OPERATIONS

OPERATIONAL RISK MANAGEMENT

Operational risk management policy

The Incident Controller must continuously monitor and evaluate the level of risk at an incident. Once the level of risk has been determined, the Incident Controller decides how to employ crews, bearing in mind that:

- the first priority is the safety of firefighters,
- the second priority is protecting savable lives,
- the third priority is protecting savable property, and
- there is no advantage in committing resources to save what is already lost.

All personnel, not just command staff, must take this policy into consideration at every emergency incident. It does not preclude offensive operations to minimise the loss of life and property, but provides a framework for overall strategies and tactics while keeping safety as the first consideration.

For an example of how this policy applies to a particular type of incident, see Standard Operational Guideline 4.2 *Structure fire risks and precautions*.

Contact Officer: Director Operational Capability, (02) 9265 2713
File Reference: CHO/02936, CHO/06178 and CHO/06372

In Orders 2001/17

Standard Operational Guidelines

Standard Operational Guidelines replace *Standard Operational Procedures* and are designed to give firefighters instructions, information and guidance about actions at operational incidents.

All firefighters must follow the instructions in the *Standard Operational Guidelines*. Because it is not possible to predict all the situations that may occur, some of the instructions give firefighters the ability to use their initiative to manage an incident on the basis of risk and opportunity within a safety framework.

Incident Controllers are responsible for the actions taken at an incident. Anyone who operates outside the *Standard Operational Guidelines,* or in contravention of direct instructions contained in the *Guidelines* may be called upon to justify their actions to Fire and Rescue NSW and, possibly, to the Coroner or the courts.

Station Commanders must ensure that all crews are aware of the contents of Standard Operational Guidelines and that they are incorporated in station training.

Contact Officer: Manager Operational Information, (02) 9265 2614
File Reference: CHO/01356, CHO/01372, CHO/02935, CHO/03105, CHO/03107

In Orders 1998/6, with amendments

Dynamic Risk Assessment Manual

1 Introduction

Fire and Rescue NSW has produced a manual on *Dynamic Risk Assessment for Operations: the Safe Person Concept* to enhance occupational health and safety in the firefighter's operational working environment.

Dynamic risk assessment is the continuous assessment of risk in the changing circumstances of operational incidents and training exercises, with the objective of implementing control measures to ensure acceptable levels of firefighter safety.

2 Purpose

The purpose of this manual is:

- to introduce the safe person concept to Fire and Rescue NSW
- to educate firefighters on reducing the risks that they face, and
- to improve firefighter safety.

It reinforces the *Operational risk management policy* on page 55 at a tactical level by promoting the risk assessment methodology at incidents and training exercises.

All operational personnel are expected to make themselves familiar with this manual.

3 Issue to recruits

Recruit and Retained Firefighters commencing duty must be issued with a copy of the manual in accordance with the following procedure:

3.1 Permanent Recruit Firefighters

The Manager Recruit Training is responsible for ordering and issuing the manual to all permanent Recruit Firefighters undergoing initial training at the State Training College.

3.2 Recruit Retained Firefighters

Station Commanders involved in the recruitment of Retained Firefighters are responsible for ordering and issuing the manual when issuing initial uniform supply.

4 Ordering information

The Dynamic Risk Assessment Manual can be ordered using the information in ESCAT.

An electronic version of the manual is also available on the Intranet under Specialised Operations.

5 Further information

If you have an enquiry about dynamic risk assessment or need further information please contact the Operational Safety Coordinator on (02) 92654 2901.

Contact Officers: *Operational Safety Coordinator, (02) 9265 2901, or Supply Officer, (02) 9742 7443*
File Reference: *CHO/07066* *In Orders 2005/18, with amendments*

Risk Assessment Worksheets

1 Purpose

Dynamic Risk Assessment Worksheets assist Safety Officers at the following types of incidents:

- structure fires
- hazardous material incidents
- rescues
- urban search and rescue operations
- bushfires/hazard reductions, and
- confined space operations.

The risk assessment worksheets are printed on waterproof paper and can be used with a standard ball point pen in inclement weather. The six different risk assessment sheets should be stored in a folder and kept on the primary response appliance at fire stations and on response vehicles for Senior Officers. An appropriate storage folder can be purchased from a local stationery supplier.

2 Safety Officer responsibilities

Clause 7 of Standard Operational Guideline 1.6, *Safety Officer*, lists the responsibilities of Safety Officers including:

- *assisting with, or conducting an operational risk assessment, completing an appropriate risk assessment form and communicating this information to the IC*
- *assessing, monitoring and providing a risk assessment on hazards likely to affect the safety, health and welfare of personnel*
- *advising the IC on all aspects of safety and risk management.*

When a Safety Officer is appointed, the Incident Controller must now ensure that the Safety Officer:

- conducts a comprehensive risk assessment of the incident,
- confirms correct implementation of relevant operational procedures to ensure firefighter safety,
- documents their findings on the appropriate risk assessment worksheet, and
- advises the Incident Controller on identified risks and control measures implemented or required.

The Safety Officer should seek advice from appropriate onsite or specialist personnel, if available.

3 Supply

Replacement and additional Risk Assessment Worksheets can be ordered using the instructions in the Electronic Supply Catalogue (ESCAT).

4 Further information

If you have an enquiry or need further information please contact the Operational Safety Coordinator on (02) 2965 2901 or by email OSC.NSWFB@fire.nsw.gov.au

Contact Officers: Operational Safety Coordinator (02) 9265 2901, or Supply Officer (02) 9742 7443
File Reference: CHO/07066 In Orders 2005/25, with amendments

Operations Bulletins

1 Purpose

Operations Bulletins provide information, guidance and instruction on operational issues such as:

- effective techniques for combating incidents
- information on hazards that firefighters may encounter at incidents
- guidance on the use of new equipment, and
- techniques for using equipment.

They complement Safety Bulletins, which focus on operational safety issues (see page 146).

2 Publication

Operations Bulletins are authorised for publication by the Director Operational Capability under delegation from the Commissioner. Where necessary, they will be republished in In Orders.

Operations Bulletins are published on the Intranet on Station Portal. An email notification is sent to all staff.

3 Operations Bulletins must be read and followed

To ensure the safety of workplaces and adherence to safe work practices, all staff must follow the instructions and guidelines issued in Operations Bulletins.

Commanders and supervisors must ensure that all staff under their supervision read each Operations Bulletin as soon as possible after publication. Review of new Operations Bulletins should become an integral part of each station drill or training session.

A copy of the latest Operations Bulletin must be displayed on the station noticeboard for the attention of all staff.

Duty and Zone Commanders, on their regular station visits, will check that these procedures are followed.

4 Record keeping

When an Operations Bulletin is received, the Station Commander must note the receipt in the Occurrence Book and the Station Commander's diary.

The Bulletin must be signed off by all officers at the station, and filed for reference.

Operations Bulletin records will be checked for completeness during the annual OHS inspection.

5 Reporting issues

If you identify an operational issue that may have organisation-wide implications, report it through your supervisor to the Operational Safety Coordinator.

Contact Officer: *Operational Safety Coordinator, (02) 9265 2901*
File Reference: *CHO/06238* *In Orders 2005/4, with amendments*

FRNSW operations on Commonwealth property

The policy on *FRNSW operations on Commonwealth property* is published on the Administration policies page of the Intranet.

Key points

- This policy explains the application of the *Fire Brigades Act 1989* in relation to Commonwealth property in NSW and the need to take Memoranda of Understanding (MOUs) and other agreements into consideration, particularly in relation to access and security.

- A new MOU with the Commonwealth came into force on 1 July 2012. This policy has been revised and reissued to include the revised security provisions in the MOU.

Who needs to read this policy

This policy needs to be read by all firefighters. Zone management teams need to consider the implications of this policy in relation to planning for response to Commonwealth property in their Zone.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *NFB/01549* *Commissioner's Orders2013/8*

INCIDENT MANAGEMENT

Command structure at incidents

1 Introduction

This instruction clarifies the duties and authorities conferred by the *Fire Brigades Act 1989* for command and control at incidents and the legal powers of officers in charge to delegate their authority.

It also explains how the Standard Operational Guideline no 1, *Incident Control System*, is to be used as a standard process for delegating authority by the officer in charge.

2 Officer in charge/Incident Controller

Section 3 of the *Fire Brigades Act 1989* defines 'officer in charge' as follows:

> ***officer in charge**, in relation to a place at which a fire brigade is present, means the Commissioner or, if the Commissioner is absent:*
>
> *(a) the person for the time being in charge of any members of a permanent fire brigade present at that place, or*
>
> *(b) if no members of a permanent fire brigade are present, the person for the time being in charge of any members of a volunteer fire brigade present at that place.*

Under the Incident Control System (ICS) the officer in charge is known as the Incident Controller or, if another agency is the combat agency, as the Fire and Rescue NSW Commander.

The officer in charge at an incident automatically assumes the role of Incident Controller or Fire and Rescue NSW Commander, unless they delegate their authority.

A Fire and Rescue NSW Incident Controller or Fire and Rescue NSW Commander has all the powers, duties, authorities and immunities of an officer in charge as defined by the *Fire Brigades Act 1989*.

3 Retained and permanent firefighters

The *Fire Brigades Act 1989* clearly states that whenever any permanent officer or firefighter, regardless of rank, attends an incident at which retained firefighters are in attendance, the senior ranked permanent officer or firefighter automatically becomes the officer in charge unless the function is delegated.

4 Power to delegate the functions of officer in charge

Section 24 of the Act states:

> ***24 Officer in charge may authorise others to exercise functions***
>
> *(1) the officer in charge at a fire or hazardous material incident may authorise any officer or member of a fire brigade to exercise all or specified functions under this Part of the officer in charge.*
>
> *(2) such an authorisation need not be in writing and operates to authorise the exercise of functions accordingly.*

This means that an officer in charge can delegate the role of Incident Controller or Fire and Rescue NSW Commander to any other Fire and Rescue NSW permanent or retained firefighter. This power should be exercised prudently and only where warranted.

5 Specialised units and senior officers

Specialised units such as Hazmat, Rescue or Fire Investigation and Research, or officers such as the Operational Media Coordinator, regularly attend incidents to support operations. It is customary for them not to take charge, and concentrate instead on their specialist support role.

If one of these officers or firefighters is the senior ranked permanent firefighter at the incident, they are considered, under the provisions of the *Fire Brigades Act 1989*, to be the Incident Controller until the authority is delegated.

Similarly, if an officer visits an incident and is of more senior rank than the Incident Controller, even when there is no intention to take charge, they are considered to have automatically became the Incident Controller until the authority is formally delegated.

6 Notification of delegation

Whenever an officer or firefighter attends an incident, finds that they are the most senior firefighter present and considers it is unnecessary to take charge, they must:

- ensure that everyone at the incident is aware that the role of Incident Controller has been delegated, and
- send a message notifying the delegation to the Communication Centre, eg *MORA Code 3, Incident Control remains with Duty Commander Metro South 1*.

This procedure must also be followed if a permanent firefighter attends an incident to assist a retained brigade and considers it appropriate not to take command.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *CHO/01372* *In Orders 2001/25, with amendments*

Incident Management Team positions

1 Introduction

The Incident Control System (ICS) is the standard Fire and Rescue NSW method of managing all emergency incidents.

Most incidents are handled without the need to establish a full Incident Management Team (IMT), with the Officer in Charge (OIC) of the first arriving appliance fulfilling all of the ICS functions of Control, Operations, Planning and Logistics.

In larger Fire Districts, Duty Commanders respond to large, complex incidents and take control of operations. As incidents escalate, more senior ranked officers may respond so that safety, span of control and effective incident management is assured.

When senior officers respond to an incident it is necessary that all personnel at the scene understand their roles and responsibilities, the chain of command, and functions within the IMT.

2 Purpose

The purpose of this procedure is to provide guidelines on establishment of IMTs. It should be read in conjunction with the instruction on *Incident Management Team response* on page 11.

3 Application

This instruction provides guidance on positions that may be included on an IMT.

4 Positions on incident management teams

No two incidents are ever the same. For this reason it is neither possible nor advisable to be prescriptive about the positions that need to be established on an IMT. The location, nature, and duration of an incident will be factors that have to be considered when determining the makeup of an IMT for a particular incident For example, the IMT needed to manage a fast-moving grass fire will be different to that required for a factory fire, train crash, or major chemical spillage. Following are a list of positions that may be included on an IMT (for detailed position descriptions, see SOG 1 *Incident Control System*):

Incident Controller - Mandatory position. Usually the most senior ranked officer on scene, unless that officer has delegated the role under Section 24 of the *Fire Brigades Act* (see *Command structure at incidents* on page 60).

Note: A formal face to face handover must take place if control is to be passed from one officer to another. If a more senior officer decides not to assume control, they should either assume a subordinate position on the IMT or leave the scene.

Operations Officer - often the Duty Commander. Operations is always the first of the four functional areas delegated under ICS. The first arriving senior officer at an incident will often have the most knowledge about initial incident conditions, resource deployment, appliance capabilities and deployment and incident growth, and is therefore ideally suited to this critical position. At very large, protracted incidents, it may be necessary to assign a more senior officer to this role, with the Duty Commander commanding operations in the most critical Division or Sector.

Planning Officer - Rarely required at structure fires, but may be necessary at Class 2 or 3 bushfires, major structure collapse rescues, or at complex hazmat incidents. The role is sometimes fulfilled by the Incident Control Vehicle Officer (if present).

Logistics Officer - Rarely required on scene at structure fires. The Communication Centre or Incident Control Vehicle Officer often fulfils the Logistics role on behalf of the Incident Controller. A Logistics Officer may be required at an Emergency Operations Centre during major or protracted operations, at the Major Incident Coordination Centre, or at major hazmat, rescue, or high-rise building incidents.

Sector Commanders - Should be established at every incident where the Incident Controller is unable to view all parts of the incident from the established Control Point. Officers from attending appliances may undertake this role, however, as incidents escalate and more than two or three crews are operating in any given sector, consideration should be given to requesting attendance of additional senior officers to undertake Sector Commander roles.

Division Commanders - Each Division includes a number of Sectors. Divisions may be required at very large incidents, geographically dispersed incidents, or complex incidents. An example would be a large factory complex heavily involved in fire - it may be prudent to appoint Division Commanders for the front and rear of the premises who would report back to the Operations Officer. In a major bushfire, geographical Divisions may simplify incident command and control. Senior Officers should be appointed as Division Commanders.

Safety Officer - It is mandatory that a separate position of Safety Officer be established by the Incident Controller at any incident involving four or more pumpers. As the Safety Officer has the

delegated authority of the Incident Controller, it is preferable to use senior officers who are experienced and knowledgeable in this role where possible.

Staging Officer - It is prudent operational practice at major incidents to park those appliances not immediately tasked away from the 'hot zone' in order to avoid congestion. Standard Operational Guidelines suggest that the first arriving officer at the Staging Area fulfil the role of Staging Officer.

Media Liaison Officer - At any major emergency incident there is likely to be significant media interest, and often a need to disseminate information in the public interest. For this reason the Incident Controller should appoint a Media Liaison Officer as early as possible in order to ensure that correct and timely information is passed to the media and community. The Media Officer must ensure that any information being passed to the media has been cleared and approved by the Incident Controller.

5 Transfer of control

Standard Operational Guideline 1.2 (page 4, section 2.9) details the requirement that transfer of control must be conducted face to face, and wherever possible using a tactical worksheet. Officers are encouraged to utilise tactical worksheets which are available through ESCAT.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *CHO/01372* *In Orders 2002/26, with amendments*

Incident Crew Management System

1 Introduction

The Incident Crew Management System (ICMS) is used to identify everyone who has entered an incident scene and record where they are working. ICMS enables the Incident Controller to conduct regular checks to ensure that everyone on the scene can be located.

The operation of ICMS is described in Standard Operational Guideline 18.1 and is designed to work with the Incident Control System and Breathing Apparatus Control System.

2 Background

Failure to locate firefighters working at incidents may have tragic results. To reduce the risk of firefighters being killed or injured, many fire services around the world have developed systems to identify and record the location of all personnel at incidents.

ICMS is a simple system for managing information about the location and activities of personnel at incidents. The system assists the Incident Controller to manage the movements of individuals and crews from their arrival at an incident to their departure.

3 Incident Crew Management System

The Incident Crew Management System is made up of three components:

- 'passports' used to identify individuals
- appliance tags used to identify appliances, and
- incident crew management board.

Operational personnel must attach their passport to the appliance tag when they are rostered on that appliance. At minor and routine incidents, the appliance tag and passports remain in the appliances and the Incident Controller or a delegated firefighter refers to them to check the personnel who are at the incident.

