="checkbox"/>		
Other		<input type="checkbox"/>		
INCIDENT INFORMATION GIVEN TO NSWFB COMCEN				
Response Time _____	Arrival Time _____	Stop/Close Time _____		
Sitrep if incident abnormal or significant	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____	
Operator's Name: _____	Operator's Signature: _____			

Appendix 6 – “Fires III Incident Log Terms Page Layout and Abbreviations”

{Information located on next page intentionally}



Operational Communications

FireCAD Incident Log Terms, Layout and Abbreviations

Below is reproduced a sample FireCAD incident log. This is typical of the type of printout that may be received at a Rural Fire District office or RFS State Operations. The attached table contains explanations of the different parts of the log and concludes with a list of typical abbreviations that may be found in the message log narrative.

Example:

<pre> ***** MESSAGE ***** 11-AUG-2006 09:56 +-----+ -----+ FIRES III Incident summary log 11-AUG- 2006 09:56 All incidents from 000532 to 000532 -----+ -----+ Incident 000532 Taken 11-AUG-2006 09:42:31 Address MAIANBAR RD Stn gnd DO01 Risk cat C Method 000 ROYAL NATIONAL PARK SUTHERLAND (S) XS BUNDEENA RD Type BUSH FIRE Map ref 151.104400 034.093200 Revised HAYSTACK ALIGHT UBD SY 353 M15 Appliance Assn Cd1 Cd3 Cd4 Rtnd Stn RD DJ27 0944 0945 0945 100 RFSS2 0944 0945 0945 </pre>	<p>Date and time that this copy was printed</p> <p>Incident number, incident date and time of call.</p> <p>Incident location, 'Station Ground' and the method that the call was received.</p> <p>Incident type and Long./ Lat.</p> <p>Revised incident type and UBD Map ref.</p> <p>List of appliances or Officers attending and their status change times.</p> <p>Incident</p>
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Operational Communications

FireCAD Incident Log Terms, Layout and Abbreviations

<p>Key Messages</p> <p>0945 Message from DJ27 - First Informative</p> <p>* FROM RFS, HAY BALES ALIGHT, 4 TANKERS IN ATTENDANCE.</p> <p>-</p> <p>----- End of report -----</p> <p>-----</p>	<p>narrative. Includes details of all notifications and radio messages</p>
---	--

	Incident Log Field	Explanation
1.	[Incd No]	<p>INCIDENT NUMBER</p> <p>Fires /// allocates incident numbers on a Communication Centre basis. At the commencement of every calendar year all incident number counters at all ComCens are reset to 00001</p> <p>Fires /// gives an incident number to every log that is created regardless of how they were originally entered e.g. 'Duplicate Calls'; 'Unserviced Incidents', 'Test incidents' etc.</p>
2.	[Toc]	<p>TIME OF CALL</p> <p>This is the time that the 000 call is answered or any other type of request for assistance is received.</p>
3.	[Method]	<p>WHERE THE CALL CAME FROM</p> <p>The system default is 000.</p> <p>Other entries may show AFA (Automatic Fire Alarm), L/E (local exchange), POL (Police), AMB (Ambulance), ICMS (Inter-agency CAD Messaging System), SES, RFS, 260 (for example if the call is received from an NSWFB station), P260 (for example if the incident is created as the result of a 'white' message).</p>



Operational Communications

FireCAD Incident Log Terms, Layout and Abbreviations

4.	[Address]	<p>INCIDENT ADDRESS</p> <p>This is the location of the incident. Other details include intersections, nearest cross streets, other location details and the Local Government Area.</p>
5.	[Type]	<p>INCIDENT TYPE</p>
6.	[Revised]	<p>REVISED INCIDENT TYPE</p> <p>An operator may revise the incident type if that corrected information is relayed back from the incident ground.</p>
7.	[Appliance]	<p>RESOURCES IN ATTENDANCE</p> <p>This field shows the resources (appliances and Officers) that have been assigned to, are responding to (Code 1), in attendance (Code 3) or returning from an incident (Code 4).</p>
8.	[Key Messages]	<p>KEY MESSAGES</p> <p>This is the incident narrative field. It shows details of all radio messages, notifications and other relevant information.</p>



