

UNIFORMS AND PROTECTIVE CLOTHING

POLICIES

Use of Fire and Rescue NSW uniforms and insignia

1 Introduction

The *State Emergency and Rescue Management Amendment Act 2005* came into effect on 26 October 2005. This amendment makes it an offence to:

- manufacture, sell, exchange or hire Fire and Rescue NSW insignia or uniform without authority
- use or display Fire and Rescue NSW uniform or insignia with the intention to deceive, ie to impersonate a Fire and Rescue NSW employee.

Note: Fire and Rescue NSW's logos are also protected by copyright and trademark laws. Under the policy on [Fire and Rescue NSW logos](#) on page 564 no person or organisation may use Fire and Rescue NSW's logos without written permission.

2 State Emergency and Rescue Management Amendment Act 2005

Section [63B](#) of the *State Emergency and Rescue Management Act* states:

63B Offences relating to emergency services organisations

- (1) *A person who manufactures or sells emergency services organisation insignia is guilty of an offence.*

Maximum penalty: 50 penalty units

- (2) *A person who:*

- (a) *uses or displays emergency services organisation insignia, or*
(b) *impersonates an emergency services organisation officer,*

with the intention to deceive is guilty of an offence.

Maximum penalty: 50 penalty units

- (3) *A person is not guilty of an offence under this section if:*

- (a) *the person's conduct is authorised by the relevant emergency services organisation, or*
(b) *the person establishes that the conduct is for the purposes of a public entertainment, or*
(c) *the person establishes that the person has a reasonable excuse.*

(4) *In this section:*

emergency services organisation insignia means:

- (a) *any items (being uniforms, insignia, emblems, logos, devices, accoutrements and other things) that are generally recognised as pertaining to an emergency services organisation (other than NSW Police) or as being used by an emergency services organisation officer, or*
- (b) *any parts of any such items, or*
- (c) *any reasonable imitation of any such items or parts, or*
- (d) *any thing or class of thing prescribed by the regulations as being within this definition (whether or not it may already be within this definition)*

but does not include any thing or class of thing prescribed by the regulations as being outside this definition.

emergency services organisation officer includes an employee, member, volunteer or any other person who exercises functions on behalf of an emergency services organisation (other than NSW Police).

sell means sell, exchange or let on hire, and includes:

- (a) *offer, expose, possess, send, forward or deliver for sale, exchange or hire, or*
- (b) *cause, suffer or allow any of the above.*

3 Background

The aim of this legislation is to restrict access to emergency services' uniforms and insignia that could be used by terrorists to impersonate emergency services personnel. For example, in 2003 official uniforms and insignia of NSW Ambulance Officers were offered for sale on eBay.

Due to their legislated powers and position of trust within the community, emergency services personnel have access to many of the kinds of sites that could potentially be targeted in a terrorist attack. For example, it is unlikely that a person in an official Fire and Rescue NSW uniform would be challenged to provide evidence that they are responding to an emergency call.

Removing the 'unofficial market' in emergency services' insignia and uniforms will help minimise the opportunity for them to be used by those with the wrong intent.

Specific exemptions apply for someone using uniform or insignia for public entertainment or with other reasonable excuse. These exemptions are intended to protect, for example, members of the community staging fundraising events to support emergency services. They also offer protection to genuine collectors of emergency services uniform or insignia.

4 Sale, exchange or disposal of Fire and Rescue NSW uniforms and insignia

Fire and Rescue NSW uniforms and insignia must not be sold or given away of without permission from:

Assistant Director Operational Logistics
Fire and Rescue NSW
Amarina Ave
Locked Bag 13
GREENACRE NSW 2190
Phone: (02) 9742 7136
Fax: (02) 9742 7482

Fire and Rescue NSW uniforms or insignia that are disposed of must be destroyed by cutting, shredding or another means so as to make them unusable prior to disposal.

Fire and Rescue NSW patches may be exchanged with genuine collectors or those with a showcase of emergency services insignia who have no intention to deceive through their display.

See also Section 6, *Unauthorised actions*, of the [Disposals policy](#) on page 726.

5 Hiring or borrowing Fire and Rescue NSW uniforms or insignia

All requests to hire or borrow Fire and Rescue NSW uniform or insignia must be referred to:

Manager ComSafe Services
Fire and Rescue NSW
189 Wyndham Street
Alexandria NSW 2015
PO Box 559
Alexandria NSW 1435
Phone (freecall): 1800 SURVIVE (1800 78 78 48)
Email: comsafe@fire.nsw.gov.au

Contact Officers: Assistant Director Operational Logistics, (02) 9742 7136, or Manager Professional Standards and Conduct, (02) 9265 3923

File Reference: CHO/00760 and CHO/01092

In Orders 2005/27, with amendments

Wearing uniforms and personal protective equipment

Two recommended practices for wearing uniforms and personal protective equipment are currently available on the Recommended Practices page on Station Portal:

- [Recommended practice: wearing of uniforms and personal protective equipment \(PPE\)](#), Version A(01)
- [Recommended practice: wearing personal protective clothing, equipment and uniform](#), Version 02.

Version A(01) applies to all personnel not yet issued with the new, mustard-coloured, structural firefighting personal protective clothing.

Version 02 applies to all personnel who have been issued with the new structural firefighting personal protective clothing.

The *Recommended practices* provide information on the correct use and maintenance of uniforms and personal protective equipment for all staff. The recommended practices cover the following topics:

- Uniform and personal protective clothing policy
- Personal protective clothing
- Duty wear uniform
- Fire fighting uniforms
- Hazmat uniforms
- Rescue uniforms
- Dress uniforms
- Insignia
- Hairstyles
- Wearing of jewellery
- Maintenance of uniforms and personal protective clothing.

Contact Officer: Manager Equipment Research and Design, (02) 9742 7174

File Reference: FRN12/1928 Commissioner's Orders 2012/21, with amendments

Wearing rank insignia when performing higher duties

When Leading Firefighters and officers act in positions one rank above their substantive rank, they are entitled to wear the shoulder epaulette rank insignia of the higher rank on shirts, galateas and firefighting uniform during the period that they perform the higher duties. The exception to this is that Deputy Commissioners may not wear Commissioner rank insignia when acting in that position. Officers and Leading Firefighters performing higher duties will not wear the different helmet colour of the higher rank, or other indicators such as galatea gorgets.

This is standard practice in many other fire and emergency services. It avoids possible misunderstandings both within the organisation and externally and is particularly important during major emergency operations and in any other situation where there could be a perception that an officer lacks appropriate authority.

Officers and Leading Firefighters must not order higher rank insignia for personal use. Each Division will maintain a supply of spare rank insignia for use by officers performing higher duties in their area.