At larger incidents, the passports and appliance tags are placed on the ICMS board that shows the assignment and location of personnel at the incident. The Incident Controller will appoint an ICMS Manager to manage the board and conduct regular checks to ensure that everyone at the incident can be located. Temporary passports must be issued to Fire and Rescue NSW support staff and to personnel from other emergency services and agencies working at the incident.

Standard Operational Guideline No 18.1 *Incident Crew Management System* details how ICMS works at incidents.

4 Passports

4.1 Who gets a passport?

Passports are issued to:

- all Fire and Rescue NSW operational staff
- members of other emergency services who have been trained in by Fire and Rescue NSW, and
- on a temporary basis to anyone else who is authorised to work at an incident by the Incident Controller.

4.2 What does it look like?

The passport is a laminated card (65 x 108 mm) that shows the following information:

- identification photograph
- name
- employee number, and a
- bar code.

The passports are also colour coded as follows:

Commissioner	BLACK
Senior Officer	WHITE
Station Officer	RED
Captain	ORANGE
Firefighter (Permanent and Retained)	LIME YELLOW
Temporary issue (lost passport)	PINK
Fire and Rescue NSW support personnel	GREEN
External agency representative	PURPLE
Community Fire Unit member	BLUE

Note 1: Temporary issue, Fire and Rescue NSW support personnel and external agency representative passports are blank so that the person's name and other relevant information may be entered using a marking pen or pencil.

Note 2: Community Fire Unit member passports are planned, but have not been issued at this time.

ICMS passports and the Fire and Rescue NSW Identification Card (see page 251) are not interchangeable.

4.3 Issue of passports

All operational staff have been issued with two passports (ie one passport and one spare) as part of the initial ICMS training program.

Personnel who have not been previously photographed or issued with an ICMS passport must ask their Station Commander to complete and return an *ICMS Return Information Template*. This template is available on the Intranet under Specialised Operations. Wherever possible, the template should be completed on a station rather than an individual basis.

Print the template and fax the completed copy to (02) 9609 4174.

4.4 Use and care of your passport

When you are not rostered on an appliance the passport must be clipped to your helmet. The spare passport must be kept securely in your locker.

Note: As part of normal uniform checks, Station Commanders must ensure that all personnel have their passports stored correctly.

If you lose or damage your passport you must use your spare passport and request a replacement as soon as possible using the procedure in section 4.3.

5 Appliance tags

Each major appliance has been issued with a tag identifying it by station number and appliance type. The tag is kept on a hook in the cabin and has a ring to which the passports of the crew assigned to the appliance are attached.

If an appliance tag is lost or damaged, order another one through ESCAT.

6 ICMS board

The ICMS Board is designed to hold appliance tags with crew passports attached at major incidents. ICMS Boards are carried on:

- Zone Commander vehicles
- Duty Commander vehicles
- Senior Instructor vehicles, and
- Incident Control Vehicles.

ICMS Boards are available through ESCAT.

7 Supply information

All ICMS equipment except passports is available through ESCAT.

Contact Officer: *Director Operational Capability, (02) 2965 2713*
File Reference: *CHO/06363* *In Orders 2004/22, as amended by In Orders 2006/7, with amendments*

Operational guide to the Incident Crew Management System

1 Purpose

The purpose of the *Operational guide to the ICMS* is to:

- assist personnel in understanding the operating principles of the ICMS
- provide a learning resource for the ICMS
- improve firefighter safety at incidents and training exercises, and
- ensure the safety of non-operational personnel at incidents and training exercises

All operational personnel must make themselves familiar with this manual. Station and Duty Commanders should incorporate this topic in combined station training drills and the Station Training Program.

An electronic version of the publication is also available on the Intranet under Specialised Operations.

2 Issue to recruits

Recruit and Retained Firefighters issued with ICMS passports must be issued with a copy of the manual in accordance with the following procedure.

2.1 Permanent Recruit Firefighters

The Manager Recruit Training is responsible for ordering and issue of the manual to all permanent Recruit Firefighters at the State Training College.

2.2 Recruit Retained Firefighters

Station Commanders involved in the recruitment of Retained Firefighters are responsible for ordering and issuing ICMS passports and manuals when issuing initial uniform supply.

3 Ordering information

The *Operational guide to the ICMS* can be ordered from SALMAT using the instructions in the Electronic Supply Catalogue (ESCAT).

4 Further information

If you have an enquiry about the *Operational Guide to the ICMS* or need further information please contact the Operational Safety Coordinator on (02) 9265 2901 or by email OSC.NSWFB@fire.nsw.gov.au.

Contact Officers: *Operational Safety Coordinator, (02) 9265 2901, or Supply Officer, (02) 9742 7443*
File Reference: *CHO/006363* *In Orders 2005/23, with amendments*

Incident ground health monitoring

1 Standard Operational Guideline

The procedures for incident ground health monitoring are given in Standard Operational Guideline 18.4, *Incident ground health monitoring*, which is available in the Standard Operational Guidelines site on Station Portal.

2 Purpose

The purpose of incident ground health monitoring is to minimise the risk of firefighter injury and illness on the incident ground with a focus on management of heat stress and cardiovascular risk.

Monitoring is undertaken to:

- ascertain job rotation and rest break sequencing
- provide health information to firefighters in order for them to manage their own safety and health
- assist Incident Controllers to ensure firefighters are fit to continue work that is likely to be arduous and/or prolonged, and
- assist Incident Controllers to provide adequate rest, rehabilitation, rotation and re-tasking.

The focus of incident ground health monitoring is to identify symptoms of heat stress, cold-related illnesses or cardiovascular risk that may lead to sudden incapacity or compromised health on the incident ground.

Incident ground health monitoring occurs before leaving the Rehabilitation Area for retasking. SOG 18.4 should be read in conjunction with SOG 18.3, *Incident ground rehabilitation*.

3 Compliance

Whenever health monitoring is established, it is mandatory for all personnel who are actively engaged at the incident or training exercise to undertake incident ground health monitoring.

If you refuse incident ground health monitoring, you will be managed as per Section 6 of the Incident Ground Health Monitoring SOG.

The following actions will be taken:

- The Rehabilitation Officer will inform the Incident Controller that you have refused a health assessment.
- The Incident Controller or their delegate will inform you that you are deemed not fit to resume operational duties.
- The Incident Controller will arrange for notifications to occur in accordance with Section 6.1 of the SOG and for you to be utilised in a non-operational role for the remainder of the incident or shift.
- You will be available for non-operational duties at the discretion of Zone management and will not be permitted to return to full operational duties until you have obtained a medical clearance from the Brigades Medical Officer.

Station Commanders must ensure that all crews are aware of the contents of this Standard Operational Guideline and that they are incorporated in station training.

Contact Officer: *Manager Safety, (02) 9265 2800*
File Reference: *NFB/04421* *In Orders 2010/9, with amendments*

SECURITY ALERTS

1 Introduction

1.1 This instruction details security procedures necessary for the protection of Fire and Rescue NSW personnel and infrastructure, and for the maintenance of Fire and Rescue NSW capability to respond to emergency incidents while supporting the community's social and economic wellbeing, security and defence.

1.2 The Federal Attorney General's Department, acting on intelligence obtained from Australian and overseas intelligence organisations, assigns levels of security alert. In accordance with the National Counter-Terrorism Plan, Fire and Rescue NSW must implement procedures for each level of alert.

2 Security alert levels

2.1 There are four levels of security alert, as shown in Table 1.

Table 1 Security alert levels

Security alert level	Definition
Low	Terrorist attack is not expected
Medium	Terrorist attack could occur
High	Terrorist attack is likely
Extreme	Terrorist attack is imminent or has occurred

Note: Fire and Rescue NSW is always on low level security alert unless a higher level has been announced.

3 Low Level Security Alert - terrorist attack is not expected

3.1 All Fire and Rescue NSW personnel, contractors, consultants and visitors must have identification with them at all times while in a Fire and Rescue NSW workplace. Failure to produce identification when requested will be considered to be a breach of security and may result in the person's removal.

3.2 All commanders and supervisors must oversee the general security of Fire and Rescue NSW fixed and mobile infrastructure and assets by monitoring access by staff, contractors, consultants and visitors.

3.3 All personnel must immediately report any security breaches, suspicious or unusual packages, activities or phone calls in or around Fire and Rescue NSW infrastructure or at incidents to their immediate commander, supervisor or the Manager Professional Standards and Conduct. These officers or managers will contact NSW Police as appropriate.

3.4 Station Commanders must ensure that all staff under their supervision routinely review, and are familiar with, relevant Standard Operational Guidelines and Standing Orders.

3.5 The Assistant Director Preparedness and Response must undertake ongoing reviews of pre-determined response protocols and notifications.

3.6 Area and Zone management teams must liaise with their relevant District Emergency Management Officers (DEMOs) and Local Emergency Management Officers (LEMOs) to ensure that contact details are up to date and that Fire and Rescue NSW participates in multi-agency exercises run by the Local and District Emergency Management Committees.

3.7 Incident Management Team (IMT) Leaders and Response Coordinators must maintain IMT Rosters in accordance with the *Recommended practice for Greater Metropolitan Directorate Incident Management Teams*.

4 Medium Level Security Alert - terrorist attack could occur

4.1 The Director Operational Capability must ensure that all on duty Fire and Rescue NSW personnel are immediately advised by a broadcast message on email, faxstream, pagers and IVR messages that the security alert has been upgraded to Medium.

4.2 Commanders and supervisors must ensure that the Medium Level Security Alert procedures for which they are responsible are activated, that Low Level Security Alert procedures are all in place or being implemented and that this information is exchanged and disseminated during routine change of shift procedures.

4.3 Zone, Duty and Station Commanders must ensure that all staff under their supervision review and are re-acquainted with:

SOG 1	Incident control system
SOG 8.1	Bombs
SOGs 8.7 - 8.12	Terrorism
SOG 10.8	Biological hazards
SOG 10.9	Radioactive substances
SOG 10.15	Chemical, biological and radiological incidents
SOG 19.1	Disaster planning and response
SOG 8.13	Civil disturbances

4.4 Station Commanders must review pre-incident plans for critical infrastructure and major hazard facilities.

4.5 The Director Operational Capability will establish close liaison with the NSW Police Deputy Commissioner Support and the State Emergency Operations Controller.

4.6 Commanders and supervisors must identify, then escort or restrict the access of (as appropriate) staff, contractors, consultants and visitors to all Fire and Rescue NSW fixed and mobile infrastructure.

4.7 The Fleet Operations Officer must maintain spare appliances ready for deployment and advise the Assistant Director Specialised Operations of the status of spare appliances on a daily basis.

4.8 The Manager Recruit Training must ensure that State Training College appliances are ready for deployment as a Strike Team with two hours notice.

4.9 Operational Capability sections must maintain a register of staff availability for Urban Search and Rescue (USAR) and Chemical, Biological and Radiological (CBR) response to ensure that these capabilities are not compromised by shortages of qualified staff.

4.10 IMT Leaders and Response Coordinators must maintain IMT Rosters in accordance with the Recommended practice for *Greater Metropolitan Directorate Incident Management Teams*.

4.11 The Director Operational Capability will facilitate a test of Fire and Rescue NSW's Business Continuity Plan by simulating the failure of a component of Fire and Rescue NSW critical infrastructure. Any test must be preceded by at least five days notice to affected personnel.

5 High Level Security Alert - terrorist attack is likely

5.1 The Director Operational Capability must ensure that all on duty Fire and Rescue NSW personnel are immediately advised by a broadcast message on email, faxstream, pagers and IVR messages that the security alert has been upgraded to High.

5.2 Commanders and supervisors must ensure that the High Level Security Alert procedures for which they are responsible are activated, that Medium Level Security Alert procedures are all in place or being implemented and that this information is exchanged and disseminated during routine change of shift procedures.

5.3 Access will be denied for non-essential visitors and non-essential vehicles to identified Fire and Rescue NSW critical infrastructure locations. This may require engagement of security personnel where physical barriers to access do not exist. At some locations, public parking adjacent to critical infrastructure may need to be restricted, in consultation with NSW Police and local government agencies.

5.4 The Response Coordinator must establish a rostered Fire and Rescue NSW Liaison Officer at the Police Operations Centre.

5.5 The IMT Leaders must place IMT Teams on 24/7 availability with two hours notice to deploy.

5.6 The Assistant Director Specialised Operations will place Fire and Rescue NSW USAR and CBR capability on 24/7 availability with two hours notice to deploy.

5.7 The Director Operational Capability will determine the standby status of the USAR Reconnaissance team.

5.8 Area and Zone Commanders must establish close liaison with relevant District Emergency Management Officers.

5.9 The Director Operational Capability, in consultation with relevant Directors, must determine the status of drills, exercises and community education activities and ensure that any activities likely to lead to delayed response or security concerns are postponed.

6 Extreme level security alert - terrorist attack is imminent or has occurred

6.1 The Director Operational Capability must ensure that all on duty Fire and Rescue NSW personnel are immediately advised by a broadcast message on email, faxstream, pagers and IVR messages that the security alert has been upgraded to Extreme.

6.2 All commanders and supervisors must ensure that the Extreme Level Security Alert procedures for which they are responsible are activated, that High Level Security Alert procedures are all in

place or being implemented and that this information is exchanged and disseminated during routine change of shift procedures.

6.3 All drills, exercises, and community education activities must be cancelled. Fire appliances must remain at stations unless dispatched or released for authorised, essential Fire and Rescue NSW business. When an appliance is away from station, one person must remain with it at all times to ensure security.

6.4 On-site security guards must be placed at Fire and Rescue NSW critical infrastructure sites on a 24/7 basis unless passive security measures are deemed to be sufficient.

6.5 Access to Fire and Rescue NSW critical infrastructure sites must be strictly restricted to essential personnel only.

6.6 Parking must be restricted at Alexandria, Katoomba, Newcastle and Wollongong ComCens to identified, authorised vehicles (after submitting to searches), and public street parking adjacent to the centres will be prohibited, in consultation with NSW Police and local government authorities.

6.7 Fire station doors must be kept closed, watchrooms of permanent stations must be staffed whenever the primary appliance is at the station, and strict security enforced. Access is for essential, authorised Fire and Rescue NSW business only.

6.8 Station Commanders at permanently staffed fire stations must ensure that keys are removed from appliances in engine bays and carried by appliance drivers at all times.

6.9 The Assistant Director Preparedness and Response will activate the Major Incident Coordination Centre (MICC) on a 24/7 basis.

6.10 The Assistant Director Specialised Operations will recall essential USAR and CBR personnel on a 24/7 basis.

6.11 The State Coordinator in the MICC will arrange for the recall of staff to crew spare appliances.

6.12 The Response Coordinator will establish State Emergency Operations Centre liaison officers on a 24/7 basis.

6.13 The Director Operational Capability will liaise with the Commissioner concerning attendance at the State Crisis Centre.

Contact Officer: *Manager Counter Terrorism and Aviation, (02) 9919 9162 or 0439 728 634*
File Reference: *CHO/07128* *In Orders 2008/15, with amendments*

For further information on security issues see the *Security policy* on page 247 and the *Information security policy* on page 554.

PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment entry control at incidents and training

1 Duty of care

The Incident Controller at an incident or training exercise has a duty of care under occupational health and safety legislation to ensure that everyone who enters the incident site wears the appropriate personal protective equipment (PPE).

When control of an incident is vested in Fire and Rescue NSW, this duty of care extends to personnel from other agencies and members of the public. The policy on *Use of non-operational personnel* on page 74 and the *Guidelines for administrative and technical support staff attending incidents* on page 75 give guidelines for ensuring safety in this situation.

2 PPE entry control sign

At an incident or training exercise, the Incident Controller or Operations Officer will normally determine the appropriate level of PPE depending on the conditions at the site. To ensure that everyone who enters the incident site is aware of the PPE requirements, a PPE entry control sign is to be used. Personnel tasked with entry control can simply tick the appropriate PPE required on the sign by using a china-graph pencil.

The sign must be prominently displayed at the entry control point at incidents and training exercises where entry control has been established.

Note: Wherever possible, clearly defined entry point/s should established be to minimise the risk of unsafe or unauthorised access to an incident site.

3 Supply

All stations have been issued two A3 single-sided, laminated signs.

The signs must be placed on the primary response appliance at the station.

Additional or replacement copies are available through ESCAT under Corporate Stationery, Miscellaneous Printed Matter, Poster, Printed, Cat No 06822 Warning Sign Poster.