Operational Communications

FireCAD Incident Log Terms, Layout and Abbreviations

9.	<i>Resource Callsigns</i>	<p>Examples of Fires III callsigns,</p> <p>NSWFB</p> <table border="1"> <thead> <tr> <th></th> <th>CALLSIGN</th> <th>DESCRIPTION OF APPLIANCE</th> </tr> </thead> <tbody> <tr> <td colspan="3">PUMPERS</td> </tr> <tr> <td>P</td> <td>Pumper</td> <td>Standard NSWFB pumper (Types 1, 2, 3 and 4)</td> </tr> <tr> <td>SP</td> <td>Super Pumper</td> <td>High-capacity Type 5 Pumper</td> </tr> <tr> <td>AP</td> <td>Aerial Pumper</td> <td>Pumper with 15m elevating hydraulic boom, ladder and monitor</td> </tr> <tr> <td>RP</td> <td>Rescue Pumper</td> <td>Pumper with primary rescue accreditation</td> </tr> <tr> <td>HP</td> <td>Hazmat Pumper</td> <td>Pumper with hazmat capability</td> </tr> </tbody> </table> <p>Note: Whenever a specialist appliance, such as an Aerial Pumper, is replaced by a spare standard pumper, the callsign reverts to 'Pumper'. In all cases, the ComCen must be notified immediately.</p> <p>AERIAL APPLIANCES</p> <table border="1"> <tbody> <tr> <td>LP</td> <td>Ladder Platform</td> <td>Articulated ladder platforms</td> </tr> <tr> <td>TL</td> <td>Ladders</td> <td>Turntable ladder appliances</td> </tr> </tbody> </table> <p>RESCUE APPLIANCES</p> <table border="1"> <tbody> <tr> <td>R</td> <td>Rescue</td> <td>Dedicated rescue unit with primary or secondary rescue accreditation, including City of Sydney Salvage and Mercedes rescue vans.</td> </tr> </tbody> </table> <p>4WD APPLIANCES</p> <table border="1"> <tbody> <tr> <td>T</td> <td>Tanker</td> <td>4WD 3000 – 4000 litre tanker/Class 1 Pumper with crew of 2 to 6. Includes appliances formerly designated as Composites, except where a 4WD Isuzu appliance is the primary response appliance (<i>pumper</i>).</td> </tr> <tr> <td>RT</td> <td>Rescue Tanker</td> <td rowspan="2">4WD appliance with pumping capacity – may be Hazmat Tanker or Rescue Tanker.</td> </tr> <tr> <td>HT</td> <td>Hazmat Tanker</td> </tr> </tbody> </table>		CALLSIGN	DESCRIPTION OF APPLIANCE	PUMPERS			P	Pumper	Standard NSWFB pumper (Types 1, 2, 3 and 4)	SP	Super Pumper	High-capacity Type 5 Pumper	AP	Aerial Pumper	Pumper with 15m elevating hydraulic boom, ladder and monitor	RP	Rescue Pumper	Pumper with primary rescue accreditation	HP	Hazmat Pumper	Pumper with hazmat capability	LP	Ladder Platform	Articulated ladder platforms	TL	Ladders	Turntable ladder appliances	R	Rescue	Dedicated rescue unit with primary or secondary rescue accreditation, including City of Sydney Salvage and Mercedes rescue vans.	T	Tanker	4WD 3000 – 4000 litre tanker/Class 1 Pumper with crew of 2 to 6. Includes appliances formerly designated as Composites, except where a 4WD Isuzu appliance is the primary response appliance (<i>pumper</i>).	RT	Rescue Tanker	4WD appliance with pumping capacity – may be Hazmat Tanker or Rescue Tanker.	HT	Hazmat Tanker
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HAZMAT AND BREATHING APPARATUS APPLIANCES		
H9A	Hazmat Nine	Dedicated hazardous materials/BA
H9B	Alpha, Bravo and	appliances attached to Hazmat
H9C	Charlie	Response Unit Sydney.
H	Hazmat	Dedicated hazardous materials/BA appliances including Mercedes hazmat vans.
CO2 9	CO2 Nine	CO ₂ tender attached to Hazmat Response Unit Sydney
LAB9	Lab Nine	Hazmat Mobile Analytical Vehicle
HS	Hazmat Support	Hazmat Decontamination Support Vehicle (Pantec)
SAS9	SAS Nine	Scientific Advisor Support attached to Hazmat Response Unit Sydney
SPECIALIST SUPPORT APPLIANCES		
ICVA	ICV Alpha	Incident Control Vehicles
ICVB	ICV Bravo	
ATV	ATV	All terrain vehicle
	Transporter	Prime mover for modular transport system when not carrying a pod.
		<i>Note: When in use the transporter will adopt the callsign of the pod that it is carrying.</i>
SV	Support Vehicle	Logistics support vehicle (including district trucks and personnel carriers)
MODULAR TRANSPORT SYSTEM PODS		
	USAR 1	Sydney/State urban search and rescue (USAR/major structural collapse rescue) equipment cache
	USAR 2 Alpha	Newcastle's primary USAR cache
	USAR 2 Bravo	Newcastle's secondary USAR cache
	USAR 3 Alpha	Wollongong's primary USAR cache
	USAR 3 Bravo	Wollongong's secondary USAR cache