Contact Officer: Director Operational Capability, (02) 9265 2713

File Reference: CHO/00522 In Orders 2003/18, with amendments

Name badges

Name badges are worn by FRNSW staff so that members of the public, other emergency services and colleagues can readily identify who they are dealing with.

Name badges come in pin type, magnetic type and slide badges for polar fleece jackets. They are available in red and blue.

Blue badges are used by administrative and trades staff up to and including Clerk Grade 9/10 and by operational staff up to and including Station Commanders.

Red badges are used by administrative and trades staff of Clerk Grade 11/12 and above and by operational staff of Inspector rank and above.

Name badges are worn on the right side above the uniform pocket, or in a similar location on other apparel.

The inscription on the name badge should include the staff member's name first, followed by position. For example:

JOHN SMITH	or	JOAN SMITH
DIRECTOR LOGISTICS		INSPECTOR

Supply

Name badges can be ordered in accordance with the procedures on [ESCAT](#).

Contact Officers: Assistant Director Operational Logistics, (02) 9742 7136, or Supply Officer,
(02) 9742 7443

File Reference: SUP/00244

Commissioner's Orders 2011/17

ISSUE POLICIES

Initial issue of uniform and protective clothing

1 Introduction

Due to changes in the cold climate stations list and new items of uniform for female firefighters, the policies dealing with initial issue and replacement of uniform and protective clothing have been reviewed and amended.

2 Policy

The uniform and protective clothing to be issued to permanent and retained firefighters:

- on appointment to Fire and Rescue NSW,
- on re-appointment to Fire and Rescue NSW, or
- on initial appointment to a cold climate or alpine station

is listed in Table 1 below. Supply details for all items are available in [ESCAT](#).

Table 1: Initial issue list

Clothing Outfit, Initial	Permanent Firefighters		Retained Firefighters	
	Male	Female	Male	Female
Coat, Firefighters	2	2	2	2
Cape, Firefighters	2	2	2	2
Coat, Bushfire	1	1	1	1
Jacket, Men's, (Galatea)	1	-	See Note 1	-
Jacket, Women's	-	1	-	See Note 1
Parka, Men's	1	1	1	1
Trousers, Men's Dress (women may order these as an alternative to Slacks)	1 pair	1 pair	1 pair	1 pair
Trousers, Duty Wear	4 pairs	4 pairs	2 pairs	2 pairs
Slacks, Women's (women may order these as an alternative to Men's Dress Trousers)	-	1 pair	-	1 pair
Skirt, Women's	-	1	-	1
Trousers, Structural Firefighting c/w Braces	2 pairs	2 pairs	2 pairs	2 pairs
Shorts, Athlete's	1 pair	1 pair	1 pair	1 pair
Belt, Trousers	2	2	2	2
Belt, Skirt and slacks only	-	1	-	1
Shirt, Firefighters (work shirt)	4	4	2	2
Shirt, Men's Short Sleeve, Station Commander and below (women may order the Shirt, Women's as an alternative)	2	2	1	1

Table 1: Initial issue list

Clothing Outfit, Initial	Permanent Firefighters		Retained Firefighters	
	Male	Female	Male	Female
Shirts, Women's (women may order the Shirt, Men's as an alternative)	-	2	-	1
T-Shirt, Navy	4	4	1	1
Pullover, Navy, Inspector and below	1	1	1	1
Necktie	1	1	1	1
Boots, Firefighters	2 pairs	2 pairs	2 pairs	2 pairs
Boots, Ankle	1 pair	1 pair	1 pair	1 pair
Shoes, Women's Dress (lace up) (to be worn with the skirt and may be worn with slacks in place of the ankle boot)	-	1 pair	-	1 pair
Shoes, Women's Dress (court style) (to be worn with the skirt and may be worn with slacks in place of the ankle boot)	-	1 pair	-	1 pair
Socks, Fire retardant	5 pairs	5 pairs	2 pairs	2 pairs
Gloves, Firefighters	1 pair	1 pair	1 pair	1 pair
Gloves, General purpose	1 pair	1 pair	1 pair	1 pair
Hat, Peak cap	1	1	1	1
Hat, Sun	1	1	1	1
Cap, Baseball	1	1	1	1
Cap Knit (beanie) - unlined	1	1	1	1
Helmet, Structural	1	1	1	1
Helmet, Multipurpose	1	1	1	1
Flash Hood	2	2	2	2
Handbag, Women's	-	1	-	1
Insignia Shoulder (student - green for recruits or appropriate rank for re-appointees)	3 sets	3 sets	3 sets	3 sets
Accoutrements				
Helmet rank insignia (green for recruits or appropriate rank for re-appointees)	2 sets	2 sets	2 sets	2 sets
Badge - name text - Structural helmet	1	1	1	1
Badge - name text - Multipurpose helmet	1	1	1	1
Badge Cap, standard	1	1	1	1
Badge, ID wallet	1	1	1	1
Pocket line	1	1	1	1
Buttons, staple 24 mm	4	4	4 (see Note 2)	4 (see Note 2)
Buttons, 18 mm	6	6	6 (see Note 2)	6 (see Note 2)

Table 1: Initial issue list

Clothing Outfit, Initial	Permanent Firefighters		Retained Firefighters	
	Male	Female	Male	Female
Ring, 16 mm	10	10	10 (see Note 2)	10 (see Note 2)
Key keeper	1	1	1	1
ID wallet	1	1	1	1
Sunglasses/safety glasses	1	1	1	1
Bush fire goggles	1	1	1	1
Notebook, Pocket	1	1	1	1
Notebook, Pocket, Cover	1	1	1	1
Kit Bag	1	1	1	1
Firefighters appointed to cold climate stations, as listed in Section 2 below				
Jacket, Castro	1	1	1	1
Sweater, Rib Knit (see Note 3)	1	1	1	1
Firefighters appointed to alpine stations, as listed in Section 3 below (see Note 4)				
Jacket, Castro	1	1	1	1
Sweater, Rib Knit (see Note 3)	1	1	1	1
Cap, Knitted, Lined	1	1	1	1
Boots, Firefighting, style 25395	1	1	1	1
Scarf combo	1	1	1	1
Gloves, Alpine with liner	1	1	1	1
Socks, Alpine	1 pair	1 pair	1 pair	1 pair
Goggles, Alpine	1	1	1	1

Notes

1. Zone Commanders must authorise the issue of galateas to Retained Firefighters. Issue should occur just before the first occasion that a Retained Firefighter is required to attend a Fire and Rescue NSW function.
2. Only supplied to Retained Firefighters when issued with the galatea in accordance with Note 1.
3. The rib knit sweater can be worn in conjunction with the turnout coat for firefighting and general operations in extremely cold climate areas.
4. Alpine wear can only be issued to firefighters attached to alpine stations as listed in section 3. Alpine wear must be ordered by ISTV to the Regional South 1 Zone Office.