Contact Officer: Manager Counter-Terrorism and Aviation, (02) 9265 2766
File Reference: CHO/08664 *In Orders 2006/13, with amendments*

Wearing of self-contained breathing apparatus and chemical personal protective equipment by external agencies

Fire and Rescue NSW's Breathing Apparatus and Hazardous Material Training Centre trains personnel from external agencies in the wearing of breathing apparatus and chemical personal protective equipment (PPE). When these personnel have satisfactorily completed their breathing apparatus and chemical PPE Course, an Identification Card is issued to the personnel stating their organisation, position, expiry date, and the equipment that they are qualified to wear.

Should trained external personnel be required to wear self contained breathing apparatus (SCBA) or chemical PPE at an incident they will be, at the discretion of the Incident Controller, provided with the necessary equipment. While wearing that equipment the trained personnel will come under the direct control of the BA or Hazmat Commander on the incident site.

The following operational guidelines apply where qualified external agency personnel are required to wear SCBA or chemical PPE at joint operations with Fire and Rescue NSW personnel.

1. In all instances where external agency personnel are required to wear SCBA or chemical PPE they will initially report to the Fire and Rescue NSW Incident Controller. They will then operate under the direct control of the BA or Hazmat Commander.

2. The BA or Hazmat Commander will provide qualified external personnel with the necessary equipment to work in the hostile environment.

3. While working in the hostile environment, external agency personnel must wear the protective equipment, as directed by the BA or Hazmat Commander.

4. When working in hostile environments, external agency personnel must observe Fire and Rescue NSW breathing apparatus and hazmat safe working practices and BA control procedures at all times.

5. Whenever wearing SCBA or chemical PPE, external agency personnel must carry an identification card to enable Fire and Rescue NSW personnel to recognise their level of certification and hazmat training.

6. SCBA and chemical PPE certification is valid for one year only and therefore external agency personnel must recertify annually.

Contact Officer: Manager BA/Hazmat Training, (02) 9318 4346
File Reference: CHO/02051 *In Orders 2000/18, with amendments*

Wearing of SCBA by untrained personnel

Because of the high degree of training and the obvious requirement for skill in the care, maintenance and wearing of breathing apparatus, members are advised that members of the public or personnel from other services are not permitted to wear Fire and Rescue NSW breathing apparatus.

Where incidents occur necessitating persons from outside Fire and Rescue NSW accompanying firefighters into a vitiated atmosphere then those persons may enter such atmosphere suitably attired and dressed in an extension face mask.

To further ensure safety, the main BA Control must be advised so that the air supplies may be monitored and back-up crews, correctly attired, maintained on standby in case of emergency.

The dangers attending the use of breathing apparatus by untrained persons, or in the entry of untrained and/or unprotected persons into buildings or situations where fires or other circumstances place safety in doubt, are well known and are herewith strongly re-stressed. A serious view will be taken of breaches of this instruction.

In Orders 1986/19, with amendments

USE OF NON-OPERATIONAL PERSONNEL

Incident Controllers occasionally need to use the skills and experience of non-operational personnel to assist in rendering safe an emergency incident. These people may include non-uniformed Fire and Rescue NSW employees, eg Logistics Support fitters and mechanics, or external personnel, such as medical specialists, engineers, plant operators and managers, people from other attending agencies (such as the Office of Environment and Heritage or WorkCover), or representatives of energy and utility suppliers, such as Energy Australia, Integral Energy, AGL and Sydney Water.

The following guidelines are provided to assist Incident Controllers in circumstances where assistance is required from non-operational personnel at emergency incidents.

1. Ensure that operational staff direct all non-operational personnel to report to the Incident Control Point in the first instance.

2. Exclude all non-operational personnel from the identified combat zone.

3. The Incident Controller should avoid using non-operational personnel in any area where they might be subjected to danger, unless their assistance is essential to the management or activities of the incident.

4. Transmit an informative message upon the arrival of authorised non-operational personnel detailing their location and the activities they will undertake, so that this information is properly logged for future reference.

5. Record and monitor the attendance, location and activities of any authorised non-operational personnel.

   Note: see also Standard Operational Guidelines 18.1, *Incident Crew Management System*, and 4.9, *Wardens and emergency response teams*.

6. The function of any authorised non-operational personnel must be clearly defined and understood by all members of the Incident Management Team.

7. Ensure that non-operational personnel who need to enter a combat zone are accompanied by two Fire and Rescue NSW firefighters and kept under close supervision.

8. The Incident Controller should ensure that if the assistance of non-operational personnel within the combat zone is essential, steps must be taken to ensure they do not enter areas where personal protective equipment (PPE) is required. If, however, it is essential that they enter such areas, an appropriate level of PPE must be provided and worn by the non-operational personnel, commensurate with the PPE worn by operational firefighters in the same area.

   Note: It is preferable that non-operational personnel provide their own PPE. However, if their PPE is inadequate, Incident Controllers must either exclude them from the combat zone or provide Fire and Rescue NSW PPE to them (See also *Personal protective equipment entry control at incidents and training* on page 72).

9. Once non-operational personnel have completed their specified task(s) they must be immediately withdrawn from the combat zone.

10. Transmit an informative message detailing the departure of authorised non-operational personnel from the incident.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *CHO/04462 and CHO/01372* *In Orders 2001/19 and In Orders 2002/13, with amendments*

See also *Firefighters assisting at incidents while off duty* on page 20.

Guidelines for administrative and technical support staff attending incidents

Any administrative and technical support staff who attend an incident will be subject to the policy on *Use of non-operational personnel* on page 74.

When attending an incident in the course of your duties:

1. You must report to the Incident Controller immediately on arrival at the incident.

2. The Incident Controller is responsible for deciding whether you can remain at the incident or enter the combat zone, taking into account your safety and your level of PPE.

3. The Incident Controller must authorise any activities you undertake at the incident.

4. While at an incident you are accountable to the Incident Controller. Inside the combat zone you must follow the instructions of the team accompanying you.

   Note: see also Standard Operational Guideline 18.1, *Incident Crew Management System*.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *CHO/01372 and CHO/04462* *In Orders 2001/20, with amendments*

Injuries sustained by members of the public when assisting at fires

Under no circumstances should liability be admitted for expenses incurred by members of the public in the event of an injury being sustained, whilst assisting Fire and Rescue NSW in fire fighting duties.

In Orders 1980/15, with amendments

ENTRY TO PREMISES

No keys provided

Members are reminded that in responding to calls of fire to premises as a result of the operation of thermal, smoke or sprinkler alarms and where they do not have keys to the premises they are not to hesitate in gaining entry.

Due care is to be exercised, if it is necessary to force an entry, to ensure that a minimum of damage is caused having regard to such difficulties as may be encountered and to the circumstances prevailing at the time.

In Orders 1967/12

Premises guarded by trained guard dogs

Where, on arrival of a Brigade at premises, it is discovered that such premises are being protected by trained guard dogs, the Incident Controller should take immediate steps to have the responsible authority informed and request that the dogs be safely secured without delay.

However, should the premises be involved in fire, every effort should be made by officers and firefighters in attendance to carry out their statutory responsibilities under the *Fire Brigades Act* to take all measures practicable to extinguish the outbreak.

Where it becomes known that guard dogs are being used to protect property, a pre-incident plan should be developed in consultation with the owners.

In Orders 1974/13, with amendments

OBSTRUCTION OF FIREFIGHTERS

Emergency Legislation Amendment (Offences) Act 1996

The *Emergency Legislation Amendment (Offences) Act 1996* came into effect on 20 December 1996. The Act increases the maximum penalty for offences of obstructing emergency services personnel in the course of their duty.

It amended Section 35 of the *Fire Brigades Act 1989* to read:

> ***35 Obstruction of fire fighters or other personnel***
>
> *A person who obstructs or hinders the Commissioner, any member of the staff of the Department or any member of a fire brigade in the exercise of a function under this Act is guilty of an offence.*
>
> *Maximum penalty: 50 penalty units or imprisonment for 2 years, or both.*

The *Emergency Legislation Amendment (Offences) Act* amended Section 24 of the *State Emergency Service Act 1989* to increase the maximum penalty for obstruction to 50 penalty units or imprisonment for 2 years, or both.

It also amended the *State Emergency and Rescue Management Act 1989* to include a new Section 62B which makes it an offence to obstruct or hinder a member of an accredited rescue unit acting in connection with a rescue operation or otherwise in response to an emergency. Maximum penalty is 50 penalty units or imprisonment for 2 years, or both.

Note: The procedure for firefighters who are faced with obstruction or hindrance when carrying out their normal duties is given in Standard Operational Guideline 8.13, *Civil disturbances*.

In Orders 1997/1, with amendments

AUTOMATIC FIRE ALARMS

Managing false alarms

1 Charging for false alarms

Under Clause 55 (b) of the *Fire Brigades Regulation 2008*, Fire and Rescue NSW charges for second and subsequent false alarms during any 60 day period. The purpose of these charges is to encourage owners to reduce repeat false alarms from automatic fire alarm systems.

The charge for a false alarm is generated when the attending officer transmits a '700' stop message.

The charges are invoiced monthly to the automatic fire alarm service providers who in turn invoice the premises owner. Service providers may add an administration fee to the $500 charge.

2 Reporting false alarms

2.1 False alarm notification forms replaced by AIRS reports

Amendments have been made to AIRS so that the system can extract information from an AIRS report about a false alarm from an automatic fire alarm (AFA) system and automatically send the information to the owner of the premises.

It is therefore no longer necessary to fill in *False alarm notification* (FAN) forms.

2.2 Completing AIRS reports

AIRS reports should be completed as soon as possible after a false alarm from an AFA system, to give the owner the opportunity to rectify the problem or replace faulty components.

When completing the AFA section of the AIRS report, write the actual floor/location highlighted on the fire indicator panel, not the A01 and B01 prefixes used in the building description.

2.3 Retention and disposal of FAN books

Completed or partially completed FAN books should be retained for seven years from the date of the last form completed and then disposed of securely.

3 Advice to owners and occupiers

It is the role of all attending officers to help owners and managers of premises who have problems with false alarms to determine the causes and faults with the fire alarm system, and to offer assistance to reduce further false alarms.

Consultation with owners and managers can be done at the time of the incident. If the owner or manager has concerns or problems beyond the scope of the attending officer, the officer must refer the owner or manager to the Building Compliance Unit.

The Building Compliance Unit can be contacted on (02) 9742 7300 or by writing to:

Manager
Building Compliance Unit
Fire and Rescue NSW
Locked Bag 13
GREENACRE NSW 2190

The Building Compliance Unit assists owners with problems in managing false alarms and provides staff with training and information about minimising false alarms.

If variations or alterations to the premises' alarm systems or other services appear to be required, attending officers should advise the owner or manager to contact their local Council, the Structural Fire Safety Unit or the Building Compliance Unit for advice on options and alternatives.

It is the responsibility of Zone Commanders and the Manager Building Compliance Unit to manage the incidence of false alarms.

Contact Officer: Manager Building Compliance Unit, (02) 9742 7304
File Reference: CHO/01832, CHO/07300, FSD/POL/120480 and NFB/08839
In Orders 2004/6, as amended by In Orders 2010/27, with amendments

Isolating and resetting automatic fire alarm systems

Automatic fire alarm systems are the property of the owner or occupier of the alarmed premises and it is their responsibility to ensure that the signal of fire is transmitted to Fire and Rescue NSW.

A person who isolates or resets an automatic fire alarm system before the arrival of a fire service may be in contravention of the *Environmental Planning and Assessment Regulation 2000* or the *Fire Brigades Act 1989*.

If a crew responding to an automatic fire alarm discovers that the system has been isolated or reset before they arrive, the Officer in Charge should inform the person who has isolated or reset the alarm:

- that that person has total responsibility for the consequences of resetting the alarm, or for any fire that occurs in the premises while the system is isolated, and
- that that person may be committing an offence under the *Environmental Planning and Assessment Regulation 2000* or the *Fire Brigades Act 1989*.

If the Officer in Charge considers that further action is required, he or she should ring the Structural Fire Safety Unit on (02) 9742 7400.

Contact Officer: Assistant Director Built Environment and Research, (02) 9742 7412
File Reference: FSD/POL/120480 In Orders 2003/2, with amendments

FIRE FIGHTING

Aircraft crashes

In all circumstances where an aircraft crashes within the perimeter of an airport and is involved in a fire or is in danger of fire, and the airport is staffed with an Airport Fire Brigade, the senior Airport Officer will be in charge, and will be assisted by Fire and Rescue NSW.

In the event of a crashed aircraft being involved in fire or in danger of fire, outside the perimeter of an airport, the senior Fire and Rescue NSW Officer will take charge of the scene, assisted by the Airport Fire Brigade if in attendance.

In the event of an aircraft crash, at or off an airport, where no Airport Brigade is employed, the senior Fire and Rescue NSW Officer will take charge of the combat area until he/she declares the area safe. That Officer will then hand the control over to the senior Police Officer in attendance who is required to assume overall control and co-ordinate the agencies responding to the emergency.

In Orders 1991/19, with amendments

Bushfire Sub-plan

A *Bushfire Sub-plan* to Fire and Rescue NSW's Major Incident Management Plan has been developed which outlines procedures to be followed by the Major Incident Coordination Centre (MICC) and other operational areas in the event of Total Fire Bans, Bushfire Alerts, and major bushfires.

The plan includes information on the formation and dispatch of Strike Teams, pre-deployment of appliances to high-risk areas on days of extreme fire weather, and deployment of Incident Management Teams. All staff are to familiarise themselves with the plan.

Contact Officer: *Manager Bushfire Urban Interface, (02) 9742 7348*
File Reference: *CHO/03787* *In Orders 2000/21, with amendments*

Recording weather details at bushfires

1 Policy

Incident Controllers and/or Strike Team Leaders must regularly record weather details at major bushfires (Class 2 and 3 bushfires). Weather details should be recorded hourly or as determined by the Incident Controller or Strike Team Leader.

Weather details should be forwarded in situation reports to the relevant Communication Centre. This is particularly important where local weather conditions differ from the weather forecast by the Bureau of Meteorology.

2 Weather recording equipment

Kestrel 3000 mini weather stations are part of the inventories of Duty Commanders' vehicles and to Strike Team Leaders' kits, along with forms for recording weather details.

Contact Officer: *Manager Bushland Urban Interface, (02) 9742 7348*
File Reference: *CHO/07957* *In Orders 2004/19, with amendments*

Blacking out bushfires in Fire and Rescue NSW Fire Districts

Incident Controllers are instructed that when attending grass or bush fires within Fire and Rescue NSW Fire Districts, Fire and Rescue NSW resources are to remain in attendance until the fire is completely extinguished and blacked out, unless another call has been received by Fire and Rescue NSW and the Rural Fire Service agrees to complete the blacking out operations.

An informative message must be sent to the Communication Centre on response to another call.

Contact Officer: *Manager Bushland Urban Interface, (02) 9742 7348*
File Reference: *CHO/08519* *In Orders 2005/22, with amendments*

Incidents involving the RailCorp network

1 Introduction

At incidents on or near the RailCorp network, Incident Controllers must take into account the hazards posed by trains and electric power lines.

Incidents must be managed in consultation with RailCorp staff.

2 RailCorp Commander

The Communication Centre will notify RailCorp of any call to an incident in the vicinity of the RailCorp network.

RailCorp will send a RailCorp Commander to the incident to liaise with the Incident Controller and ensure that all personnel observe rail safety procedures.

3 Site safety

Personnel, appliances and equipment must not be allowed on railway lines unless the lines' safety has been verified by the RailCorp Commander.

The Incident Controller must appoint a Safety Officer and should consider posting observers approximately 500 m in both directions to warn of approaching trains.

4 Removing power from overhead lines

To remove the power from overhead lines where there is an immediate risk to life and safety, the Incident Controller must request a Rescue Power Outage in accordance with Operations Bulletin 2009/02, *Removing power from RailCorp overhead power lines*.

Note: A Rescue Power Outage is only a temporary removal of power from a section of the power network, not a total isolation.

During a major incident such as a derailment or collision, the power to the overhead lines must be isolated as soon as possible by RailCorp engineers.

Contact Officer: *Manager Operational Information, (02) 9265 2614*
File Reference: *CHO/01812 and NFB/03732* *In Orders 2009/19*

Monorail incidents

Stage 1

In the event of a stoppage in rail cars, Monorail Control will monitor the situation and notify the Sydney Communication Centre of the situation at regular intervals.

Stage 2

The Sydney Communication Centre, upon receiving a call for assistance on the direct line from the Monorail Control Centre, will ascertain:

1. type of incident, ie fire, rescue, accident, etc; and

2. location, ie street, support column number.

Procedure on arrival

1. The Incident Controller on arrival will assess the situation and call for additional response if required, liaise with Monorail personnel and other services, and take charge generally.

2. The Incident Controller will make a decision whether to deal with incident at the scene or to have the cars moved to a convenient location.