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		USAR 4	USAR reconnaissance vehicle for Sydney/State deployment
	HS	Hazmat Support	Chemical, biological and radiological specialized hazmat equipment cache.
		SENIOR/SPECIAL IST OFFICER CALLSIGN	POSITION/DESIGNATION
		COMM	Commissioner
		DCOMS	Deputy Commissioner Support
		DCOME	Deputy Commissioner Emergency Management
		DSO	Director State Operations
		ADSO	Assistant Director Specialised Operations
		DHR	Director Human Resources
		DRM	Director Risk Management
		DLS	Director Logistics Support
		DCS	Director Corporate Strategy
		SOLO	State Operations Liaison Officer (media)
		RCN, RCS, RCW	Regional Commander North, South and West
		RCOCN, RCOCS, RCOCW	Regional Commander On-call North, South and West
		DRCN, DRCS, DRCW	Deputy Regional Commander North, South and West
		ZCN1, etc	Zone Commander North 1
		ZCOCS, etc	Zone Commander On-call South (gSa only)
		OCW2, etc	Operational Commander West 2
		SI	Senior Instructor (Country Zone Training Officers)
		HAZ1	Manager Hazmat



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	HAZ2	Deputy Manager Hazmat
	SAR1	Manager Rescue
	SAR2	Deputy Manager Rescue
	SAR3, SAR4, etc	Assistant Rescue Officers
	BFO1	Manager Bushfire and Natural Hazards
	BFO2, BFO3, etc	Assistant Bushfire Officers
	MTW, etc	Manager Training West Region
	CRMOS, etc	Community Risk Management Officer South
	ADOC	Assistant Director Operational Communications
	MOC	Manager Operational Communication Centres
	MTOC	Manager Training Operational Communications
	MFCO	Manager FireCom Operations
	RESCO	Response Co-ordinator
	FOO	Fleet Operations Officers
	MOAT	Manager Operational Aerial Training
	MOPP	Manager Operational Policy and Procedures
	MOR	Manager Operational Readiness
	MCTA	Manager Counter-terrorism and Aviation
	FARM	Manager False Alarm Reduction Unit
	MOIS	Manager Operational Information Services
	GIS	Manager Spatial Information
	MFSD	Manager Fire Safety Division
	OSC	Operational Safety Co-ordinator