3 List of cold climate stations

82	Richmond	283	Denman	390	Murrurundi
105	Kelso	284	Delroy	392	Muswellbrook
203	Albury Central	286	Eden	393	Merriwa
205	Armidale	294	Forbes	395	Merimbula
206	Albury North	301	Glenbrook	399	Narrabri
208	Aberdeen	302	Glen Innes	411	Oberon
209	Albury Civic	303	Gloucester	412	Orange
215	Barraba	305	Goulburn	417	Parkes
216	Bathurst	308	Grenfell	419	Peak Hill
218	Batlow	312	Gulgong	423	Portland
219	Bega	313	Gundagai	428	Queanbeyan
225	Bingara	314	Gunnedah	429	Quirindi
226	Blackheath	315	Guyra	443	Scone
227	Blayney	322	Henty	445	Springwood
229	Boggabri	324	Holbrook	452	Tamworth
230	Bombala	331	Inverell	457	Tenterfield
232	Boorowa	342	Kandos	466	Tumbarumba
234	Bowral	343	Katoomba	467	Tumut
236	Braidwood	355	Lake Cargelligo	472	Turvey Park
242	Bundanoon	359	Lawson	475	Uralla
250	Canowindra	361	Leura	480	Wagga Wagga
259	Condobolin	363	Lithgow	481	Walcha
261	Coolah	364	Lithgow West	483	Wallerawang
263	Cooma	375	Manilla	487	Warialda
264	Coonabarabran	378	Mittagong	493	Wellington
266	Cootamundra	380	Molong	495	Wentworth Falls
270	Cowra	381	Moree	496	Werris Creek
271	Crookwell	385	Moss Vale	506	Wee Waa
272	Culcairn	386	Mt Victoria	508	West Tamworth
280	Dubbo	387	Mudgee	511	Yass
281	Dunedoo	389	Harden	513	Young

4 List of alpine stations

338	Jindabyne
426	Perisher Valley
451	Thredbo

Contact Officer: Assistant Director Operational Logistics, (02) 9742 7136

*File Reference: SUP/00304, SUP/00217 and CHO/01921 In Orders 2008/12,
as amended by In Orders 2008/26, with amendments*

Replacement of uniforms and protective clothing

1 Policy

Items of uniform and protective clothing should be replaced when they are no longer serviceable, or when they can no longer be safely used for the purpose for which they were designed.

The Station Commander, section manager or above must authorise the replacement of uniform and protective clothing in accordance with the guidelines below.

The amount of uniform and protective clothing ordered for each firefighter is monitored. To prevent over-ordering, supervisors should check in [ESCAT](#) the last time that the item has been ordered by that person.

2 Replacement due to routine wear and tear

Table 1 lists items that are likely to have a service life of less than one year, based on estimates of routine wear and tear in the course of a firefighter's normal duties.

For each item, Table 1 gives the maximum amount of these items of uniform or protective clothing that Station Commanders and section managers can order for a firefighter in one year on their own authority.

Requests for replacement uniform above the amounts listed in Table 1 must be reported to the Duty Commander, branch manager or above and authorised by them before the order is placed.

Note: The figures in Table 1 are not to be used as an annual entitlement. If uniform or personal protective clothing is still safe and serviceable, it should not be replaced.

Table 1: Service life estimates

Item	Permanent Firefighters attached to stations or operational sections, eg Rescue, BA/Hazmat, FIRU, BF/NH and Training		Retained Firefighters		Inspectors and above		Permanent Firefighters in specialist duty and alternative duty positions who do not perform operational duties	
	Male	Female	Male	Female	Male	Female	Male	Female
Trousers, Men's Dress (women may order Slacks as an alternative)	1 pair	1 pair	-	-	4 pairs	4 pairs	4 pairs	4 pairs
Trousers, Duty wear	3 pairs	3 pairs	2 pairs	2 pairs	2 pairs	2 pairs	2 pairs	2 pairs
Slacks, Women's (women may order Trousers, Men's as an alternative)	-	1 pair	-	-	-	4 pairs	-	4 pairs
Skirt, Women's (women may order slacks or trousers as an alternative, provided that if the skirt is preferred at least one pair of trousers or slacks is maintained for ceremonial purposes)	-	1	-	-	-	4	-	4
Shorts, Athlete's	1	1	1	1	1	1	1	1
Belt, Trousers	2	2	1	1	1	1	1	1
Belt, Skirt and Slacks	-	1	-	-	-	1	-	1
Shirt, Firefighters (work shirt)	3	3	2	2	2	2	2	2
Shirt, Men's Short Sleeve, Station Commander and below (women may order the Shirt, Women's as an alternative)	1	1	-	-	4	4	4	4
Shirt, Men's long sleeve	-	-	-	-	3	3	-	-
Shirt, Women's (alternative to Shirt, Men's)	-	1	-	-	-	4	-	4
T-Shirt, Navy	4	4	1	1	2	2	2	2
Pullover, Navy	1	1	-	-	1	1	1	1
Necktie	1	1	1	1	1	1	1	1
Boots, Firefighting	1 pair	1 pair	1 pair	1 pair	1 pair	1 pair	-	-
Boots, Ankle	1 pair	1 pair	-	-	1 pair	1 pair	2 pairs	2 pairs
Shoes, Mens' (alternative to ankle boots)	-	-	-	-	1 pair	-	2 pairs	-

Table 1: Service life estimates

Item	Permanent Firefighters attached to stations or operational sections, eg Rescue, BA/Hazmat, FIRU, BF/NH and Training		Retained Firefighters		Inspectors and above		Permanent Firefighters in specialist duty and alternative duty positions who do not perform operational duties	
	Male	Female	Male	Female	Male	Female	Male	Female
Shoes, Women's Dress (lace up) (to be worn with the skirt and may be worn with slacks in place of the ankle boot)	-	1 pair	-	-	-	1 pair	-	2 pairs
Shoes, Women's (court style) (to be worn with the skirt and may be worn with slacks in place of the ankle boot)	-	1 pair	-	-	-	1 pair	-	2 pairs
Socks, Office	-	-	-	-	5 pairs	-	5 pairs	-
Gloves, Firefighters	1 pair	1 pair	-	-	1 pair	1 pair	-	-
Gloves, General purpose	1 pair	1 pair	-	-	1 pair	1 pair	-	-
Hat, Peak cap	1	1	-	-	1	1	1	1
Hat, sun	1	1	-	-	-	-	-	-
Cap, Baseball	1	1	-	-	-	-	-	-
Cap, Knit (beanie) - unlined	1	1	-	-	-	-	-	-
Cap, Knit (beanie) - lined Alpine stations only	1	1	-	-	-	-	-	-
Flash Hood	2	2	1	1	2	2	-	-
Insignia Shoulder	3 sets	3 sets	2 sets	2 sets	3 sets	3 sets	3 sets	3 sets
Accoutrements								
Helmet Rank Insignia	2 sets	2 sets	2 sets	2 sets	2 sets	2 sets	-	-
Badge - name text - structural helmet	1	1	1	1	1	1	-	-
Badge - name text - multipurpose helmet	1	1	1	1	1	1	-	-
Buttons staple, 24 mm	4	4	4	4	4	4	4	4
Buttons, 18 mm	6	6	6	6	6	6	6	6
Ring, 16 mm	10	10	10	10	10	10	10	10
Key keeper	1	1	1	1	1	1	1	1
Sunglasses/safety glasses	1	1	1	1	1	1	1	1
Bush fire goggles	1	1	1	1	1	1	-	-