3. The Monorail Control will assume responsibility for the complete power isolation upon the instruction of the Incident Controller.

4. The Incident Controller will notify Monorail Control which car/s are to be evacuated. Monorail Control will in turn communicate with passengers in affected car/s by the installed communication system.

5. The Incident Controller may, at his/her discretion, call for Police and Ambulance.

In Orders 1988/27, with amendments

Smoke screen security devices

1 Description

Smoke screen security devices produce a barrier of dense white fog when a monitored security alarm system is activated. The device forms a dense fog within seconds and runs from 15 seconds to 6 minutes according to its built in timer. Average activation is approximately 2 minutes.

The fog is produced by passing a solution of dipropylene glycol and di-ionised water through a heat exchanger. The liquid first vaporises and then condenses in the air.

A notice is displayed on the front door of buildings which have this device fitted.

2 Safety precautions

Brigades may be responded to buildings where the smoke screen has been activated and mistaken for a fire.

Firefighters should consider that:

- intruders may still be in the building;
- a real fire may have set off motion detectors and activated the smoke screen device.

Breathing apparatus must be worn by firefighters when entering the building and until the fog is dispersed, as the fog may contain toxic products.

Contact Officer: *Fire Investigation and Research Unit, (02) 9742 7395*
File Reference: *FIR/POL/004919* *In Orders 1999/24*

Use of elevated work platform vehicles

Members are instructed that elevated work platform vehicles are not suitable for use as aerial appliances at fires or other emergent situations and therefore should not be used as such. On no account is such an appliance to be used as a water tower.

Elevated work platforms may however be used for access purposes provided all necessary precautions are observed.

In Orders 1980/43, with amendments

Managing contamination from firefighting operations

1 Introduction

At fires, firefighters may be exposed to products of combustion containing a wide range of contaminants. The nature of the contaminants cannot always be determined at the incident. Research indicates that these contaminants could present a health risk for firefighters.

During a fire, wearing self contained breathing apparatus (SCBA) and personal protective equipment (PPE) provides the best protection. After a fire, contaminants may be present on PPE. This instruction details practical measures that will control any residual health risks associated with the possible contamination of PPE.

2 Scope and application

This instruction applies to all firefighters. It deals with the management of contamination from fires where breathing apparatus is worn or the products of combustion are present.

Station Commanders are responsible for ensuring that these instructions are followed by their crews.

This instruction should be read in conjunction with the policy on *Workplace hygiene* on page 152.

3 Clean and dirty areas in stations

Wearing dirty clothing around the station risks contaminating areas that should be kept clean. To reduce contamination, all stations should, as far as possible, designate clean and dirty areas. Station Commanders should ensure adherence to the following:

3.1 Clean areas

All living areas, such as the mess room, reclining rooms, gym, watchroom and offices, should be considered clean areas.

No structural firefighting uniform or other PPE should be worn in clean areas. This includes structural firefighting boots. Only Fire and Rescue NSW issued footwear is to be worn while on duty or on station.

Everyone should remove dirty PPE and wash their hands before using a clean area.

On return from firefighting operations, you should shower before using a clean area.

3.2 Dirty areas

Dirty areas include anywhere containing firefighting uniform, PPE or equipment, or where operational functions are carried out, eg

- PPE lockers
- engine bays
- store rooms
- yard and drill areas

Everyone should remove dirty PPE and wash their hands after working in a dirty area.

On return from firefighting operations, you should shower as soon as possible after leaving the dirty area.

4 Cleaning inside fire appliances

The insides of fire appliances should be cleaned:

- on return from an incident where heavily soiled PPE or PPE exposed to the products of combustion has been worn inside the cabin,
- at the start of each shift at permanently staffed stations, and
- weekly at retained stations.

Clean seats, control panels, radios, steering wheels, handles and other frequently touched areas of the cabin with BA disinfectant and/or 70% alcohol wipes.

If organic material is present, vacuum and/or mop the appliance's floor before cleaning with BA disinfectant.

Regularly launder the SCBA facemask bags.

Note: These procedures also apply to minor fleet vehicles that have been used to transport personnel wearing soiled PPE.

5 Closing vehicle windows

Open windows allow dirt and contaminants into the vehicle, which poses a potential risk to health.

Fire appliance and minor fleet vehicle windows should be closed, when practicable, when responding to incidents and must be closed when parked at incidents.

6 Incident ground rehabilitation area

The rehabilitation area at an incident should be a secure, clean area removed from operations. It must remain as clean as possible at all times.

Before entering the rehabilitation area:

- remove your helmet, gloves, overtrousers and turnout coat and place them in a secure place outside the rehabilitation area
- clean your hands with antiseptic hand rub.

When you return to operations, don your PPE after leaving the rehabilitation area.

Note: If your PPE is heavily soiled, wear disposable gloves and a P2 mask while taking it on or off.

7 Leaving an incident

To reduce the risk of contaminating the inside of the fire appliance, before leaving the incident:

- rinse your boot soles with water
- remove heavily soiled PPE while wearing disposable gloves and a P2 mask
- store heavily soiled PPE in a suitable place on the appliance, not in the cabin.

If responded to another incident while returning to station, the Officer in Charge of the responding crew should give serious consideration to wearing disposable gloves and P2 masks while donning the PPE on arrival at the incident. After donning the PPE, the gloves and mask can be discarded.

8 Returning to station

On return to station:

- Remove heavily soiled clothing and tag it for laundering as soon as possible. If necessary, wear disposable gloves and a P2 mask.
- Clean and service PPE and firefighting equipment used at the incident, then shower as soon as possible. All PPE used should be cleaned before going off duty.

9 Laundering structural firefighting uniform

To reduce the build-up of contaminants on the structural firefighting uniform (turnout coat, overtrousers, flash hoods and gloves), these items should be laundered:

- routinely every six months (unless no incidents have been attended)
- when they look or smell dirty
- when they are contaminated with a product for which the MSDS or other guidelines suggest bagging and laundering.

Station Commanders are to ensure the above is adhered to.

10 Travelling to and from work

PPE must not be worn when travelling to and from work. Under no circumstances are items of PPE to be washed at home.

Contact Officer: Manager Safety, (02) 9265 2829
File Reference: NFB/02522 *In Orders 2009/20, with amendments*

WATER SUPPLY

Operational water use policy

1 Introduction

Water for operational purposes, such as firefighting and training, is drawn from a variety of sources. In most instances, hydrants attached to the normal urban, potable water supply are used to meet operational needs. In other circumstances, water may be drawn from sources such as swimming pools, creeks, tanks or dams.

Increasingly, water supply authorities are installing recycled water systems in new residential development areas. These separate networks, complete with hydrants, return highly treated recycled water for domestic use, including firefighting.

Recycled water schemes managed by Sydney Water must comply with the Fire and Rescue NSW and Sydney Water *Memorandum of understanding on the use of recycled water for firefighting purposes*. These schemes must have a Recycled Water Quality Management Plans, endorsed by Health NSW, that provide recycled water for firefighting which is no less safe than drinking water when used in accordance with this policy. Schedule 1 of the MOU details those Sydney Water recycled water schemes that meet this requirement.

Firefighters need to ensure that they are fully aware of the characteristics of potential operational water sources and the risks and limitations associated with their use.

2 Objectives

This policy:

- describes the characteristics of various sources of water for firefighting and other operational uses (such as training)
- describes the risks associated with each source and their management
- provides guidance to operational staff concerning the limitations of each source, and
- recommends actions that firefighters can take to conserve water during operations and minimise the impact on the environment.

3 Authority to use water

Section 15 of the *Fire Brigades Act 1989* provides Fire and Rescue NSW firefighters with the authority to use water as follows:

> *The officer in charge at a fire or hazardous material incident may, for the purpose of extinguishing or controlling a fire or confining or ending the incident or rendering the site of the incident safe, without payment:*
>
> *(a) use or cause to be used any water mains, pipes and hydrants and any water in them or in any well, tank or stream, and*
>
> *(b) cause water to flow into or be shut off from any main or pipe.*

Section 39 of the Act provides for the free use of water by Fire and Rescue NSW for training:

> *The Commissioner may, by arrangement with the person controlling the water supply concerned, authorise the use free of charge of the water in any mains or pipes for the purpose of drill or practice by any fire brigade.*

4 Water sources

Water sources for firefighting may be generally described as either reticulated (eg potable and recycled water mains) or static (eg rivers, dams, tanks and swimming pools). Firefighters should familiarise themselves with the capacities and limitations of their local sources of water as part of normal reconnaissance, hydrant inspections and pre-incident planning activities.

5 Reticulated potable water supply systems

Water authorities supply potable water through a network of storage tanks/reservoirs, pipes and fittings to residential, commercial and some rural properties. This network has hydrants attached at intervals ranging from 50 to 200 metres.

Water in this system meets very high quality standards and is fit for human consumption. It presents no particular hazards to firefighters. The quantity of water available depends upon the age, size and configuration of the network and fittings. It should be noted that the high flows generated during firefighting operations may disturb sedimentation and other contaminants in water mains. Water for drinking purposes should not be obtained directly from hydrants, hoses or branches. Always obtain potable water for drinking from bottles or directly from a potable tap.

Reticulated potable water supply systems are the preferred source of water for conducting decontamination. Firefighters should use water from potable water mains to remove contaminants from the exposed skin of people or animals, as well as for flushing burns or wounds at an incident.

Firefighters should note that reticulated potable water supplies may be subject to water restrictions imposed by water supply authorities during periods of water shortage. Water restrictions are advertised in the local media and In Orders, and firefighters must comply with these restrictions.

6 Reticulated recycled water supply systems

Environmental concerns are encouraging the increased recycling of domestic waste water. Such water represents a large proportion of domestic usage and water authorities are seeking to increase its re-use where appropriate. Many new urban developments incorporate facilities that treat waste water and deliver it back to the community as recycled water via a separate network system. The treated or recycled water can be used for a range of uses such as watering gardens, flushing toilets, washing cars, and firefighting.

Reticulated recycled water supply systems are designed like potable water reticulation systems and incorporate hydrants. They are much the same as potable systems, and the same principles regarding flow and reliability apply to recycled systems. Distinctive lilac coloured indicator plates identify hydrants attached to recycled systems. Hydrant covers have the word RECYCLED on them. The underside of the hydrant box lid may also be painted lilac.

Recycled water is household waste water that has been treated extensively to remove solids, micro-organisms and other potentially hazardous materials. The production of recycled water for residential use involves (among other things) screening, settling, biological ‘digestion’, filtration and disinfection, with subsequent testing to ensure final water quality. A fail-safe monitoring system diverts waste water back to the start of the process if strict quality standards are exceeded.

The National Water Quality Management Strategy *Australian guidelines for water recycling: managing health and environmental risks (Phase 1 - 2006)* defines the standards and monitoring required.

Recycled water is suitable for a large range of domestic purposes including firefighting. However, as recycled water is produced from a contaminated source additional risk management is required - one part of which is the recommendation that it is not used for direct human consumption. Water supply authorities treat recycled water to a quality level that anticipates that it may be used in situations where personal exposure will occur, such as firefighting and domestic garden watering. Prudent risk management therefore dictates that reasonable precautions must be taken.

When using recycled water in Fire and Rescue NSW operations, the following precautions are recommended.

- Employ safe working practices commensurate with the hazards faced, eg use personal protective equipment (PPE) and wash hands before eating.
- Avoid excessive contact with recycled water by wearing appropriate PPE.
- Cover open wounds with a waterproof dressing when working with recycled water.
- Wash hands and other parts of the body exposed to recycled water with hand rub or liquid soap and rinse with potable water as soon as practical after exposure.
- The use of BA disinfectant to wash skin exposed to contaminated water is not recommended, as prolonged contact may lead to dermatitis.
- Wash exposed PPE in the normal way.
- Flush equipment with potable water after use.
- Obtain drinking water from bottles or directly from a potable tap.

Where both reticulated potable and reticulated recycled water mains are present in the same locality, and where hydrants are available on both mains, general operational requirements should be considered by the Incident Controller. For example, the proximity of hydrants to the incident, and the available water pressures and flows in the mains should be considered (reticulated recycled water mains typically have lower pressures than reticulated potable mains in the same location).

Where both types of water mains are available for use, water authorities recommend that, in an effort to protect the integrity of the potable main, both water supplies should not be used by the same pumping appliance at the same time.

If operations involve the use of both recycled and potable water supplies, the Incident Controller must advise the Communication Centre so the water supply authority can be notified. Although the chance of recycled water entering the potable network is usually low, the water supply authority will monitor water quality and take remedial action if required.

Recycled water is not recommended for flushing burns or wounds or for conducting decontamination where the exposed skin of people or animals is involved. While recycled water may be used at an incident for washing contaminants from chemical spillage clothing or fully encapsulated suits, potable water should be used in direct contact with the skin.

7 Fire protection systems and storage tanks

Fire protection systems generally use water from the potable water supply and the principles that apply to these systems apply. In designated recycled water areas, fire protection systems may be connected to the recycled water supply and the principles that apply to recycled water supplies will apply. Where reticulated mains do not exist, water for these systems may be sourced elsewhere. As part of their normal pre-planning activities, firefighters should identify such systems and liaise with the owners to establish the supply source of water. Water in fire protection systems may contain additives such as corrosion inhibitors that need to be considered. In any event, the principles and precautions that apply to the source water, as detailed in this policy, should be applied.

8 Swimming pools and rainwater tanks

Water in swimming pools and rainwater tanks can vary in quality. There are no statutory controls on the maintenance of quality in these supplies, though dubious quality water can be more easily identified in pools than in tanks. Evidence of frequent use and maintenance around pools is generally obvious though, in time of crisis, this may not be the highest priority. The following precautions are therefore advised.

- Employ safe working practices commensurate with the hazards faced, eg use personal protective equipment and wash hands before eating.
- Avoid excessive contact with swimming pool or rain water by wearing appropriate PPE.
- Cover open wounds with a waterproof dressing when working with water sources that may be contaminated.
- Wash hands and other parts of the body exposed to contaminated water with hand rub or liquid soap and rinse with potable water as soon as practical after exposure.
- The use of BA disinfectant to wash skin exposed to contaminated water is not recommended, as prolonged contact may lead to dermatitis.
- Obtain drinking water from bottles or directly from a potable tap.
- Wash exposed PPE in the normal way.
- Do not mix water supply and delivery from different sources.
- Flush equipment with potable water after use.
- Never use water that is clearly contaminated. Signs of contamination include: bad odour, unusual colour, algae, dead animal or marine life, still and warm water.

The Static Water Supply (SWS) Program (see page 93) provides an ideal means of identifying and marking suitable water sources prior to incidents. It also provides an opportunity to pre-plan incident actions and learn more about local water supply issues.

Firefighters and Community Fire Unit members are not to use standpipes to refill swimming pools that have been used during bushfire operations. Residents who refill them to prevent damage that can occur to an empty pool may receive a rebate from the relevant water supply authority (eg Sydney Water) to do so. Advise residents to contact their local water authority.

9 Tidal rivers and harbours

Sea water from tidal rivers and harbours is considered suitable for firefighting unless contamination is known or suspected. The relevant government authority may post warnings to indicate contaminated or poor quality water. Salt water must be considered a potential hazard to the soil and vegetation on land and firefighters must use this water with care in environmentally sensitive areas. Pumps and firefighting equipment will also be corroded by salt and brackish water and must be flushed thoroughly following firefighting and training operations.

10 Dams, bores, creeks and non-tidal rivers

Water from dams, bores, creeks and non-tidal rivers is the most difficult to manage as the quality varies greatly and is generally much lower than other supplies. Almost any biological or chemical hazard can be found in water from these sources. Firefighters must carefully assess the need for water at an incident, the inherent risks and benefits in using these supplies and the precautions applicable.

Sometimes water from rivers and the like may be the only option and/or may present the most practical operational solution, however the following precautions are recommended.

- Employ safe working practices commensurate with the hazards faced, eg use personal protective equipment and wash hands before eating.
- Avoid excessive exposure to dam, creek or river water by wearing appropriate PPE.
- Cover open wounds with a waterproof dressing when working with water sources that may be contaminated.
- Wash hands and other parts of the body exposed to this water with hand rub or liquid soap and rinse with potable water as soon as practical after exposure.
- The use of BA disinfectant to wash skin exposed to contaminated water is not recommended, as prolonged contact may lead to dermatitis.
- Obtain drinking water from bottles or directly from a potable tap.
- Wash exposed PPE in the normal way.
- Do not mix water supply and delivery from different sources.
- Flush equipment with potable water after use.
- Never use water that is clearly contaminated. Signs of contamination include: bad odour, unusual colour, algae, dead animal or marine life, still and warm water.