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		CISC	Critical Incident Support Co-ordinator
		FIRU	Fire Investigation and Research Unit
		RFSLO	RFS Liaison Officer
		ADOP	Assistant Director Operational Personnel
		MOP	Manager Operational Personnel
		ADTD	Assistant Director Training and Development
		MRT	Manager Recruit Training
		OTC	Operational Training Co-ordinator
		RFS	
		▪ DG01	– RFS Superintendent for 'DG' Districts/Teams/Zones
		▪ CJ02	– RFS Inspector for 'CJ' Districts/Teams/Zones
		▪ AF13	– An RFS Brigade in 'AF' Districts/Teams/Zones
		RFS District Codes (currently under review)	
		AA	ALBURY FCC
		AB	BERRIGAN FCD
		AC	CONARGO FCD
		AD	COROWA FCC
		AE	CULCAIRN FCD
		AF	DENILQUIN FCC
		AG	GRIFFITH FCC
		AH	GUNDAGAI FCC
		AI	HOLBROOK FCC
		AJ	HUME FCD
		AK	JERILDERIE FCC
		AL	LEETON FCC
		AM	LOCKHART FCC
		AN	MURRAY FCD
		AO	MURRUMBIDGEE FCC
		AP	NARRANDERA FCC
		AQ	TUMBARUMBA FCC
		AR	TUMUT FCC
		AS	URANA FCD
		AT	WAGGA WAGGA FCC
		BA	BARRABA FCC
		BB	BINGARA FCC
		BC	COOLAH FCC
		BD	COONABARABRAN FCC
		BE	COONAMBLE FCC

**Operational Communications****FireCAD Incident Log Terms, Layout and Abbreviations**

BF	GILGANDRA FCC
BG	GUNNEDAH FCC
BH	INVERELL FCC
BI	MANILLA FCD
BJ	MOREE PLAINS FCC
BK	MURRURUNDI FCC
BL	NARRABRI FCC
BM	NUNDLE FCC
BN	PARRY FCC
BO	QUIRINDI FCD
BP	TAMWORTH FCD
BQ	URALLA FCC
BR	WARREN FCC
BS	YALLAROI FCC
CA	BLAND FCC
CB	BLAYNEY FCD
CC	BOOROWA FCD
CD	CABONNE FCD
CE	COOLAMON FCD
CF	COOTAMUNDRA FCD
CG	COWRA FCC
CH	DUBBO FCC
CI	FORBES FCC
CJ	HARDEN FCC
CK	JUNEE FCD
CL	LACHLAN FCC
CM	MUDGEES FCC
CN	NARROMINE FCC
CO	ORANGE FCC
CP	PARKES FCC
CQ	TEMORA FCC
CR	WEDDIN FCC
CS	WELLINGTON FCC
CT	YOUNG FCD
DA	BAULKHAM HILLS FCC
DB	BLACKTOWN FCC
DC	BLUE MOUNTAINS FCC
DD	CAMDEN FCC
DE	CAMPBELLTOWN FCC
DF	EVANS FCD
DG	GOSFORD FCC
DH	LITHGOW FCC
DI	HAWKESBURY FCC
DJ	HORNSBY FCC
DJ	KU-RING-GAI FCD
DK	KIAMA/SHELLHARBOUR FCC
DK	SHELLHARBOUR FCD
DL	LIVERPOOL FCC
DM	OBERON FCC
DN	PENRITH FCC
DO	SUTHERLAND FCC
DP	PITTWATER FCD

**Operational Communications****FireCAD Incident Log Terms, Layout and Abbreviations**

DP	WARRINGAH / PITTWATER FCC
DQ	WINGECARRIBEE FCC
DR	WOLLONDILLY FCC
DS	WOLLONGONG FCC
DT	WYONG FCC
EB	CESSNOCK FCC
EC	DUNGOG FCC
ED	GLOUCESTER FCC
EE	GREAT LAKES FCC
EF	GREATER TAREE FCC
EG	HASTINGS FCC
EH	LAKE MACQUARIE FCC
EI	MAITLAND FCC
EJ	MERRIWA FCC
EK	MUSWELLBROOK FCC
EL	PORT STEPHENS FCC
EM	RYLSTONE FCC
EN	SCONE FCC
EO	SINGLETON FCC
FA	BALLINA FCD
FB	BELLINGEN FCC
FC	BYRON FCC
FD	COFFS HARBOUR FCC
FE	COPMANHURST FCD
FF	ARMIDALE / DUMARESQ FCC
FG	GRAFTON FCD
FH	GUYRA FCC
FI	KEMPSEY FCC
FJ	KYOGLE FCC
FK	LISMORE FCC
FD	COFFS HARBOUR FCC
FE	COPMANHURST FCD
FF	ARMIDALE / DUMARESQ FCC
FG	GRAFTON FCD
FH	GUYRA FCC
FI	KEMPSEY FCC
FJ	KYOGLE FCC
FK	LISMORE FCC
FL	MACLEAN FCD
FM	NAMBUCCA FCC
FO	RICHMOND VALLEY FCC
FP	SEVERN FCC
FQ	TENTERFIELD FCC
FR	TWEED FCC
FT	WALCHA FCC
GA	BEGA VALLEY FCC
GB	BOMBALA FCC
GC	COOMA - MONARO FCC
GD	CROOKWELL FCC
GE	EUROBODALLA FCC
GF	GUNNING FCC
GG	MULWAREE FCC