3 Replacement only on as needs basis

Table 2 lists items that may only be replaced on an as needs basis, after an inspection has been made by a more senior officer.

Personal protective equipment can only be ordered for employees on alternative duties if they have been declared fit for operational duties.

Table 2: Assessment items

Permanent Firefighters	Retained Firefighters
Coat, Firefighters	Coat, Firefighters
Cape, Firefighters	Cape, Firefighters
Coat, Bushfire	Coat, Bushfire
Jacket, Men's (Galatea)	Jacket, Men's (Galatea)
Jacket, Women's	Jacket, Women's
Parka, Men's	Parka, Men's
Trousers, Structural c/w Braces	Trousers, Structural c/w Braces
	Shirt, Men's Short Sleeve (women may order these as an alternative to the Shirt, Women's)
	Shirt, Women's (alternative to Shirt, Men's)
	Pullover, Navy
	Boots, Ankle
	Shoes, Women's
	Gloves, Firefighters
	Gloves, General Purpose
	Cap, Baseball
	Cap, Knit (beanie) - unlined
Helmet, Structural	Helmet, Structural
Helmet, Multi-purpose	Helmet, Multi-purpose
	Trousers, Men's dress (women may order Slacks as an alternative)
	Slacks, Women's (women may order Trousers, Men's dress as an alternative)
	Skirt, Women's
	Hat, Peak cap
Handbag, Women's	Handbag, Women's
Badge Cap, Standard (replaced by report only)	Badge Cap, Standard (replaced by report only)
Badge Cap, Crown SO and above (replaced by report only)	Badge Cap, Crown SO and above (replaced by report only)

Table 2: Assessment items

Permanent Firefighters	Retained Firefighters
Wallet only (ID badge replaced by report only)	Wallet only (ID badge replaced by report only)
Jacket, Castro, Cold Weather (only for the rank of Inspector and above)	
Cold climate stations	
Sweater, Rib Knit	Sweater, Rib Knit
Jacket, Castro	Jacket, Castro
Alpine stations	
Sweater, Rib Knit	Sweater, Rib Knit
Jacket, Castro	Jacket, Castro
Cap, Knitted lined (alpine stations only)	Cap, Knitted lined (alpine stations only)
Boots, Firefighting style 25395	Boots, Firefighting style 25395
Scarf combo	Scarf combo
Gloves, Alpine with liner	Gloves, Alpine with liner
Socks, Alpine	Socks, Alpine
Goggles, Alpine	Goggles, Alpine

Contact Officer: Assistant Director Operational Logistics, (02) 9742 7136

File Reference: CHO/01921

In Orders 2008/12

Maternity uniform

Entitlement for the supply of the maternity wear is up to five maternity shirts and five maternity skirts and/or trousers across the duration of the pregnancy.

Maternity shirts are available through [ESCAT](#). Maternity skirts and/or trousers to match the maternity shirt can be obtained by private purchase. The chosen items are to be black and of a conservative style similar to the current women's uniform options.

The cost of purchasing each maternity skirt and/or trousers will be reimbursed to the value of the women's uniform trousers.

Contact Officer: Manager Contracts and Supply, (02) 9742 7442

File Reference: SUP/00780

In Orders 2008/26, with amendments

Re-usable personal protective clothing policy

1 Introduction

Fire and Rescue New South Wales (FRNSW) is committed to reducing organisational costs and minimising waste. In order to make best use of its resources FRNSW has introduced a process in which serviceable firefighting ensemble is returned for re-issue when firefighters leave the organisation.

The re-usable personal protective clothing (PPC) program will ensure operational costs are minimised, will return cost savings to Regional and Metropolitan Areas and ensure a quality assurance process for re-issuing re-usable outerwear.

2 Application

The *Re-usable PPC policy* applies to outerwear only. Outerwear consists of:

- firefighting coats (tunics)
- firefighting coat capes
- bushfire coats, and
- overtrousers.

Used duty wear, boots and all other items of personal protective equipment are not covered by this policy and are to be dealt with by the Station Commander in accordance with the [Disposals policy](#) on page 726.

Zone Commanders and Managers are responsible for ensuring that re-usable PPC is sourced where applicable prior to ordering or approving any orders for PPC via ESCAT.

3 Scope

While it is envisaged that most re-usable PPC will be generated by Regional Zones, this policy applies to all fire stations and includes both permanent and retained firefighters.

4 PPC recycling process (operations model)

4.1 Firefighter leaves FRNSW. Ensemble returned to Station Commander.

4.2 Kit checked at station by Station Commander in accordance with [SIMS](#) and the [Recommended Practice for wearing of uniforms and personal protective equipment \(PPE\)](#).

Note: Items to be recycled are structural firefighting coat, cape, bushfire coat and overtrousers.

Boots, gloves, socks, and contaminated/damaged items are to be disposed of in accordance with the [Disposals policy](#) on page 726.

4.3 Inspection completed by Station Commander to determine condition. Item rated serviceable or unserviceable.

4.4 Serviceable items are to be laundered locally by the returning station before dispatching to the Training Centre.

Note: Items are to be returned in a dry cleaning plastic sleeve and on a coat hanger to ensure cleanliness during storage.

- 4.5 Station Commander contacts the nearest Training Centre Manager and advises that items will be transported to the designated Training Centre. The Station Commander must also advise their Zone Office.

Note: There is no storage facility at the State Training College at Alexandria. All items should be forwarded to your nearest Training Centre other than Alexandria.

- 4.6 The Station Commander arranges transport of PPC items via a contracted courier to the designated location. Courier fees are to be costed to the station's cost centre.
- 4.7 Serviceable items for re-use/re-issue are stored at the Training Centre and added to a PPC spreadsheet which is maintained by the Training Centre Manager. The Training Centre Manager validates that the PPC is fit for use and re-issue in accordance with the [Recommended Practice for wearing of uniforms and personal protective equipment \(PPE\)](#).