11 Appliance tank water

Most fire appliances have an inbuilt water tank for first-attack firefighting. Though tanks are generally filled from hydrants attached to a potable water supply, some situations require filling from other sources. Also, appliance tanks and associated plumbing are not constructed to potable water standards. For this reason, the following precautions are recommended:

- Never drink from an appliance delivery or outlet.
- Obtain drinking water from bottles or directly from a potable tap.

Use water obtained from a potable hydrant in preference to appliance tank water for decontaminating exposed skin or flushing burns or wounds at an incident. If appliance tank water must be used, advise the people decontaminated to shower in potable water as soon as practical after exposure. Arrange medical treatment immediately for people with burns, wounds or other skin conditions who have been exposed to appliance tank water.

12 Sewerage, settling and retention ponds

Many industrial and public utility organisations have ponds, tanks, bunded areas or similar storage areas for water retention as part of their processes. In many cases, these are required for environmental reasons. This water is of such variable quality and nature that these supplies should not be used. In exceptional cases, the industry concerned may be able to assure water suitability but it should only be used as an absolute last resort and only under expert guidance.

13 Agricultural and industrial recycled water supply systems

The quality of water delivered by agricultural and industrial water supply systems varies.

Some industrial sites have recycled water systems that treat water to the same standard as required for domestic use.

At other industrial sites and in agricultural water supply systems (eg irrigation systems), treatment may not include microfiltration and chlorination and the water may contain a range of contaminants.

These systems may have standard hydrants fitted but these are for maintenance purposes, not firefighting. Although many of these systems are labelled ‘Recycled water - not for firefighting’, firefighters cannot rely on placarding in all situations. There have been instances in other parts of Australia where firefighters who have been exposed to agricultural or industrial recycled water have developed serious infections.

Unless clearly marked as suitable for firefighting, agricultural and industrial recycled water is to be regarded as not suitable for firefighting and should only be used as a last resort.

At all times when using industrial or agricultural recycled water:

- Employ safe working practices commensurate with the hazards faced, eg use PPE and wash hands before eating.
- Avoid excessive contact with recycled water by wearing appropriate PPE.
- Cover open wounds with a waterproof dressing when working with recycled water.
- Wash hands and other parts of the body exposed to recycled water with hand rub or liquid soap and rinse with potable water as soon as practical after exposure.
- The use of BA disinfectant to wash skin exposed to contaminated water is not recommended, as prolonged contact may lead to dermatitis.
- Wash exposed PPE in the normal way.
- Do not mix water supply and delivery from different sources.
- Flush equipment with potable water after use.

- Never use water that is clearly contaminated. Signs of contamination include bad odour, unusual colour, algae, and warm water.

- Obtain drinking water from bottles or directly from a potable tap.

14 Water conservation

Water used for firefighting and related activities are generally excluded from water restrictions, including the use of water for hazmat incidents and essential training. It is important that Fire and Rescue NSW provides an example to the community and conserve water wherever possible. Some useful guidelines follow.

- Where vehicles, appliances and equipment are washed or flushed with water, this should be done on a lawn or other area so that any run-off onto hard surfaces does not enter drains. The requirements detailed in the policy on *Washing appliances* on page 672 to protect the environment from detergents and other pollutants must be adhered to.

- Where possible, firefighters should use water-efficient firefighting techniques such as sprays, and fog. Incident Controllers are reminded that if water is running out from a fire, the stream may be poorly directed or it may be possible to reduce to a smaller hose diameter or nozzle flow rate.

- Where possible, officers should minimise the use of water during training and community safety activities. Where hoselines are used, nozzle flow rates should be adjusted to the lowest setting and water should not be flushed down drains or over roadways. Water sprays should not be used as part of FireEd or similar public education displays.

- Officers supervising Community Fire Unit training must ensure that water wastage is minimised by not washing down house exteriors or allowing water to be flushed down drains or over roadways. Where portable pumps are being used with SWS, water from hoses should be redirected back into the pool.

- At times of water shortage, especially in declared drought areas, Incident Controllers should have due regard for the alternative uses of any water that may be available for firefighting and exercise judgement consistent with their responsibilities under the *Fire Brigades Act 1989*. Decisions should be made with the community's best interest in mind. In some circumstances, this may mean allowing property to burn under supervision when there is no reasonable chance of saving anything of value and there is no danger to any other property.

15 Environmental considerations

Water used at incidents may have an environmental impact. This may be the result of direct water use (at bushfires for instance) or run-off into the surrounding environment. Firefighters must consider the impact of both the quality of the source water (eg salt) and the contaminants resulting from application. The following guidance is therefore provided.

- Use the most appropriate source of water for the incident considering its inherent risks and benefits.

- Seek advice from Fire and Rescue NSW or site specialists as appropriate, in particular where run-off water may contain hazardous materials.

16 Further advice

For further advice concerning this policy contact the Manager Operational Information on (02) 9265 2614.

Contact Officer: Assistant Director Lessons Learned, (02) 9265 2966
File Reference: NFB/00317 In Orders 2009/1, with amendments

Memorandum of understanding with Sydney Water

Fire and Rescue NSW and the NSW Rural Fire Service have signed a Memorandum of understanding (MOU) with Sydney Water on the use of recycled water for firefighting purposes.

The MOU covers:

- the development of recycled water quality management plans for Sydney Water recycled water supply schemes so that water quality is suitable for firefighting purposes, and
- the use of recycled water from reticulated systems for firefighting and training by Fire and Rescue NSW and the RFS

Schedule 1 of the MOU lists recycled water supply schemes with Recycled Water Quality Management Plans that are endorsed by NSW Health. Recycled water at these sites is suitable for firefighting when used in accordance with the operational water use policy.

The MOU and Schedule 1 are posted on the MOU page of the Specialised Operations site on the Intranet.

Schedule 1 will be updated when water supply schemes are endorsed by NSW Health. Zone Commanders will be informed of approved sites within their Zones, so that pre incident plans can be completed.

Contact Officer: Assistant Director Lessons Learned, (02) 9265 2966
File Reference: NFB/00317 In Orders 2009/1, with amendments

Static water supply program

1 Purpose

The static water supply program locates and identifies static water supplies such as swimming pools in high risk bushfire areas where reticulated water supplies may need to be supplemented. The program is community based and provides opportunities for improving communication between local firefighters and residents while giving recognition to the contribution residents can make to fire protection for themselves and their neighbours.

2 Background

Historically, firefighters have faced water supply problems fighting major fires in urban/bushland interface areas due to fire appliances and residents drawing water from a single main. If firefighters are aware of the location of static water supplies, they can reduce the demand on the mains.

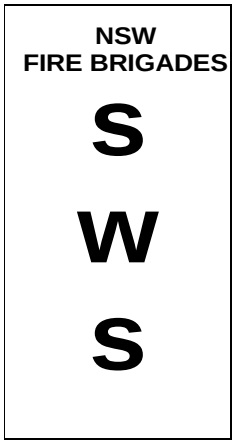
3 Pilot study

A pilot study of this program was conducted in the Berowra area. The program received a very positive response as residents living in urban/bushland areas were very concerned about the threat of fire. The study located 2 000 000 litres of water lying in approximately 40 swimming pools on a ridge with poor reticulated supply.

4 The program

Running a static water supply program for an area involves:

- local firefighters identifying high risk areas;
- collecting information from local councils about static water supplies in their area;
- running a media campaign to inform residents of the program's objectives and asking for assistance;
- local firefighters contacting residents with static water supplies, discussing fire safety issues with them and installing an SWS indicator plate (as illustrated) if the resident agrees.



5 Contact officers

The Static Water Supply program is being coordinated through the Community Safety Branch by the Community Safety Adviser Residential Services. Station Commanders are invited to contact the Community Safety Adviser Residential Services for support in establishing an SWS program and/or to receive an information kit.

Contact Officer: *Community Safety Adviser Residential Services, (02) 9742 7400*
File Reference: *CHO/03973* *In Orders 1998/22, with amendments*

Water tanks in bushfire prone areas

1 Introduction

In bushfire prone areas, councils, in consultation with the Rural Fire Service, may require developers to install water tanks on private properties. The purpose of these tanks is to provide water for residents and firefighters to use for firefighting. The tanks may vary in size from 1000 to 10 000 litres or more.

2 Using the tank water

The tanks have a 38 mm outlet on the external wall of the tank near the base. The water is accessed by connecting a 38 mm suction hose to the outlet and the other end to a portable pump. The standard 38 mm suction hose configuration on Fire and Rescue NSW appliances is not compatible with the outlets on these water tanks. To overcome this problem, the Bushland Urban Interface Section has issued 2.4 m lengths of 38 mm suction hose with Storz couplings at each end and a detachable strainer to 100 stations in bushfire prone areas or with task force responsibilities. A list of stations issued with this hose is posted on the Bushfire section of the Intranet.

3 Identification of water tanks

Station Commanders should identify and familiarise themselves with properties with water tanks in their area.

4 Supply details

Stations not on the issue list, or stations requiring additional or replacement equipment, may order suction hose and fittings from the information in ESCAT using an Issue Voucher to their regional office.

Contact Officer: *Manager Bushland Urban Interface, (02) 9742 7348*
File Reference: *CHO/01250* *In Orders 2004/18, with amendments*

Mandatory water restrictions

When mandatory water restrictions are imposed on an area, they apply to Fire and Rescue NSW as well as to other water authority customers. Staff attached to workplaces in areas where mandatory water restrictions apply must ensure that they comply with any restrictions that have been established by the relevant water supply authority.

In the case of the following restrictions:

1. No sprinklers or watering systems *at any time*. This excludes the use of drip irrigation, grey water and recycled water for gardens and lawns.

2. No hosing of hard surfaces including vehicles *at any time*. Hard surfaces include paths, driveways, engine bay floors and buildings. Vehicles include cars, trailers and all appliances.

the following exemptions and guidelines apply to Fire and Rescue NSW.

Exemption for firefighting and related activities

The use of water for firefighting and related activities is excluded from these restrictions. This includes the use of water associated with response to hazmat incidents and essential training.

Sydney, Illawarra and Blue Mountains stations have an exemption for hosing engine bays, for details see page 97.

Guidelines for Fire and Rescue NSW operations

During mandatory water restrictions all staff must adhere to the following guidelines:

1 Hosing hard surfaces

1.1 Hard surfaces around fire stations and other Fire and Rescue NSW workplaces may be hosed only for public health and hygiene reasons, for example garbage storage areas and BBQ areas. This only applies to spot cleaning where brooms and outdoor blowers are ineffective and a hand held hose with a trigger nozzle or high pressure cleaning equipment must be used.

See also the *Exemption for hosing engine bays* on page 97.

2 Maintenance of vehicles and equipment

2.1 Vehicles and appliances must continue to be maintained in a clean condition and washing and rinsing vehicles is permitted using water from a bucket. If vehicles or appliances are heavily contaminated with ash or other material from a fire or hazmat incident, then it is permissible to wash using a hose or high-pressure cleaning device.

2.2 Maintenance personnel at the Logistics Support facility at Greenacre are permitted to clean appliances for essential maintenance and inspection purposes.

2.3 Boats must also be washed and rinsed using water from a bucket. A hose may be used to flush boat engines and a hose fitted with a trigger nozzle or high pressure cleaning device may be used to clean boat trailer brakes and wheels.

2.4 Pumps including portable pumps, which have been used to draught dirty, brackish or salt water, must continue to be flushed thoroughly with clean, fresh water.

2.5 Equipment including firefighting hose contaminated at incidents or during training must also continue to be flushed thoroughly with clean, fresh water.

2.6 Where vehicles, appliances and equipment are washed or flushed with water, this should be done on a lawn or other area so that any run-off onto hard surfaces does not enter drains. The requirements on *Washing appliances* on page 672, to protect the environment from detergents and other pollutants, remain unchanged.

3 Refilling swimming pools

3.1 Firefighters and Community Fire Unit members are not to use standpipes to replace water in swimming pools that has been used during bushfire operations. Residents can refill swimming pools to prevent damage that can occur to an empty pool and, as in previous bushfire seasons, they will receive a rebate from the water supply authority to do this.

4 Firefighting

4.1 Where possible, firefighters should use water efficient firefighting techniques such as sprays, fog and Class A foam. Incident Controllers are reminded that if water is running out from the fire, the stream may be poorly directed or it may be possible to reduce to a smaller hose diameter or nozzle flow rate.

5 Training and community safety activities

5.1 Where possible, officers should minimise the use of water during training and community safety activities. Where hoselines are used, nozzle flow rates should be adjusted to the lowest setting and water should not be flushed down drains or over roadways. Water sprays should not be used as part of FireEd or similar public education displays.

5.2 Community Fire Unit training is to continue during the water restrictions. Officers supervising CFU training must ensure that water wastage is minimised by not washing down house exteriors or allowing water to be flushed down drains or over roadways. Where portable pumps are being used with SWS, water from hoses should be redirected into the pool.

6 Reducing waste

6.1 Station Commanders and supervisors are to check their workplaces to ensure that water is not being wasted through faulty taps and shower heads. Any faults should be reported as soon as possible to the relevant Properties Area Manager during business hours. After business hours the ‘on-call’ Area Manager should be contacted through the relevant Communication Centre.

7 Hydrant pressure tests

7.1 Hydrant pressure tests should not be conducted routinely in every street as part of a station’s hydrant inspection program. Pressure tests may be conducted as part of a pre-incident planning inspection or where the officer in charge believes it is necessary.

Contact Officer: *Director Operational Capability, (02) 9265 2713*
File Reference: *CHO/01653* *In Orders 2003/21, with amendments*

Exemption for hosing engine bays

Sydney Water has provided an exemption to Fire and Rescue NSW fire stations within Sydney, Illawarra and the Blue Mountains allowing the hosing of engine bay floors once per week. The specific conditions that apply are:

- Engine bays may be hosed only on Mondays.
- A garden or yard hose fitted with a trigger nozzle or high pressure water cleaning equipment must be used.

  Note: 25 mm, 38 mm or 70 mm firefighting hose must not be used for this purpose.
- Areas other than engine bays must not be hosed in this manner. The indiscriminate use of water is prohibited.
- Waste water run-off from cleaning operations that does not discharge to the sewer must comply with the requirements of the local council and the Office of Environment and Heritage, and
- A water restriction exemption sticker must be displayed in a prominent position on the outside of the station. These stickers will be distributed to fire stations in Sydney, Illawarra and the Blue Mountains through regional offices.

In addition to the weekly hose-out of engine bays, staff may use water to spot clean hard surfaces around fire stations and other Fire and Rescue NSW workplaces for public health and hygiene reasons. This applies to areas such as garbage storage areas and barbecue areas where brooms and outdoor blowers are ineffective and a hand held hose with a trigger nozzle or high pressure cleaning equipment must be used.

This exemption does not apply to fire stations outside Sydney, Illawarra and the Blue Mountains. Staff attached to workplaces outside Sydney, Illawarra and the Blue Mountains must ensure that they comply with any restrictions that have been established by the relevant water supply authority.

Contact Officer: Director Operational Capability, (02) 9265 2713
File Reference: CHO/01653 *In Orders 2004/2, with amendments*

HAZARDOUS MATERIALS

Operational guide and multi-agency procedure for suspicious substance incidents

1 Guidelines

Fire and Rescue NSW, the New South Wales Police Force and the Ambulance Service of New South Wales have produced:

- an *Operational guide for multi-agency response to suspicious substance incidents*
- a revised *Multi agency procedure for suspicious substance incidents*, and
- a new *Medical advisory notice* form (see Appendix B of the Operational guide).

All documents have been endorsed by the NSW State Chemical Biological and Radiological Sub Committee of the State Emergency Management Committee.

These documents are available on the Counter-Terrorism and Aviation section of the intranet and in hard copy in stations and on appliances.

2 Operational guide

The *Operational guide for multi-agency response to suspicious substance incidents*:

- assists Fire and Rescue NSW and other emergency service personnel to ensure a coordinated multi-agency approach to managing suspicious substance incidents, including white powder and suspicious package incidents
- consolidates relevant existing policies and procedures into a ready reference guide
- identifies tactical and safety considerations and pre determined resource allocations for all emergency services
- provides a training support tool for emergency services personnel.

3 Multi agency procedure

The double sided *Multi agency procedure for suspicious substance incidents* form:

- assists emergency service personnel to determine the correct level of risk at white powder or suspicious package incidents
- clearly defines the roles and responsibilities of each agency
- ensures a consistent and safe approach for the management and resolution of suspicious substance incidents
- is used by the Fire and Rescue NSW Incident Controller, the NSW Police Force Site Controller and the Ambulance Service of NSW Commander to determine and carry out an appropriate course of action.