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		<p>GH EASTERN CAPITAL CITY GH QUEANBEYAN CITY FCC GH YARROWLUMLA / QUEANBEYAN GH YARROWLUMLA FCD GI SHOALHAVEN FCC GJ SNOWY RIVER FCC GK TALLAGANDA FCC GL YASS FCC HA BALRANALD FCD HB BOGAN FCC HC BOURKE FCC HD BREWARRINA FCC HE CARRATHOOL FCC HF CENTRAL DARLING FCC HG COBAR FCC HH HAY FCC HI UNINCORPORATED FCD HJ WAKOOL FCD HK WALGETT FCD HL WENTWORTH FCC</p> <p>OTHER (generic callsigns)</p> <ul style="list-style-type: none"> ▪ POL – Police ▪ AMB – Ambulance <p>OTHER RESCUE (generic callsigns)</p> <ul style="list-style-type: none"> ▪ POL1 – a police rescue squad unit ▪ AMB1 – an ambulance rescue unit ▪ VRA1 – a VRA unit
10.	[Gen info]	<p>INCIDENT GENERAL INFORMATION</p> <p>This field consists of 20 lines x 30 characters in length. An operator may add any information that relates to the incident or the incident address and which may be used by responding resources.</p> <p>This information is printed to the station as part of the normal dispatching process.</p>
11.	[Stn gnd]	<p>This the NSWFB or RFS fire district in which the incident is located.</p>



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	<p><i>Message</i></p> <p>This column shows system and operator generated messages. System generated messages relate to such things as the success or otherwise of dispatch systems, paging, printing, etc.</p> <p>Operator generated messages such as 'first informative messages' and 'Stops' (Incident Closure Messages) are also shown.</p> <p>The following list explains some of the abbreviations used frequently in Fires /// message logs:</p> <ul style="list-style-type: none"> ▪ 2 x 38 – 2 lines of 38mm hose at work ▪ BA – breathing apparatus ▪ B&T – brick and tile ▪ FAP – first aid pump at work ▪ FMTF – further message to follow ▪ GPTW – getting pump to work ▪ HS&W – heat, smoke and water damage ▪ INV – investigating ▪ PIH – position in hand ▪ SDF/SDBF – severely damaged by fire ▪ AC – Any NSWFB vehicle being involved in a collision whether responding to, in attendance at, or returning from an incident. Also applies to situations where the resource is under normal road conditions. ▪ AFA – Any automatic fire alarm incident where any difficulty is encountered with service providers, AFA information, etc. ▪ ASB – Any form of asbestos material that has been encountered at an incident. ▪ CAM – A speed or red light camera is activated by a resource responding to an incident. ▪ CID – An incident is deemed to be of such a nature that it requires the notification and/or attendance of a chaplain, peer-debriefer or critical incident team. ▪ DM – The premises contains dialysis machine/s. ▪ DOH – The incident affects premises owned or occupied by the NSW Department of Housing. ▪ EVA – Evacuations were undertaken during the incident. ▪ FFI – A fire-fighter has been injured at the incident.
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		<ul style="list-style-type: none"> ▪ FTY – A fatality or fatalities have occurred. ▪ HAZ – The incident location has been identified by the NSW Department of Planning, and recorded in FireCAD, as a major hazard facility requiring special notifications. ▪ ICMS – An ICMS crew accountability check from the incident ground reports that not all personnel have been accounted for. ▪ ICS – A resource has been identified as having less than a safe and effective crew level for the appliance type after being assigned to an incident. ▪ JUV – Request for referral to a juvenile intervention officer. ▪ MED – Used to identify incidents that may be of interest to media outlets. Only to be used on incidents for which information may be released in accordance with NSWFB Media Policy.
	NSWFB Status Code	<p>CODE 1 – Responding to an incident or move-up. For move-ups state the destination and if proceeding under normal road conditions.</p> <p>CODE 2 – Call off given by a ComGen.</p> <p>CODE 3 – On scene at incident or move-up. You must state location or address.</p> <p>CODE 4 – Available for response. You must state destination even if returning to your home station.</p> <p>CODE 5 – Returned to station. You must state your location even if returned to your home station.</p> <p>CODE 6 – Responding into Rural Fire District.</p> <p>CODE 7 – Unavailable for response. You must state the reason.</p>
	NSWFB Standard Colour Codes	<p>RED, RED, RED Highest priority – urgent assistance or priority access to radio talkgroup or channel.</p> <p>WHITE – Very high priority. Reporting a new incident to a ComGen.</p> <p>BLUE – High priority – incident message.</p> <p>GREEN – Medium priority – incident Stop.</p> <p>YELLOW – Low priority – non-incident message.</p>