5 Ordering process

- 5.1 When a firefighter requires PPC items (structural firefighting coat, cape, bushfire coat or over trousers) a request is sent to Duty/Zone Commander prior to utilising ESCAT.
- 5.2 Duty/Zone Commanders approve the issue and the Zone Administration Officer (ZAO) emails nearest Training Centre Manager to determine the availability of re-usable PPC from existing stock.
- 5.3 If PPC is available, the Training Centre Manager allocates and dispatches PPC through the local contracted courier to the firefighter at the designated station. If the PPC is not available, the Training Centre Manager will forward the request to the other Training Centres. If the request can be met by one of these Centres, the alternate Training Centre Manager will advise the ZAO and arrange for a courier. The cost of the courier is charged against the requesting station's cost centre.
- 5.4 In the case of a new Retained Recruit, if PPC is available, it is allocated and held at the relevant training Centre until the Retained Recruit attends the Training Centre for Phase 1 Training. The Station Commander in this instance must request the PPC two weeks prior to the Retained Recruit attending the Training Centre.
- 5.5 The ZAO advises the Station Commander that PPC is being issued from reusable stock.

OR

- 5.6 When all Training Centre Managers report that no suitable re-usable PPC is available, the ZAO advises the Station Commander, who orders PPC through ESCAT system as normal.

The same applies when firefighters require a special sizing order.

6 Finance

In order to track costs and evaluate the effectiveness of the re-usable PPC program, an Internal Order number has been created.

When dry cleaning, ordering or dispatching re-usable PPC the following Internal Order Number must be used:

STC Re Usable PPC - 30313

Training Centre Managers are required to keep a log of items received and a separate log for items dispatched. The log of dispatched items will provide the Finance Section with a comparative cost saving against the cost of each item in ESCAT.

Contact Officer: Commissioner's Chief of Staff, (02) 9265 2678

File Reference: CHO/07022-01

Commissioner's Orders 2011/20

SUPPLY

Total apparel management: supply of PPE, general uniform and accoutrements

This instruction should be read in conjunction with the policy on [Initial issue of uniform and protective clothing](#) on page 680.

1 Introduction

A contract is in place with CTE Pty Ltd (CTE) to supply protective, duty wear, dress uniform and accoutrements to Fire and Rescue NSW.

2 Ordering

The Electronic Supply Catalogue ([ESCAT](#)) is to be used to order all items with the exception of helmet name labels and uniform alterations and repairs which require specific information to be provided. These items should be ordered using a Local Purchase Order (LPO).

3 Delivery

Delivery turnaround time is five working days from receipt of an order.

In order to minimise the number of transactions, Station Commanders/Officers in Charge should, where possible, consolidate their station/section's total order requirements.

4 Services to be provided

4.1 Help desk

A *Customer Service Help Desk* has been established to deal exclusively with supply and order related enquiries by Fire and Rescue NSW personnel. Help desk enquiries can be directed to:

Customer Service Officer
Ph: 1800 283 196

All enquiries must quote either the originating Fire and Rescue NSW order number or CTE invoice number.

4.2 Measurement/fitting service

CTE provides a measurement and fitting service, if required, for personnel located in the Greater Sydney Area (GSA). If you require the measurement/fitting service, contact the Customer Service Officer to make an appointment.

The service operates from the CTE work wear centre at

190 Dunmore Street
Wentworthville NSW 2145

Personnel located outside the GSA can obtain comprehensive self measurement guides for uniform by contacting the Customer Service Officer.

4.3 Uniform alteration service

CTE has arrangements in place to provide alterations for new or existing garments and repairs to damaged garments.

To order a new garment which, for example, requires an alteration to leg or sleeve length, complete a LPO detailing the standard size required and what alteration is required (eg Dress Uniform Shirt Size 44 - lengthen sleeves 2 cm; Duty Wear Trousers 95R - shorten length 4 cm).

Fax the completed LPO to CTE on (03) 9314 1994.

4.4 Uniform repair service

To arrange the repair of a garment, contact the Customer Service Officer and obtain a *Garment Repair Form*. Complete the form and an LPO and send the two documents with the garment to CTE at:

CTE Pty Ltd
Cnr Sunshine Rd and McArthur Streets
Footscray West VIC 3012

Repairs required to the structural firefighting ensemble (coat and overtrouser), wildland firefighting coat and the duty wear trousers must be undertaken by CTE. As the manufacturer, CTE is the only organisation authorised to undertake repairs to these garments and is responsible for ensuring that all components of the repair are consistent with specified fabrics and construction methods.

Prior to commencing repair to any item, CTE will examine the garment and make an assessment as to the viability of repair, taking into consideration the age of the garment and any other repairs that may be required. CTE will then fax a report with recommendation back to the station or section. If the Station Commander/Officer in Charge agrees that the repair is viable, CTE will proceed with the repair.

The repair turnaround time from the time of agreement is six working days. Garments that require repair must be laundered before sending to CTE.

4.5 Returns for exchange

Where garments received are faulty, damaged or not to the ordered size, contact the Customer Service Officer who will provide a *Return Authority Number* (RAN). Write the RAN clearly on the outside of the parcel and on a note placed inside the parcel with the goods being returned. CTE will arrange the priority collection of the identified item/s and return of the correct item/s.

Where an item has been ordered incorrectly, contact the Customer Service Officer who will provide a RAN. Write the RAN on the outside of the parcel and on a note placed inside the parcel with goods being returned. In this case the Station/Section must arrange delivery to CTE and pay the forward freight.

The correct item must be re-ordered using ESCAT.

Garments are to be returned to:

CTE Pty Ltd
Cnr Sunshine Rd and McArthur Streets
Footscray West VIC 3012

Returns will not be accepted after 90 days from receipt of order. Should clarification regarding a return be required, contact the Customer Service Officer.

4.6 Supply of Galateas

The procedure for obtaining a Galatea through CTE is:

1. Place an order for a Galatea using ESCAT and take note of the ESCAT order number.
2. If located within the Greater Sydney Area, contact *Otele Manufacturing* (Otele) on the number shown below to arrange a fitting. Provide Otele with the ESCAT order number when making the appointment.
3. If outside the Greater Sydney area, contact Otele and quote the ESCAT order number. The contact officer will talk you through the measurement process and record the measurements over the phone.