The *Multi agency procedure for suspicious substance incidents* form is issued as a double sided perforated use and tear out form (10 copies per booklet).

4 Medical advisory notice

The purpose of the *Medical advisory notice* is to advise people who have, or may have been, exposed to a suspicious/unidentified substance, what will be done to identify any risk associated with the substance and what they should do next. The *Medical advisory notice*:

- is to be completed by on scene Ambulance Service personnel
- must be issued to everyone in the immediate vicinity of the risk, eg people who have or may have been exposed to a suspicious/unidentified substance, including people who have been decontaminated.

The *Medical advisory notice* is issued as a single sided carbon copy perforated use and tear out form (25 copies per booklet).

5 Operational readiness

Operational personnel should study and become familiar with the *Operational Guide for multi-agency response to suspicious substance incidents* and the *Multi agency procedure for suspicious substance incidents*.

6 Issue policy

The *Operational Guide for multi-agency response to suspicious substance incidents, Multi agency procedure for suspicious substance incidents* booklet and *Medical advisory notice* are issued in accordance with the following:

- an *Operational Guide for multi-agency response to suspicious substance incidents* for each standard pumper, each fire station office and each Duty and Zone Commander's response vehicle
- a *Multi agency procedure for suspicious substance incidents* booklet for each standard pumper and each Duty and Zone Commander's response vehicle
- a *Medical advisory notice* booklet for each standard pumper and each Duty and Zone Commander's response vehicle.

7 Supply

All items can be ordered through ESCAT.

8 Further information

For further information contact the Manager Counter Terrorism/Aviation, on 0439 728 634.

Contact Officers: *Manager Counter Terrorism/Aviation, 0439 728 634, or Supply Officer, (02) 9742 7443*
File Reference: *CHO/08705 and NFB/00617* *In Orders 2008/15, with amendments*

Cleanup of oil spills

1 Policy

In order to reduce the impact of oil spill incidents on the environment, oil spills must be removed by using absorbents, adsorbents and skimmers.

Detergents or other hydrocarbon dispersants must not be used to clean oil spills off roads.

Note: Slixit must no longer be used. Slixit is a concentrated surfactant and a corrosive irritant. In the environment it is a strong pollutant and toxic to marine life.

2 Stowage of absorbent

Decant dry absorbent into a black 30 litre bin for stowage on the appliance. When dry absorbent is used, refill the bin on return to the station and restow it on the appliance.

3 Safety precautions

Dry absorbent can be a dust hazard. When using dry absorbent:

- wear a dust mask and goggles;
- do not use near casualties or other emergency service workers; and
- consider making a windbreak with a salvage sheet in gusty weather.

4 Minor spills

To remove minor spillages using dry absorbent:

- the absorbent works more efficiently when used sparingly. Approximately one quarter of a 30 litre bin should render safe an average size spill of 5 litres of oil;
- spread absorbent close to the ground to avoid it being blown away; then
- sweep in and remove, repeating until the area is safe.

5 Large oil spills

Councils are progressively turning to absorbents rather than sand for oil spills on the roadway. Therefore, in many council areas, sand is no longer available.

If large quantities of absorbent are required, contact your Communication Centre to order it from the council.

In regional areas, produce stores may also stock bulk absorbent.

6 Waste disposal

Small amounts of dry absorbent may be left at the site. The action of vehicles driving over it assists absorption and reduces the slipperiness of the road.

Larger amounts of dry absorbent and hydrocarbon booms or pillows are to be collected and placed in bags. These materials are not classified as hazardous waste and may be disposed of through council services to landfill.

Stations with containers of Slixit should dispose of it through their local council or trade waste facility. If any problems are encountered with disposal, please contact the Environmental Risk Advisor on (02) 9265 2864.

Contact Officer: Assistant Director Specialised Operations, (02) 9265 2763
File Reference: CHO/03491 *In Orders 2001/21, with amendments*

Oxygen cylinders

Subsequent to an explosion involving an oxygen cylinder at a fire the following information resulted from enquiries:

1. Some oxygen cylinders are fitted with a safety device which, upon increase of temperature due to fire heat, allows the contents of the cylinder to be released at approximately 18000 kPa due to pressure increase.

2. There are, however, many oxygen cylinders which are not provided with a safety device.

3. Firefighters are to regard all oxygen cylinders encountered at fires as being *not* fitted with a safety device and therefore to observe safe-working practices appropriate to the oxygen cylinders in relation to the fire situation.

4. As a guide to correct measures being undertaken, consideration should be given to one or several of the following procedures:

    a. Where practicable, remove oxygen cylinder/s upright from the fire area to a place of safety. (Don’t attempt to move cylinders if danger exists).

    b. Apply water spray to cool cylinder/s uniformly.

    c. Do not allow flame impingement on the cylinder as this may contribute to a violent rupture. (Should the cylinder be fitted with a safety device, it may be expected to expel gas under pressure.)

    d. Where oxygen cylinders are actually in a fire, the pressure in the cylinder, due to increased temperature, may cause a violent rupture with fearsome consequences. In these circumstances, Incident Controllers should assume there will be an explosion and are therefore to exercise the utmost precautions - evacuate citizens in the range of 100 metres of the cylinder; ensure firefighters cool cylinders with constantly moving hose streams from behind the protection of a substantial part of the building structure, eg a brick wall or a hardwood or reinforced concrete column.

5. To summarise - where oxygen cylinders are exposed to fire heat, evacuate the area, endeavour to maintain cooling of the cylinder with hose streams during fire extinguishing procedures, ensure that firefighters operate from behind reasonable protection - treat the cylinder as a potential projectile. No effort should be made to get close to the cylinder until it is quite certain that the danger of an explosion has been removed.

In Orders 1973/4, with amendments

Diesel fuel alternative

Fire and Rescue NSW has been advised that a hybrid fuel is being produced and sold as a cheaper alternative to diesel. It is believed that the product is a mixture of crude oil, heating oil, sump oil and out of date Jet A Fuel (kerosene).

In two incidents in South Australia, a fuel mixture has exploded causing serious injury to persons. On each occasion the medium that exploded came from fuel tanks of interstate trucks. The product is known in the industry as 'funny diesel', and analysis has indicated the presence of hydrocarbons more volatile than those typically found in diesel. The presence of these volatile components was consistent with a low flash point - equal to or less than 5° Celsius. By comparison, diesel has a flash point of 52° Celsius and petrol is -43° Celsius.

Fire fighting

As this fuel may be encountered in vehicles of the transport industry, in tankers or in other equipment, firefighters must exercise caution in dealing with incidents supposedly involving diesel fuel. The increased volatility and lower flash point of the illegal fuel heightens the risk of explosion and fire growth.

In Orders 1996/3

Radiation gauges

The NSW Office of Environment and Heritage, through accredited assessors, enforces the notification to the local Fire Brigades of the location of all radiation gauges. This is required under the *Code of Practice for the Safe Use of Radiation Gauges* (1982).

A radiation gauge is a device incorporating a sealed radioactive source which is used for gauging or controlling a parameter such as thickness, level or density in an industrial process.

Procedures

1. The user of a radiation gauge shall notify the Structural Fire Safety Unit of their location.

2. The Structural Fire Safety Unit is to:

    a. forward the information to the appropriate Regional Office for distribution to the local Brigades.

    b. provide formal acknowledgment of the receipt of information to the user of the radiation gauges.

    c. send a copy of the information to the Hazmat Unit at Greenacre.

The intent of the notification is to familiarise the local Brigades with the location of the radioactive source. In an emergency situation that may involve a radiation source, *Standard Operational Guideline No 10* shall be followed.

Any enquiries regarding radiation gauges should be directed to the Structural Fire Safety Unit.

In Orders 1996/7, with amendments

HAZARDOUS ATMOSPHERES

Vaporising liquid extinguishing agents

Concerns have been expressed in the media in relation to the danger of vaporising liquid extinguishing agents. Although not carried on appliances, the extinguishers, which can be identified by a red body and yellow band, may be available for use by personnel in an emergency. One such extinguisher is the NAF P-111 fire extinguisher.

Wormalds advise that these extinguishers, and fixed gas systems, contain the liquid HCFC-123 (Hydrochlorofluorocarbons). Vaporising liquid extinguishing agents have been used as a replacement for Halon.

International research has shown that exposure to HCFC-123 is linked to liver disease.

Where brigades respond to incidents where vaporising liquid has been used in the form of an extinguisher or a fixed gas flooding system, firefighters may only enter if the gas has been purged from the area or if wearing self contained breathing apparatus.

Occupants who have been affected by vaporising liquid gas should be advised to seek immediate medical attention.

Care must be exercised when using these extinguishers in confined spaces. They should never be used in areas of health care buildings used for the treatment, care, accommodation, recreation, dining or transit of patients.

At all times when these extinguishers are being used, all personnel in the vicinity must be wearing breathing apparatus.

Contact Officer: *Manager Hazmat, (02) 9742 7155*
File Reference: *CHO/05455* *In Orders 1999/19, with amendments*

RESCUE

Medical access emergencies

A medical access emergency is an actual or probable situation where a person is considered by either the Police Rescue Coordinator or the Ambulance Service of NSW Communication Centre Manager to require urgent medical assistance but they cannot be readily accessed due to some form of physical barrier or incorporated security system.

A medical access emergency is different from a 'concern for welfare', as defined by the NSW Police. Concern for welfare incidents are dealt with by Police and Fire and Rescue NSW will generally not be requested to attend.

A medical access emergency is principally intended to assist Ambulance officers to access a person who is considered by the Ambulance Service or Police Rescue Coordinator as being at risk of further serious injury or death if medical assistance is not provided quickly.

In all cases where a medical access emergency situation is identified, the Police Rescue Coordinator must be immediately notified. Only the Police Rescue Coordinator has the authority to activate a medical access emergency.

Procedure

When the NSW Police Rescue Coordinator is notified of the occurrence of a medical access emergency, the protocol in place for coordinating a rescue is applied. This entails the response of the accredited rescue unit for the particular location. Additionally, the closest non-accredited Fire and Rescue NSW appliance will be responded if the incident is within or adjoining a Fire and Rescue NSW Fire District. To avoid unnecessary response to concern for welfare incidents, Communication Centres (ComCens) will confirm the need for any Fire and Rescue NSW response with the Police Rescue Coordinator prior to dispatch.

All efforts are to be made to access the location without damage to property, including investigating alternative access arrangements or contacting after hours personnel who can over-ride security access systems. Station Commanders should also make use of security keys held at their station to gain access to premises with monitored automatic fire alarms.

In the event that the Ambulance Service of NSW request that immediate entry be made, this request is to be actioned.

In the event that Ambulance officers are not present, immediate first aid should be undertaken. Additionally, the relevant ComCen should be contacted confirming the condition of the patient, the location, and that access has been gained pending the arrival of the Ambulance.

If access is gained prior to the arrival of the responding accredited rescue unit, the Incident Controller on scene will immediately inform the ComCen, which will immediately notify the NSW Police Rescue Coordinator.

Any damage incurred in the course of rescuing any person from medical access emergencies is covered by the Strata Scheme and/or the resident's insurance, as per Section 62A of the *State Emergency and Rescue Management Act*.

Contact Officer: Manager Rescue, (02) 9742 7344
File Reference: CHO/06874 *In Orders 2005/24, with amendments*

Lift rescue

As soon as practicable after the receipt of a call to persons trapped in lifts the appropriate lift company is to be notified. In periods after hours Communication Centres will immediately notify the lift emergency centre.

Unless it is essential to life safety such as a fire or other emergency Fire and Rescue NSW personnel will NOT release persons from the lift nor will they open landing doors (outside doors) or enter lift shafts. The Fire and Rescue NSW role will generally be confined to conversing with and comforting the lift occupants pending the arrival of a lift technician, or Primary Rescue Unit.

Permitted exceptions to the foregoing will be:

1. isolation of the lift motor power (excluding the lights);

2. if the passengers can open the lift car doors (inside door) and the landing doors (outside doors) manually *without operating locks*. In this case the lift is in the unlocking zone in relation to the floor and safe egress is possible;

3. if the lift is loaded to capacity and additional ventilation is required but the car is not in the unlocking zone. The passengers may be instructed to open the lift car doors (inside doors) to the fullest extent. The landing doors (outside doors) are *not* to be opened. In this situation the doors are more easily controlled from the inside and if they are partially opened for ventilation a distraught passenger may seek to open them wider. In the conflict for control of the doors personnel could fall down the shaft as the floor of the lift car will be above the building floor level leaving the shaft exposed;

4. personnel may enter the lift pit for pumping operations but only after the power to all lifts serving that shaft has been isolated to immobilise the cars;

5. apart from lift circuit breakers Fire and Rescue NSW personnel will not interfere with any electrical equipment.

In Orders 1977/26, with amendments

Air bag warning stickers

The State Rescue Board has decided that air bag warning stickers are no longer required for identification of undeployed air bags at road accident rescue incidents. Therefore, the act of placing the warning stickers on accident vehicles is to cease. Station Commanders are advised to remove the current stock of stickers from appliances and place them in station storage until further notice.

Contact Officer: *Deputy Manager Rescue, (02) 9742 7175*
File Reference: *CHO/01783* *In Orders 2005/19*

Dialysis machines

Emergency procedures

1 Procedure to remove a patient from a kidney (dialysis) machine during an emergency situation within a residential environment

1.1 On arrival analyse the situation and request the appropriate response from the NSW Ambulance Service.

1.2 Reassure the patient should the situation allow.

1.3 Take both self locking clamps from the top of the kidney machine and apply one to each of the two tubes approximately 50 mm from the patient's body. This will prevent the flow of blood.

Note: In some circumstances there are clamps as an integral part of the tubes, and it only requires slight pressure to depress these clamps to prevent the flow of blood.

1.4 With a pair of scissors cut both tubes on the *kidney machine side of the clamps* and discard the remainder of the tubing to the kidney machine.

1.5 Remove the patient to safety.

1.6 The Ambulance Service to treat patient and convey to hospital.

2 Procedures to remove a kidney (dialysis) machine to safety in an emergency situation

2.1 Switch off electricity supply at power point and remove plug.

2.2 Turn off water supply where the machine is connected to the domestic supply.

2.3 Disconnect water supply by unscrewing couplings of flexible hose.

2.4 Remove machine to safety.

In Orders 1992/6

Dialysis machine information

1 Background

Fire and Rescue NSW collects and maintains in FireCAD the details of the location of dialysis (kidney) machines in the community.

This information is included in dispatch printouts when a station is responded to a site where a dialysis machine is installed. Dialysis machines require water and electricity to function.

2 Information collection

If you are contacted by an Area Health Service, a Dialysis Centre or a patient with information about a dialysis machine in your station area, refer the caller to the FireCAD Database Administrator at Operational Communications on (02) 9318 4812, or by fax on (02) 9318 4382. The information required is:

- address
- name of owner or user
- effective date, and
- if possible, the length of time the machine is being used.

The FireCAD Database Administrator will enter the information in FireCAD.

Information about dialysis machines is no longer kept in the station register.

Contact Officer: FireCAD Database Administrator, (02) 9318 4812
File Reference: CHO/02032 *In Orders 2005/27, with amendments*

Vial of Life program

The Vial of Life program is a community based project conducted by Quota International Inc, and is endorsed by the Police, Fire and Ambulance Services. The project consists of the supply of a round plastic capsule within which is placed a printed form on which a person may record personal medical information which is readily available in case of emergency.

The plastic capsule is approximately 40 mm in diameter and 70 mm in length. The printed form has provision for the following information:

- person's name and address
- doctor's name and phone number
- blood group
- pension number
- medical fund
- special medical problems
- and, in case of emergency, who to notify.

Quota International Inc then suggests that the vial be placed in a domestic refrigerator, as all households have a refrigerator and it is readily identified, or the glove box of a motor vehicle.

Attached to the door of the refrigerator or car is a blue and white stick-on label, 65 mm x 45 mm, on which is printed **Vial of Life**. This is to identify to emergency personnel that within the vial is information relating to a member of that household/motor vehicle who may need specialised medical treatment.

The Vial of Life is available free of charge from NRMA branches and Quota Clubs.

In Orders 1994/3, with amendments

COUNTER-TERRORISM

Counter Terrorism Field Operations Guide

1 Background

Fire and Rescue NSW has produced a pocket sized Counter Terrorism Field Operations Guide (CT FOG Pocket) for distribution to all operational personnel. The CT FOG Pocket has been developed to assist with the acquisition, maintenance and ready access to knowledge about operational and safety procedures when dealing with the consequences of a possible or confirmed terrorism-related incident.