Appendix 7 – RFS Tags

Tag Code	Application
RFS	An incident where difficulties were encountered notifying the RFS or dealing with the RFS.
RFS 1	Call being answered by someone who seems not to be an “authorised person” or the call is answered by an answering machine. This does not include calls answered by contracted paging companies.
RFS 2	The call was passed through to RFS State Ops due to the first attempt ringing out.
RFS 3	Call received directly by RFS and not forwarded to a ComCen.
RFS 4	Response, arrival and incident closure messages not given to a ComCen.
RFS 5	Call-off not given to a ComCen for passing to NSWFB resources.
RFS 6	Prescribed burning (Hazard Reduction) activity not passed to a ComCen.
RFS 7	Refusal to attend an incident.
RFS 8	RFS are unable to provide a crew to respond to an incident.
RFS 9	RFS automated call forwarding to numerous connections, either in error, or so many passes exceeds reasonable time restraints.

Appendix 8 – RFS Vehicle Categories NSW Rural Fire Service Vehicles

CATEGORY	MAIN IDENTIFICATION	SUB IDENTIFICATION
Category 1	Heavy Fire Appliance AWD 3,001L – 4,000L	B – V – F – G / D - S
Category 2	Medium Fire Appliance AWD 1,601L – 3,000L	B – V – F – G / D - S
Category 3	Heavy Fire Appliance 3,001L - 4,000L	B – V – F – G / D - S
Category 4	Medium Fire Appliance 1,601L – 3,000L	B – V – F – G / D - S
Category 5	Heavy Fire Appliance AWD 4,001L +	B – V – F – G / D - S
Category 6	Heavy Fire Appliance 4,001L +	B – V – F – G / D - S
Category 7	Light Fire Appliance AWD 801L – 1,600L	F – G / D - S
Category 8	Light Fire Appliance 801L – 1,600L	F – G / D - S
Category 9	Mop Up Fire Appliance AWD 350L – 800L	D - S
Category 10	Urban Fire Appliance 1,601L +	B
Category 11	Urban Fire Appliance AWD 1,601L +	B
Category 12	Personnel Transport	
Category 13	Bulk Water Carriers	
Category 14	Mop Up Fire Tanker Trailers	
Category 15	Boats	
Category 16	Command Vehicles	
Category 17	General Cargo Vehicles	
Category 18	Catering Vehicles	
Category 19	Communication Vehicles	
Category 20	Other Appliances/Vehicles	

Key: **AWD** = All Wheel Drive, **B** = BA Equipped, **V** = Village (No BA),
F = Forest, **G** = Grassland only
D = Dual/Crew Cabin, **S** = Single Cabin

Notes: 1. These Category details are to be retrospective for both dedicated and private appliances/vehicles.
2. Districts are to amend records and data accordingly.
3. Existing BF Plates will not need to be modified.