Company:	Otele Manufacturing Pty Ltd
Contact:	Hugo Hochuli
Phone:	(02) 9682 1111

Contact Officer: Manager Contracts and Supply (02) 9742 7442

File Reference: SUP/00791C

In Orders 2008/26, with amendments

UNIFORMS

Supply of mess dress uniform

Mess jackets, trousers, skirts, cummerbunds and bow ties should be purchased directly from V & F Tailoring using a Local Purchase Order (LPO). Their address is:

V & F Tailoring
Unit 17
22-28 Kareena Road
MIRANDA NSW 2228
Phone/Fax (02) 9540 2717

An appointment for fitting can be made by contacting the supplier on the number shown above. V & F Tailoring recommend a final fitting before acceptance of the finished uniform.

Finished uniforms can be collected from the supplier or delivered direct to the officer upon request. A freight charge applies to deliveries.

The dress shirt can be purchased at any major clothing retailer such as Myers, David Jones, etc, and reimbursement can be claimed in accordance with Fire and Rescue NSW Policy. The remaining accoutrements can be purchased through [ESCAT](#).

Contact Officer: Manager Professional Standards and Conduct, (02) 9265 3923

File Reference: CHO/01025

*In Orders 2003/10 as amended by In Orders 2005/27,
with amendments*

Winter jackets

1 Initial issue

CTE Pty Ltd has now commenced the distribution of winter jackets. All operational and administrative support personnel who have provided their size details will receive the jacket as an initial issue.

Jackets will be issued first to stations in the greater Sydney area, with distribution to country locations following soon after. The initial issue is expected to take 2-3 weeks to complete.

The initial issue period will remain open until 31 August 2009. Personnel who have not yet provided their size can still obtain a jacket by contacting the Supply Services Unit on (02) 9742 7442.

2 Future supply

Supply of the jacket to new operational and permanent administrative personnel who start during the initial issue period can be arranged by completing and forwarding an Issue voucher to the Supply Services Unit. The Issue Voucher must be authorised by the Officer in Charge and detail the person's name and service number, jacket size and delivery location. The issue voucher can be faxed to Supply on (02) 9742 7482.

At the conclusion of the initial issue period the jackets can be ordered directly from the supplier using ESCAT. ESCAT supply details will be provided in future In Orders.

3 Size range

The following size chart is provided to assist in determining the correct size to order.

Size	Chest Measurement
XX Small	Chest 85-90, Hip 80-85 cm
X Small	Chest 90-95, Hip 85-90 cm
Small	Chest 96-100, Hip 91-95 cm
Medium	Chest 100-105, Hip 96-100 cm
Large	Chest 106-110, Hip 101-105 cm
X Large	Chest 111-115, Hip 106-110 cm
XX Large	Chest 116-120, Hip 111-115 cm
XXX Large	Chest 121-125, Hip 116-120 cm
XXXX Large	Chest 126-130, Hip 121-125 cm

4 Dress policy (operational personnel)

The new jacket replaces both the Castro and Spicer jackets which will no longer be issued. The jacket can be worn around the station or office with both duty wear and dress uniform.

Note: The jacket is not to be worn as part of PPE when attending an incident.

5 Returns for exchange

Where jackets received are faulty, damaged or not to the ordered size, contact the CTE customer service help desk on 1800 283 196. The customer service officer will provide a Return Authority Number (RAN). Write the RAN clearly on the outside of the parcel and on a note placed inside the parcel with the jacket being returned. CTE will arrange the pick up and return of the correct jacket.

Where the jacket has been ordered incorrectly by the ordering officer, or if a size exchange is required, contact the CTE customer service help desk to obtain a Return Authority Number. Write the RAN clearly on the outside of the parcel and on a note placed inside the parcel with the Jacket being returned. In this case the station/section must arrange delivery to CTE and pay the forward freight.

Garments are to be returned to:

CTE Pty Ltd
Cnr Sunshine Rd and McCarthur Sts
Footscray West VIC

Contact Officer: Supply Officer, (02) 9742 7447

File Reference: SUP/00816

In Orders 2009/13

Raincoats

1 Allocation

Raincoats are allocated to most operational vehicles on the following basis:

Vehicle type	Raincoat allocation
Pumpers at permanent stations	4
Pumpers at retained stations	6
Composite vehicles at permanent stations	4
Composite vehicles at retained stations	6
Rescue/Hazmat/Water Tankers	2
Senior officers vehicles	1
Other (minor fleet)	1
FSD/FIRU/Comsafe	2
FWD vehicles	1

2 Replacement raincoats

Replacement of raincoats will be on condemnation as authorised by the Station Commander. Stations can obtain replacement raincoats through [ESCAT](#).

Contact Officer: Manager Contracts and Supply, (02) 9742 7442

File Reference: SUP/00136C

In Orders 2000/12, with amendments

PROTECTIVE CLOTHING

Resolving boot wearing issues

Occasionally, individuals may experience discomfort relating to the FRNSW issued footwear. The [Resolving boot wearing issues procedure](#), available on the [Administration Polices](#) intranet page, provides troubleshooting information for issues relating to the structural fire boot and the dress boot/shoe.

A detailed [flowchart](#) is also provided to assist with improved comfort for the wearer. In conjunction with this procedure there is a [Frequently Asked Questions information page](#) on FRNSW issued footwear, as well as a [foot care information page](#) available on the [Health and Safety intranet site](#).

This procedure rescinds paragraph 11.4.1 of the *Recommended practice for wearing of uniforms and personal protective equipment (PPE)*.

Contact Officer: Team Leader Health and Medical Programs, (02) 9265 2976

File Reference: NFB/06166 Commissioner's Orders 2012/1, with amendments

Multi purpose helmets

1 Supply information

The multi purpose helmet is supplied by CTE Pty Ltd. Helmets. Accoutrements and spare parts as detailed below can be obtained through the electronic supply catalogue ([ESCAT](#)) or by Local Purchase Order (LPO). LPOs can be faxed to CTE on (02) 9684 4833.

If a rear name identification marking is required with surname for the multi purpose helmet, a Local Purchase Order clearly detailing the surname in BLOCK LETTERS as well as the supply details in ESCAT must be completed and faxed to CTE on (02) 9684 4833.

2 Condemnation

Station Commanders are authorised to condemn helmets deemed to be structurally compromised or beyond economic repair. Condemned helmets are to be returned to Receipt and Despatch, Greenacre for disposal. Helmets returned for disposal must be accompanied by a memo from the Station Commander certifying that the helmet is unserviceable.

3 Emergency issue

Zone offices are required to stock one of each type of helmet for issue when helmets become unserviceable and immediate supply is required.

Contact Officers: Manager Contracts and Supply, (02) 9742 7442, Equipment Development Officer, (02) 9742 7460

File Reference: SUP/00667C and CHO/02036 In Orders 2004/18 as amended by In Orders 2004/24 and In Orders 2005/27, with amendments

Children wearing helmets

Children must not be allowed to wear firefighters' helmets.