2 Purpose

The CT FOG Pocket:

- Provides guidance on operational safety issues for Fire and Rescue NSW and other emergency services personnel when dealing with the consequences of a suspected or confirmed terrorist attack.
- Assists personnel to fulfil their responsibility to Australian, State and Territory Governments to ensure a coordinated whole of government multi-agency approach for managing the consequences of a terrorist act.
- Consolidates relevant existing policies and procedures.
- Contains new information for consideration and use by emergency responders.
- Contains important ready-reference information for personnel confronted by an actual, suspected or impending act of terrorism.
- Identifies strategic and tactical considerations for terrorist incidents.
- Enhances Fire and Rescue NSW terrorism incident management skills.
- Provides a training support tool for all personnel.

3 Operational readiness

It is strongly recommended that all operational personnel study and become familiar with the various tactical and strategic operational concepts in the CT FOG Pocket.

Operational personnel should carry the CT FOG Pocket at all times when on duty. It is designed to fit in the front pocket on the leg of standard issue duty wear trousers. When off duty, operational personnel should ensure that the CT FOG Pocket is kept in a secure place.

4 Contents

The CT FOG Pocket contains:

- the CT FOG booklet
- an ink pen
- a Hazmat Information Card
- Incident Notebook and cover

- Fire and Rescue NSW Identification Card
- Alarm Response Protocol Card (GSA or Metropolitan North/South One)
- Radio Communication Card

Station Commanders and Managers are responsible for ensuring that all personnel possess a complete CT FOG Pocket. Personnel are responsible for the ongoing maintenance of the entire contents of their CT FOG Pocket.

All the items in the CT FOG Pocket can be ordered through the Electronic Supply Catalogue (ESCAT).

5 Further information

If you have an enquiry or need further information about the CT FOG, contact the Manager Counter Terrorism/Aviation.

Contact Officer: *Manager Counter Terrorism/Aviation, 0439 728 634 or Supply Officer, (02) 9742 7443*
File Reference: *NFB/00119* *In Orders 2008/1, with amendments*

Managing incidents at Federal, State or Local election polling centres

1 Introduction

1.1 During elections, polling centres may be the subject of threats or malicious actions. This instruction complements emergency procedures issued to Australian Electoral Commission and NSW Electoral Commission polling centre staff for management of incidents at polling centres.

2 Planning for election day

2.1 Before election day, Station Commanders and crews should familiarise themselves with the locations of polling centres in their area. Information is available on the following websites:

Federal Elections	www.aec.gov.au
State and Local Elections	www.elections.nsw.gov.au

2.2 You should also review the following policies and procedures:

- *Operational guide and multi-agency procedure for suspicious substance incidents* on page 98
- SOG 8.1, *Bombs*
- SOG 8.8, *Terrorism - biological agents*
- SOG 8.10, *Terrorism - incendiary incidents*
- SOG 8.11, *Terrorism - chemical incidents*
- SOG 8.12, *Terrorist incidents - explosives*
- SOG 10.4, *Decontamination*

- SOG 10.15, *Chemical, biological and radiological incidents*
- *Counter Terrorism Field Operations Guide*

3 Incident management

3.1 The Fire and Rescue NSW Incident Controller/Commander must ensure that:

- NSW Police are requested to attend all incidents at polling stations.
- Liaison with NSW Police and Electoral Commission staff is established and maintained until resolution of the incident.

4 Closure of polling centres

4.1 The Fire and Rescue NSW Incident Controller/Commander must consult with NSW Police and Electoral Commission staff before closing or reopening a polling centre.

5 Security

5.1 NSW Police are responsible for the security of polling centres and ballot boxes.

6 Suspicious substance/white powder incidents

6.1 Actions at suspicious substance/white powder incidents must be determined in accordance with the *Multi-agency procedure for suspicious substance incidents* available on the Counter-Terrorism section of the Intranet.

6.2 If a ballot box is contaminated, the box should be placed in a recovery bin and secured with bin adhesive sealing tape under the supervision of an Electoral Commission officer (in suitable personal protective equipment if required). The recovery bin and enclosed ballot box must remain in the custody of electoral staff at all times for subsequent transfer to, and testing by, the NSW Police Forensic Services Group.

6.3 If a cardboard polling booth is contaminated, fold it and seal it in a plastic bag.

6.4 Where possible, take a sample of the powder and place it in the white powder sample container carried on all appliances. This container must be sealed, labelled and handed over to the NSW Police for analysis.

6.5 Decontamination must be carried out in accordance with Standard Operational Guideline 8.8, *Terrorism - biological agents*.

Contact Officer: *Manager Counter-Terrorism and Aviation, (02) 9265 2766*
File Reference: *CHO/06086 and CHO/08705* *In Orders 2007/6, with amendments*

SALVAGE AND OVERHAUL OPERATIONS

The following guidance is provided to minimise risks to firefighters involved in salvage and overhaul operations. To work safely, firefighters must take into account hazards such as structural damage, smoke and other toxic products of combustion, and the risk that they may be fatigued from firefighting operations.

1. Before starting salvage and overhaul operations, do a survey of internal and external collapse dangers, and cordon off all unsafe areas.

2. Wear SCBA unless the atmosphere has been confirmed safe by air quality monitoring. Where air quality monitoring is unavailable or the use of SCBA is impractical:

    - do not commit crews until it is deemed safe to do so;
    - maximise the use of mechanical and natural ventilation;
    - minimise the working time of crews and provide regular rest breaks; and
    - ensure all personnel wear dust masks and eye protection.

3. Illuminate the work area with portable lighting (make sure that petrol driven equipment and portable electrical generators are used safely).

4. Where necessary to ensure firefighter safety, double-check that all gas and electricity supplies have been shut off.

5. Assess firefighters for heat stress and fatigue before assigning duties. Rest and rotate crews as necessary.

6. Crews must be made up of two or more firefighters, operating under supervision.

7. Don’t crowd salvage crews together - assign crews to specific areas large enough to work in safely.

8. Wear minimum PPE of a helmet with the visor down, gloves, overtrousers, and a long sleeved shirt and/or firefighting coat.

9. Wash your hands and face in clean water before having refreshments.

Contact Officer: Operational Safety Coordinator, (02) 9265 2901
File Reference: CHO/06178 *In Orders 2001/12*

COMMUNICATIONS AT INCIDENTS

Radio communication with the NSW Rural Fire Service

1 Talkgroups

Fire and Rescue NSW and the NSW Rural Fire Service (RFS) use the following talkgroups for radio communication between the services at joint operations.

Table 1: Common Fire and Rescue NSW and RFS Talkgroups for Joint Operations

Description/Use	FRNSW Talkgroup and Name	RFS Channel (as displayed on RFS Radio)
Primary Liaison Channel	1302 ESO Simplex 2	14 SIMP SHR 2
Secondary Liaison Channel	1303 ESO Simplex 3	15 SIMP SHR 3
RFS Aircraft (as per *NSW RFS aviation support during total fire bans and S44 declarations* on page 16)	1301 ESO Simplex 1	13 SIMP SHR 1

Note: Alternative talkgroups may be allocated during a Section 44 emergency or protracted operation in accordance with the communication plan developed for the emergency.

Liaison Channels ensure a standardised means of tactical communication between the Fire and Rescue NSW Commander and RFS Commander. Fire and Rescue NSW Officers use their normal callsigns (eg Duty Commander Blue Mountains) in accordance with SOG 2.4, *Radio Callsigns*.

In some instances the RFS Commander may not have the means to monitor the Liaison Channel. In these circumstances, it is strongly recommended that the Fire and Rescue NSW Commander lend a spare (non-GRN) handheld radio to the RFS Commander.

Fire and Rescue NSW senior officers should arrange joint exercises with local RFS brigades on radio procedures at regular intervals.

2 New radio displays

The displays for handheld radios and radios fitted to Fire and Rescue NSW vehicles have recently been changed. The information shown on the display of the radio will vary according to the radio type due to different display capabilities (number of characters and lines available).

The table below details what will be seen on the display of the various models for the Emergency Service Organisation (ESO) Liaison Channels in Zone 13. Different version numbers also exist for the same radio (the version number is displayed at the last channel programmed into a radio)

Officers and firefighters should acquaint themselves with the type of radio(s) and their radio profile number(s) available at their station, and refer to the information shown in the following table:

Table 2: Current Display for ESO

Talk-group	MCS2000 Vehicle	XTS 3000 Handheld		XTL5000 Vehicle
Version	**V22**	**V11**	**V12**	**V12**
1301	1301 GRN SMPX1	1301 GRNSMP1	ESO SIM 1	Z13 ESO SIMPX ESO SIMPLEX 1
1302	1302 GRN SMPX2	1302 GRNSMP2	ESO SIM 2	Z13 ESO SIMPX ESO SIMPLEX 2
1303	1303 GRN SMPX3	1303 GRNSMP3	ESO SIM 3	Z13 ESO SIMPX ESO SIMPLEX 3
1304	1304 GRN SMPX4	1304 GRNSMP4	ESO SIM 4	Z13 ESO SIMPX ESO SIMPLEX 4
1305	1305 GRN SMPX5	1305 GRNSMP5	ESO SIM 5	Z13 ESO SIMPX ESO SIMPLEX 5
1306	1306 ESO RPT1	1306 ES RPT1	ESO SIM 6	Z13 ESO SIMPX ESO SIMPLEX 6
1307	1307 ESO RPT2	1307 ES RPT2	ESO SIM 7	Z13 ESO SIMPX ESO SIMPLEX 7
1308			ESO SIM 8	Z13 ESO SIMPX ESO SIMPLEX 8
1309			ESO SIM 9	Z13 ESO SIMPX ESO SIMPLEX 9
1310			ESO SIM 10	Z13 ESO SIMPX ESO SIMPLEX 10
1311			ESO RPT 1	Z13 ESO SIMPX ESO REPEATER 1
1312			ESO RPT 2	Z13 ESO SIMPX ESO REPEATER 2

Note: Simplex channel capabilities are limited and are generally effective when used in line of sight. Officers and firefighters are advised to use the appropriate GRN talkgroup when communicating messages to the Communication Centres.

Further changes to these display details will occur in the future, and these will be communicated to all operational staff through Operational Bulletins.

Contact Officer: Assistant Director Preparedness and Response, (02) 9318 4351
File Reference: CHO/03901 *In Orders 2006/24, with amendments*

Radio repeaters in shopping centres

1 Introduction

As part of a an initiative of the NSW State Government, radio repeater stations have been, or are currently being, installed at shopping centres where radio communication difficulties have been identified.

2 Sites

Radio repeater stations have been installed at the following sites:

Westfield Shopping Centre, Miranda
Warringah Mall Shopping Centre, Brookvale
Westfield Shopping Centre, Parramatta.
Westpoint Shopping Centre, Blacktown
Westfield Penrith Plaza Shopping Centre, Penrith

3 Coverage

The repeaters are designed to improve radio communications within these sites. They give full coverage on all GRN talkgroups, as well as providing a specific incident ground channel for local communication.

To use the incident ground communication facility, radios will need to be within range of the repeater unit and switched to channel 511.

4 Testing

Station Commanders are to conduct regular tests, at least monthly, of the repeaters during visits and calls to the listed sites by making radio calls to the Sydney ComCen on the appropriate GRN talkgroup, as well as using channel 511 to communicate locally.

Any faults or areas with poor coverage should be reported to the Communications Service Section, Greenacre, on (02) 9742 7366.

Contact Officer: Manager FireCom Operations, (02) 9318 4350
File Reference: CO4/00113 *In Orders 2006/25, with amendments*

Use of personal mobile phones

Fire and Rescue NSW has a commitment to occupational health and safety and to safe working procedures. Safety concerns have been raised by reports of members carrying personal mobile phones at drills and when responding to emergency calls.

Fire and Rescue NSW members must not be distracted from fire and emergency incidents by their personal mobile telephones operating and interrupting their work. Also, in hazardous atmospheres or emergency situations, mobile telephones may cause an ignition which could cause an explosion or a worsening of the incident.

Guidelines for personal mobile telephone use

Personal mobile telephones must not be carried or used during drills or whilst on Brigades exercises or similar training activities.

Personal mobile telephones must not be worn, carried or used while responding to, or operating at, any emergency call.

Fire and Rescue NSW recognises that members benefit from being able to communicate by mobile telephones. However, on-duty members will only be permitted to use personal mobile telephones on Fire and Rescue NSW premises, so long as they do not interfere with Fire and Rescue NSW work.

In Orders 1996/15, with amendments

BRIGADES SIGNALS

Lamp signals

Movement up and down:	*Down with delivery or hydrant*
Movement across body:	*Knock off delivery or hydrant*
Circular movement:	*Assemble immediately*

Hand signals

1. A vertical movement of the hand and arm (uniform to signal 1 lamp signal), meaning: *water on*

2. A horizontal movement of one hand and arm across the body (uniform to signal 2 lamp signal), meaning: *water off*

3. A circular movement of one arm in front of the body (uniform to signal 3 lamp signal), meaning: *general assembly*

4. A short repeated upward movement of the hand and arm with the palm of the hand facing up, meaning: *increase water pressure by 100 kPa*

5. A short repeated downward movement of the hand and arm with the palm of the hand facing down, meaning: *decrease water pressure by 100 kPa*

6. Arm held extended at shoulder height palm of the hand facing the person receiving the message, meaning: *stop immediately*

All hand signals with the exception of general assembly to be repeated by the recipient to acknowledge receipt of signal and understanding.

In Orders 1983/17, with amendments

TRAFFIC MANAGEMENT

Use of portable warning triangles

Rule 226 of the NSW *Road rules* requires that vehicles over 12 tonnes are not to be driven unless the vehicle carries 3 portable warning triangles.

These must be produced to a police officer or authorised person if directed to do so.

If a vehicle stops on a road and is not visible for at least 200 metres in all directions, the driver must use at least 3 portable warning triangles, positioned as follows.

a. 1 triangle is at least 50 metres, but not over 150 metres, in front of the vehicle or fallen load; and

b. 1 triangle is at least 50 metres, but not over 150 metres, behind the vehicle or fallen load; and

c. 1 triangle is at the side of the vehicle, or fallen load, in a position that gives sufficient warning to other road users of the position of the vehicle or fallen load.

Contact Officer: Manager Rescue, (02) 9742 7337
File Reference: CHO/01725 *In Orders 1999/27, with amendments*

See also Standard Operational Guideline 13.2, *Safe work on roads*.

PROTECTION OF PROPERTY AT EMERGENCY INCIDENTS

When Fire and Rescue NSW is in attendance at an incident where property and goods are involved and the owner of that property or goods is either not in attendance or has suffered serious injury and is unable to adequately supervise their property or goods, Fire and Rescue NSW members must take the greatest care to ensure that all property or goods associated with the incident are supervised to ensure that they are not removed or damaged.

Particularly, and prior to any salvage or recovery work being carried out which may require the removal of property or goods, the Officer in Charge must ensure that a responsible person such as the owner or a NSW Police Officer has authorised the removal.

In addition, if the Officer in Charge has any doubts as to the authority of the person instructed to remove or dispose of the property or goods from the incident, then this concern should immediately be raised with the NSW Police. If the NSW Police are not in attendance, they should be called to the scene and consulted before any property or goods are removed.

The unauthorised removal of property or goods by any person, including a Fire and Rescue NSW member, could constitute corrupt conduct under the *Independent Commission Against Corruption Act 1998* and larceny under the *Crimes Act 1900*.

Contact Officer: Manager Professional Standards and Conduct, (02) 9265 3923
File Reference: CHO/04081 *In Orders 1998/21, with amendments*

PRESERVATION OF EVIDENCE

Scene preservation

At any fire or incident, especially those considered to be of a suspicious nature or resulting in serious injury or death, every effort is to be made to preserve and secure the scene to enable forensic evidence to be collected. This also applies to serious motor vehicle and industrial accidents where the Police Forensic Services Group or the Accident Investigation Squad will attend.

In these circumstances, the Duty Commander or Zone Commander is to be advised of the incident and, where appropriate, the Fire Investigation and Research Unit and the Police are to be requested to attend.

To ensure that the investigation is not hindered, Fire and Rescue NSW functions should be restricted to fire suppression. Salvage/overhaul work to protect contents should not be carried out unless the fire circumstances so dictate.

Where the cause of the fire cannot be determined, or serious injury or death has occurred, no attempt is to be made to interfere with the fire scene. In matters of suspected arson, serious injury or death, the fire scene *must* be treated as a crime scene and will be under the direct control of the Police on extinguishment.

If a fatality or serious injury occurs, the following is to be observed:

1. As with any fire investigation, the cause and origin must be determined either by the attending brigades or, if necessary, by the Fire Investigation and Research Unit and the Police Forensic Services Group.

2. Station Commanders should consult their Police Handbook *Investigators Guide to Physical Evidence* which was issued to all fire stations in 1994.