Appendix 9 – NSWFB Vehicle Categories NSW Fire Brigades Vehicles

Classification	CAB CHASSIS	PUMP	FOAM	FIREFIGHTING	EQUIPMENT	SCOPE
1 4 x 4 Tanker	<ul style="list-style-type: none"> ▪ Crew cab diesel ▪ Manual transmission ▪ GOM 11 tonne to 12.5 tonne ▪ ≤ 13 Kw/tonne P/wt 	Diesel powered centrifugal pump 125 LPM @ 2000 kPa HP 1750 LPM @ 800 kPa H/V to 2500 LPM @ 500 kPa	Class A Class B (educator) Plus around the pump Class "A" late models	2 x 70 mm attack lines, 2 x 19 mm low pressure hose reel Pump & Roll 1800 to 3000 litre first aid tank depending on model.	Standard Firefighting Inventory	Primary grass or bush firefighting pumper on the Urban / bush interface. Or secondary appliance providing fire cover, primary rescue or Intermediate Hazmat
2 Standard Urban Pumper	<ul style="list-style-type: none"> ▪ Crew cab diesel ▪ Manual (Auto option) transmission ▪ GOM 12 tonne ▪ ≥ 13 kw/t P/wt 	PTO powered, rear mount centrifugal pump Electronic Governor 2900 LPM @ 1000 kPa H/V 300 LPM @ 4000 kPa H/P	Class B (educator) Post pump injection of class "A" at 1 delivery 65mm	4 x 70 mm attack lines, 1 x 25 mm high pressure hose reel Pump & Roll 2000 litre first aid tank	Standard Firefighting / Hazmat Inventory Or Standard Firefighting / Primary Rescue	Standard Urban Pumper in towns, regional or metropolitan areas with: Community infrastructure of an intermediate hazard level including: – Some residential structures of > 3 above ground levels, – Commercial or industrial development which contributes to the regional economy. – Where backup is provided by a Class 3 appliance Or as a secondary appliance in a major regional / metropolitan area.
3 Metropolitan Pumper	<ul style="list-style-type: none"> ▪ Crew cab diesel ▪ Automatic transmission ▪ GOM 14 tonne ▪ ≥ 13 kw/t P/wt 	PTO rear mount centrifugal pump Electronic Governor 3400 – 3600 LPM @ 800 – 1000 kPa H/V 400 LPM @ 4000 kPa H/P or 5300 LPM @ 1000 kPa on Super pumps	Post pump injection of class "A" at 65mm delivery & high pressure hose reel Class B (educator)	4 x 70 mm attack lines 1 x 25 mm high pressure hose reel Pump & Roll Roof monitor (optional) 1,800 litre first aid tank	Standard Firefighting / Hazmat Inventory Or Standard firefighting / Primary Rescue	Primary pumper in metropolitan and regional centres which have: > 700 responses p.a. Community infrastructure of a high hazard level including: – Some residential structures of up to and including 3 above ground levels, – High Rise Buildings – Petrochemical Plants or significant commercial or industrial facilities
Specialist Aerial Pumper	<ul style="list-style-type: none"> ▪ Crew cab diesel ▪ Automatic transmission ▪ GOM 20 tonne ▪ ≥ 11 kw/t P/wt 	Mid-mount two stage multi pressure With electronic governor. 5000 LPM @ 1000 kPa H/V 2500 LPM @ 2000 kPa	Post pump injection of class "A" at 65mm delivery & high pressure hose reels Class B (educator)	4 x 70 mm attack lines 2 x 25 mm high pressure hose reel 2000 litre first aid tank	Standard Firefighting	Primary pumper in metropolitan and regional centres which have: > 700 responses p.a. Community infrastructure of a high hazard level including: – Some residential structures of less than 8 above ground levels, – Petrochemical Plants or significant commercial or industrial facilities