Firefighters' helmets have been designed for adults and are too heavy for children. There are overseas reports of children suffering neck injuries from wearing firefighters' helmets.

Contact Officer: Manager Professional Standards and Conduct, (02) 9265 3923

File Reference: CHO/00355 and CHO/02036

In Orders 2003/5

ICS tabards

1 Scope and application

This instruction is to be read in conjunction with Standard Operational Guideline 1.12, [Incident Control System tabards](#). It applies to all employees who fill ICS roles and describes the minimum range of tabards and their configuration carried on major and minor fleet vehicles.

2 Background

ICS tabards are designed to meet Australian Standards on reflectivity and fire rating. The tabards are made from fire resistant material with reflective markings that identify the position in the Incident Management Team occupied by the wearer.

The Incident Controller allocates Incident Management Team positions; nobody else may wear tabards at an incident.

3 Tabard kits for response vehicles

The following details the minimum number and the type of tabards for new kits for all major fleet and minor fleet response fleet vehicles:

3.1 Duty Commanders vehicles are to carry:

- 4 x Safety Officer/Sector Commander
- 1 x FRNSW Commander/Incident Controller
- 1 x Operations Officer/Division Commander
- 1 x Planning Officer
- 1 x Logistics Officer
- 1 x Strike Team Leader/Liaison Officer
- 1 x Staging Officer

3.2 Superintendent/Chief Superintendents vehicles are to carry:

- 1 x FRNSW Commander/Incident Controller
- 1 x Operations Officer/Division Commander
- 1 x Strike Team Leader/Liaison Officer

3.3 The Incident Control Vehicle will carry:

- 1 x Planning Officer
- 1 x Logistics Officer
- 2 x Operations Officer/Division Commander
- 1 x Liaison Officer/Media Officer
- 4 x Safety Officer/Sector Commander
- 1 x FRNSW Commander/Incident Controller
- 1 x Water Officer
- 1 x Staging Officer
- 1 x Rehabilitation Officer
- 4 x Strike Team Leader/Liaison Officer

Zone Commanders have the discretion, based on local operational considerations, to vary the number and type of tabards carried on vehicles.

4 Supply information

Tabards can be ordered through [ESCAT](#) or by completing and faxing a Local Purchase Order (LPO) to CTE on (02) 9748 3461 using the information in ESCAT.

Contact Officers: Equipment Development Officer, (02) 9742 7174 and Manager Contracts and Supply, (02) 9742 7442

File Reference: CHO/01091 In Orders 2004/12, as amended by In Orders 2005/14, with amendments

Bushfire/safety goggles

1 Introduction

There are two styles of Uvex 'Firefighter' bushfire/safety goggles. Both styles of goggle have a fire-rated head strap, polycarbonate clear lenses with a scratch-resistant coating on the outside, and an anti-fog coating on the inside.

- Style 1: Goggle Ultrasonic Fireman's, Model No 9302-342. These goggles have a replaceable lens and sleek design. They are not suitable for people with thin or small shaped heads and cannot be worn over prescription spectacles.
- Style 2: Goggle Fireman's Type 2 HC AF, Model No 9301-342. These goggles have a non-replaceable lens but can be worn by all firefighters, having the added benefit of being compatible when worn over prescription spectacles.

2 Application

Bushfire/safety goggles form part of the bushfire and rescue uniforms. They should be carried and worn when working in smoke or other areas where eye injury or irritation is possible. They are also used as safety goggles when operating cutting tools, heavy rescue machinery, or treating casualties who are bleeding.

3 Supply Information

The bushfire/safety goggles can be ordered through [ESCAT](#).

4 Care and maintenance

To avoid scratching of the lens, clean as follows:

- Never clean dirty lenses when dry.
- Rinse dirty goggles under clean, running water.
- Dry lenses with lint-free paper or a soft cloth.
- Clean face seal with BA disinfectant.
- Dry goggles, then stow back on the appliance.

5 Replacement

Replacement of bushfire/safety goggles is on condemnation as authorised by the Station Commander. Stations can obtain replacements through ESCAT.

6 Lens replacement

Replacement for scratched or damaged lenses for goggle style 1 can be obtained through ESCAT.

Contact Officers: Equipment Development Officer, (02) 9742 7174, Supply Officer, (02) 9742 7442

File Reference: EDU/00106 and NFB/03801

In Orders 2009/8, with amendments

LAUNDERING

1 Introduction

A contract for laundry services has been established, effective from 1 July 2009.

The laundry service covers all stations, administrative offices and technical areas in the Illawarra, Greater Sydney Metropolitan Region, Central Coast and Newcastle Regions only (see Section 3, *Service areas*, below).

Stations and sections not located in these areas are to maintain their local laundry service arrangements.

2 Conditions of contract

2.1 Only the items listed on the following schedule will be laundered under this contract arrangement. Items that are submitted to the contractor for cleaning that do not appear on the schedule will be returned unlaundered.

2.2 The items listed will be washed/dry cleaned in accordance with the manufacturer's recommendations as displayed on the cleaning instruction label on each garment.

2.3 The contractor is responsible for providing a repair facility for non-personal protective equipment (PPE) items. This includes the following services:

- attachment of buttons to shirts
- attachment of zippers
- hemming trousers
- repairs to minor rips and tears to trousers
- repairs to minor rips and tears to shirts.

You must clearly identify on the *Uniform cleaning docket* the repairs required.

Note: The laundry contract does not cater for repair and alterations of PPE items. These will continue to be serviced in accordance with the policy on *Total apparel management: supply of PPE, general uniform and accoutrements*, Section 4.3, [Uniform alteration service](#) on page 691, and Section 4.4, [Uniform repair service](#) on page 691.

2.4 The contractor for each area will arrange for collection and delivery from each station or office twice a week on a scheduled collection plan. The turnaround time for the service will be a maximum of five days. Collection and return may occur between 8 am and 6 pm any day of the week. Where a station or office has minimal laundering requirements, such as a retained station, the contractor is permitted to contact the Station Commander by telephone to determine whether a collection service is required to be performed on the following scheduled service day.

2.5 Items will be collected from the nominated collection point and delivered to the designated laundry locker at each station or office. Stations and offices will be provided with clothing receptacle(s) and laundry bags for the deposit of items submitted for general laundering.

2.6 The contractor is responsible for supplying *Uniform cleaning docket books* during the currency of this contract arrangement. Stations not covered by this contract may continue to order the *Uniform cleaning docket books* (Catalogue Number 01472) for local cleaning arrangements.

2.7 The contractor will contact the Officer in Charge at each location in their service area to confirm documentation and reporting requirements, suitable collection times and obtaining laundry key access.

- 2.8 All items submitted for laundry services must bear the owner's name and service number on the garment. Where an item is submitted for cleaning on the first occasion, a temporary paper label should be attached by safety pin or staple. Details concerning the person's surname and service number are to be clearly visible. The contractor will detach this temporary label and apply a permanent white barcode label on the inside of the garment. This heat-applied label will assist the contractor in tracking the clothing articles through the laundry process. When this permanent label has been applied it is not to be removed and there is no further requirement for the temporary paper label.
- 2.9 Fire and Rescue NSW-approved clothing items are to have all detachable insignia and accoutrements removed from them before submission for laundry service. This includes all detachable shoulder rank insignia, name badges, motor badges, lapel badges, detachable buttons, commemorative badges and service ribands.
- 2.10 The contractor is responsible for maintaining quality and accounting for all items laundered, and will advise the Officer in Charge by fax of any deficiencies between the clothing and documentation received. This fax notification must be attached to the corresponding station *Uniform cleaning docket*.
- 2.11 Officers in Charge are responsible for the inspection of returned items and accounting for the accuracy and quality of the service. Any deficiencies or quality issues detected are to be brought to the attention of the contractor.
- 2.12 Items returned by the contractor should be removed from the station uniform cleaning locker by the owner and stored in the personal locker immediately after inspection. This will ensure that cleaned and pressed clothing items are not creased or soiled in the communal station uniform cleaning locker.
- 2.13 Officers in Charge are responsible for ensuring that the *Uniform cleaning docket books* are accurately completed and reflect all the items deposited in the laundry bag.
- 2.14 The contractor will forward invoices for each station/office to the relevant Zone Office for payment on a monthly basis. Officers in Charge are responsible for forwarding prompt confirmation of receipted goods to their Zone Office to enable the payment to be made.
- 2.15 The contractor is required to reimburse Fire and Rescue NSW for any loss or damage to items. Quality control of the service provided by this contract is carried out by the customer (Fire and Rescue NSW). Any matters relating to loss, damage or quality of service should be reported in writing to:
- the contractor nominated for your area, and
 - Supply Officer
Supply Services Unit
Fire and Rescue NSW
Locked Bag 13
Greenacre NSW 2190

The Supply Services Unit will provide quality and dispute resolution assistance as necessary.

Approved items included in this contract for personnel located at stations and offices within the Sydney Metropolitan Area, Illawarra, Central Coast and Newcastle Regions

Overtrousers - Inner Liner (PPE)	Blue Spicer Jackets
Overtrousers - Outer (PPE)	Culottes
Structural Firefighting Coat - Outer (PPE)	Female Slacks
Structural Firefighting Coat - Inner (PPE)	Female Skirts
Structural Firefighting Coat - Cape (PPE)	Duty Wear Trousers (PPE)
Bushfire Coat (PPE)	Flash hoods (PPE)
Pullovers	Men's Trousers
Neckties (FF and Senior Officers Blue)	Galatea
Work Shirts (Dark Navy Blue)	Structural FF Gloves (PPE)
General Purpose Gloves	Bed sheets (First Aid)
Blanket Cotton White	Bedspread
Mattress Covers	

Note: The Firefighters Light Blue Dress Shirt is not an approved item for cleaning through this contract service.

Approved items included in this contract for personnel located at Logistics Support Centre, Greenacre

Mechanical Workshirts
 Mechanical Worktrousers
 Mechanical Overalls
 Mechanical Jacket
 Communication Service Officers Trousers
 Communication Service Officers Shirts
 Communication Service Officers Overalls

Arrangements for laundering items not included in this contract must be approved by the Area Commander or Unit Manager.

3 Service areas

For the purposes of this contract stations and offices have been divided into four service areas. Stations and offices outside these service areas are to maintain their current local uniform and PPE laundry arrangements.

Area 1 - Greater Sydney Metropolitan Region

Includes all administrative and communication offices in Head Office, Alexandria Training Centre, Logistics Support Greenacre, and stations in Zones ME1, ME2, ME3, MS2, MS3, MW1, MW2, MW3.

Area 2 - Illawarra Region

Includes all the administrative and communication offices in Zone MS1.

Area 3 - Central Coast Region

Includes all the administrative and communication offices in Zone MN2.

Area 4 - Newcastle Region

Includes all the administrative and communication offices in Zone MN2.

4 Contractors

The new contract for Areas 1 and 2 has been awarded to:

Sunshine Linen Services Pty Ltd
7 Mandible Street
Alexandria NSW 2015

Contact officer: Mr Robert Herz
Telephone: (02) 9698 1411
Fax: (02) 9319 7496

The new contract for Area 3 and 4 has been awarded to:

Spring-Fresh Dry Cleaners Pty Limited
18 Cary Street
North Gosford NSW 2250

Contact officer: Mr Graham Dorrton
Telephone: (02) 4323 7513
Fax: (02) 4323 7513

Each contractor will be contacting the nominated sites within their area of responsibility to arrange the following with the Officer in Charge at each station, administrative office or technical area:

- The delivery of the required laundry receptacles and initial issue of laundry bags.
- Identification of collection and delivery points at each location for separation of dirty and clean uniform storage.
- A suitable schedule for collection and delivery of laundry services, including confirmation of telephone contact details for each location.
- The delivery and supply of *Uniform cleaning docket books* and necessary stationery required to operate within the terms and conditions of the contract.
- Reporting process between the station and contractor.
- Access to site, if unattended.

5 Contaminated items

Where contamination of uniform occurs, Station Commanders are to initially follow the instructions in Standard Operational Guideline 10.4, [Decontamination](#).

All contractors are able to provide laundering of contaminated clothing items which contain contaminants such as blood, body fluids, petrochemicals and asbestos.

Where laundering of contaminated uniform items is required, the uniform items must be placed in a sealed black bag and the type of contamination should be clearly recorded on the attached label. Station

Commanders are to contact the contractor advising where to collect the contaminated items, and advise the contractor of the nature of contaminate.

In all other areas not covered by this contract, Station Commanders may contact the Hazardous Materials Response Unit for advice or assistance as required on (02) 9742 7320.

In all other cases where uniforms are chemically contaminated, the uniform must be placed in a sealed bag and labelled contaminated for appropriate disposal.

Contractors that are notified before 10 am on any given day can arrange for collection of contaminated items from any station within 24 hours and return of laundered items within a 36 hour period. In most instances the collection of this contaminated laundry will occur in a shorter period than this.

Contact Officer: Supply Officer, (02) 9742 7443, or Assistant Director Operational Logistics, (02) 9742 7136

File Reference: SUP/00005C

In Orders 2009/13, with amendments