3. The scene must be secured and preserved by Fire and Rescue NSW until the arrival of the Police and the handing over of the premises. Barrier tape should be run around the scene to define the area.

4. Entry of unauthorised personnel must be prevented. Should any unauthorised persons enter the fire scene, the name and reason for the entry must be recorded. If evidence or possible exhibits have been moved or removed, the details of such actions must be recorded.

5. If a body is discovered during firefighting operations and there is no doubt that life is extinct, it should be left in place until investigating police arrive.

6. If there is any danger that the fire may spread to involve the body, it should be removed but its location, position and any other relevant details must be recorded.

7. A detailed examination of the scene will be undertaken by the Police Forensic Services Group to investigate the fire.

8. The Station Commander (or in his/her absence the most senior member) must record the chronological sequence of steps taken in attending and extinguishing the fire or handling the incident. These records will be used to assist in the preparation of a statement for court if required by Police or the Coroner.

In Orders 1995/23, with amendments

Removal of personal items of property from injured/deceased

Members are advised that should the need arise to remove personal items of property from victims at incidents particular attention must be paid to the location of these items. Any such items removed are to be handed to Police, together with a full description of the location/person from which they were removed.

Wherever possible, personal items should be left in place for retrieval by Police.

In Orders 1995/17

NOTIFICATION OF INCIDENTS

Reporting of welfare concerns

Fire and Rescue NSW personnel in the course of their duties often witness conditions or circumstances which give rise to their concern.

On such occasions, Fire and Rescue NSW's Chaplain should be advised in the first instance to allow a proper process of counselling and consultation to be initiated and to ensure that the confidentiality of the victims is maintained.

In Orders 1990/28, with amendments

Reporting fires involving electrical equipment

1. The Office of Fair Trading is responsible for regulating safety standards and investigating accidents associated with electrical installations, equipment and appliances.

2. The Office of Fair Trading has produced a card, Electrical Fire or Shock Incident Advice, to encourage people to report electrical fires.

3. Cards can be obtained from the Office of Fair Trading, PO Box 44, Lindfield NSW 2070, phone (02) 8467 4467.

4. Firefighters should give a card to the occupier of premises where an electrical fire has occurred. If the occupier is not available, the card should be left where the occupier will see it.

5. It is essential that firefighters record information about fires involving electrical equipment on AIRS reports. If firefighters have a particular concern about an electrical fire, they may also contact the Fire Investigation and Research Unit or the Office of Fair Trading direct by phone on (02) 8467 4475, 8467 4476, 8467 4478, 8467 4479 or by fax on (02) 8467 4436.

Contact Officer: Fire Investigation and Research Unit, (02) 9742 7391
File Reference: CHO/02071 *In Orders 2005/4, with amendments*

EVACUATION

Evacuation during bushfires

1 Introduction

1.1 The NSW Bush Fire Coordinating Committee and Fire and Rescue NSW have endorsed the following guidelines to be adopted where the risk of bushfire requires residential evacuation.

2 Rationale

2.1 Studies of major bushfires in Australia show that properly prepared homes are more likely to survive the impact of a bushfire if able bodied people are in attendance to extinguish outbreaks of fire before and after the main fire front passes.

2.2 A properly prepared home can provide a refuge in which people are able to take shelter as the fire front passes. In turn, people are most vulnerable when they are in the open or in vehicles travelling along roads that are being impacted by bushfires. However, special consideration must be given to the relocation of the young, the aged and the infirm.

2.3 The NSW Police Force has the authority to compel people to evacuate or vacate areas threatened by bushfire or considered at risk. However, it is important that senior Police seek advice from the Incident Controller before authorising an evacuation.

2.4 Section 41 of the *Rural Fires Act 1997* and Section 25 of the *Fire Brigades Act 1989* also requires every member of the Police Force and other persons to recognise the authority of the officer in charge at a fire, incident or other emergency at which a fire brigade is present and to assist in respect of the protection of persons from injury or death, or of property from damage when persons or property are endangered by fire or there is imminent danger of such a fire.

3 Policy

3.1 It is the policy of the Bush Fire Coordinating Committee and Fire and Rescue NSW that capable people should generally not be evacuated from properly prepared homes likely to be impacted upon by bushfires.

3.2 Bush Fire Management Committees must identify areas within their Bush Fire District that require the preparation of evacuation plans. These areas should be identified in Bush Fire Risk Management Plans.

3.3 Fire Authorities must work cooperatively with the Local Emergency Management Controller and relevant agencies to develop evacuation plans for areas identified in Bush Fire Risk Management Plans as requiring these. Such plans are to identify specific areas likely to need evacuation, appropriate egress routes, notification arrangements and refuge areas and the provision for the movement of companion animals. These evacuation plans are to be included within local disaster plans (DISPLANs).

3.4 During fire suppression operations Incident Controllers and fireground commanders will work cooperatively with NSW Police Force Officers to implement evacuation plans where evacuation has been ordered.

3.5 Last minute evacuations should be avoided, particularly in areas where local road, traffic and visibility conditions may hamper safe and swift evacuation.

3.6 Bush Fire Management Committees will promote community education and preparedness through bushfire risk management plans.

4 Guidelines for Bush Fire Management Committees

4.1 Bush Fire Management Committees are to identify areas requiring the preparation of bushfire evacuation plans. Assessment of areas requiring evacuation plans should take the following criteria into consideration:

- the level of bushfire risk of the area,
- the population density of the area,
- the occurrence and distribution of vulnerable communities/facilities in the area, and
- the nature of road egress from the area.

5 Guidelines for NSW Police and Fire and Rescue NSW officers in implementing evacuation plans

5.1 Incident Management Teams for fires occurring in areas where property evacuation may need to occur should include an officer of the NSW Police Force as a 'liaison officer'. The Incident Controller shall work cooperatively with the Police 'liaison officer' to identify areas that may require evacuation during the bushfire fighting operation.

5.2 Police Officers implementing evacuation plans during a bushfire incident shall work cooperatively with fireground commanders to identify areas and homes requiring evacuation.

5.3 Factors to consider prior to ordering the evacuation of properties include:

- **The likelihood that homes immediately adjacent to the bushland being adversely affected from direct flame impingement.** On level ground, a fuel free area (eg short green lawns, paved areas or water features) 30 metres wide will normally provide adequate protection from direct flame contact. Where an up slope or down slope is involved the protection will decrease and increase respectively. It is preferable to leave people with homes that are not likely to be directly impacted by flames, provided they are properly prepared.

- **How well prepared the home is against ember attack.** For example, are gutters cleared, roofing firmly fixed and eaves boxed, metal screens or shutters installed and underfloor areas enclosed, vents into roof space screened, combustible items removed from around the house, and branches over hanging the house or outbuildings removed?

- **How able the occupants are to extinguish small spot fires that may start as the fire front passes.** For example, are the occupants fit and able to locate and extinguish small fires in hot smoky conditions for an extended period, does each household member have full cover natural fibre clothing and sturdy footwear, is adequate equipment is available to reach and extinguish small fires - ladders, garden hoses, buckets, mops, rakes and shovels, etc?

5.4 The decision to vacate must be done well in advance of the fire front.

6 Local emergency response strategies

6.1 In addition to the above policy, Fire and Rescue NSW recommends the following factors be considered in the development of local emergency response strategies. These strategies should promote, rather than ignore or interfere with, the natural desire of most people to protect their own property and to make their own decisions during disasters. The focus of these local arrangements should be to:

- provide adequate information that allows residents to understand the risks and consequences of staying with or evacuating from their homes,
- help those who wish to self relocate,
- encourage people to make an early decision to relocate or stay to avoid last minute attempts to flee the fire front,
- develop and implement strategies to manage people who may decide to relocate at the last minute,
- provide suitable support and welfare services during all phases of evacuation and relocation,
- develop and implement effective and reliable communications at an incident which promote rapid dissemination of information between emergency services and members of the community, and
- develop and implement strategies that provide for the immediate return of able bodied residents to their homes once the fire has passed.

Contact Officer: Manager Bushland Urban Interface, (02) 9742 7348
File Reference: CHO/01330 *In Orders 2000/20, with amendments*

Decisions to evacuate at bushfires

The Fire and Rescue NSW policy on evacuation during bushfires is given above. All Fire and Rescue NSW officers are required to be conversant with this policy, to strictly observe it, and to immediately advise the ComCen by radio of any decision to evacuate people from a bushfire area.

Unwise evacuation decisions can place people at greater risk rather than protect them. Even during the worst fire disasters, research has confirmed that reports of houses ‘exploding’ are not true, and that properly prepared houses can survive and provide a safe haven. Research also shows that the chances of a house surviving a bushfire dramatically increase when people stay behind to extinguish spot fires.

The Fire and Rescue NSW policy, which is shared by all emergency services in NSW given that it is a part of the *Bushfire Sub-plan* to the *State Disaster Plan* (DisPlan), is summarised as follows:

- mass evacuations are not supported
- able-bodied persons should be allowed to remain and protect properly prepared homes, and not be forcibly removed
- a properly prepared home can act as a safe refuge during the 3 to 7 minutes that it takes a fire front to pass. People should shelter within the home during this time, then emerge to deal with spot fires

- homes with overhanging branches, overgrown access routes and surrounded by flammable materials may not provide a safe refuge, and may need to be evacuated

- the aged, infirm, very young and people who cannot handle the stress of the situation should evacuate early - not when the fire is about to impact, and

- most deaths in bushfires occur when people are fleeing a fire either by foot, or in a car.

The NSW Police have the power to compel people to evacuate, however the *Bushfire Sub-Plan* to DisPlan encourages Police to seek out the advice of a senior fire service officer before making an evacuation decision. Fire and Rescue NSW officers should provide advice to Police in accordance with established policy. Even the most intense fires are survivable if proper precautions are taken. Evacuation decisions should therefore be made on an individual house by house basis after considering the state of preparedness.

The over-riding consideration will always be the protection of life before property. However, evacuation decisions must always be made on the basis of fact, not hysteria, panic, and misconceptions about the behaviour of houses in bushfires. People will look to Fire and Rescue NSW to provide professional advice and stability in this regard.

Contact Officer: *Manager Bushland Urban Interface, (02) 9742 7348*
File Reference: *CHO/01330* *In Orders 2003/20, with amendments*

See also *Bushfire evacuation guidelines for home owners* on page 240.

ENVIRONMENTAL PROTECTION

Environment policy

Fire and Rescue NSW's mission is to enhance community safety, quality of life and confidence by minimising the impact of hazards and emergency incidents on the people, environment and economy of NSW. In this context, protection of the environment is a key focus for Fire and Rescue NSW.

Policy statement

Fire and Rescue NSW is committed to protecting the environment through continual improvement of our environmental performance in terms of both the services we deliver and our operations as an agency. We aim to manage the activities over which we have control in accordance with the principles of ecological sustainability.

This means we will:

- Seek to prevent, or where this is not possible minimise, pollution and the degradation of air, water, land and biodiversity quality
- Practice resource conservation and minimise detrimental impacts on the environment through efficient use, reduction in the use, reuse and recycling of resources
- Minimise energy and water use.

In implementing this policy, we will:

- Develop and be guided by an Environmental Management System
- Undertake regular monitoring and reporting on our environmental performance
- Comply with all relevant legislation and NSW Government policies relating to protection of the environment.

Contact Officer: Environmental Risk Advisor, (02) 9265 2908
File Reference: CHO/03077 *In Orders 2009/18, with amendments*

See also the policy on *Waste reduction and recycled purchasing* on page 711.

Enquiries and complaints

1 Introduction

Fire and Rescue NSW has a legal responsibility to protect and enhance the environment (see the *Fire Brigades Act 1989*, Section 10A). The *Environmental policy* on page 123 outlines how we will meet our aim of ensuring that our activities are conducted in a manner that minimises waste, pollution and environmental damage.

To help put this policy into effect, Fire and Rescue NSW has an Environmental Risk Advisor whose role is to examine environmental issues and take positive action to improve the environmental performance of Fire and Rescue NSW. An Environmental Committee has also been formed to support and implement environmental initiatives.

2 Enquiries about environmental issues

Staff who have a suggestion or want more information about environmental issues, or who are contacted by a member of the public with an enquiry on our performance on environmental issues, should contact:

Environmental Risk Advisor
Corporate Risk Management
Fire and Rescue NSW
Level 10, 227 Elizabeth Street
PO Box A249
SYDNEY SOUTH NSW 1232

Telephone: (02) 9265 2908

Environmental issues relating to Fire and Rescue NSW are numerous and may include:

- carrying out our hazardous materials combat agency role
- rendering assistance to the Office of Environment and Heritage and other agencies
- conserving resources and energy, and recycling
- activities or procedures which may cause air, soil or water pollution, eg littering at Fire and Rescue NSW premises or at incidents
- improving management of pollution at incidents, eg runoff
- activities involving flora and fauna, and the natural environment, such as bushfire hazard reduction
- protection of heritage and Aboriginal cultural sites, and
- purchase and/or use of ‘green’ products.

3 Procedure for complaints

Receiving a complaint gives us an opportunity to respond to community concerns and to identify areas of performance which need improvement. Some complaints may lead to a review of operational procedures.

All complaints about Fire and Rescue NSW’s handling of environmental issues should be forwarded to the Environmental Risk Advisor for action.

Contact Officer: Environmental Risk Advisor, (02) 9265 2908
File Reference: CHO/06365 *In Orders 2007/3, with amendments*

Ecologically sustainable development

Fire Services Legislation Amendment Act 1998

The *Fire Services Legislation Amendment Act 1998* received assent on 3 June 1998. The Act inserted new section 10A in the *Fire Brigades Act 1989.*

The new section 10A in the *Fire Brigades Act 1989* requires the Fire and Rescue NSW Commissioner to have regard to principles of ecologically sustainable development described in the *Protection of the Environment Administration Act 1991* in carrying out any function that affects the environment. The precise wording of the new Section 10A is:

> *The Commissioner is to have regard to the principles of ecologically sustainable development described in Section 6 (2) of the Protection of the Environment Administration Act 1991 in carrying out any function that affects the environment.*

What does this mean for us in Fire and Rescue NSW working to protect life and property?

The move to ecologically sustainable development will be a series of steps. It will include:

- reviewing our use of fuel, water and energy;
- reducing waste and pollution in all our activities;
- adopting environmentally responsible new technologies as they become available and if suitable;
- before awarding contracts to suppliers, assessing whether the contractors are environmentally responsible;
- basing hazard reduction plans on ecological knowledge, rather than simply broad scale burning;
- investigating the environmental effects of materials, such as firefighting foams, before putting them into widespread use;
- reviewing and perhaps altering procedures at the stations and at incidents.

We will be implementing our commitment to ecologically sustainable development at station level, and future In Orders will include specific changes. Specialist units will generally provide leadership in researching and documenting new procedures and products.

The Environmental Risk Advisor will consider environmental protection suggestions from stations, and refer them for further review as warranted.

All staff should commit to following the procedures already in place for limiting environmental damage (salvage, booms, hazmat operations), and to watching for opportunities to improve Fire and Rescue NSW's contribution to ecologically sustainable development.

Contact Officer: Environmental Risk Advisor, (02) 9625 2908
File Reference: CHO/03075 *In Orders 1998/17, with amendments*

Aboriginal, cultural and threatened species sites

Fire and Rescue NSW carries out a number of its activities in the natural environment. These activities can potentially cause damage to Aboriginal sites or rare and endangered flora or fauna species. These sites are valued by the community and are irreplaceable. All Aboriginal sites including rock art, stone arrangements, and middens in NSW are protected under the *National Parks and Wildlife Act 1974*. Rare or endangered species are protected under the *Threatened Species Conservation Act 1995*. It is an offence under these Acts to cause damage to such sites.

Activities with potential to cause damage

A number of Fire and Rescue NSW activities have the potential to cause damage to these sites, including off road driving, vegetation clearing, cordage/rescue and other training, and bushfire hazard reduction.

Planned bushfire hazard reduction activities are approved through Bushfire Management Committees. The presence of such sites will be identified in the bushfire risk management plan.

Recognising and avoiding sites

Staff are not expected to be able to identify all such sites directly. The National Parks and Wildlife Service has a register of sites in NSW, which is updated regularly. NPWS rangers also know sites in their areas.

When you are planning an activity that could potentially damage flora or fauna or an Aboriginal site you must contact the nearest NPWS office to determine if there is a site registered in the vicinity.

If such a site is present, avoid that area and choose a less sensitive location.

Contact Officer: Environmental Risk Advisor, (02) 9265 2908
File Reference: CHO/03491 *In Orders 2002/4, with amendments*

Littering

1 Policy

To minimise the impact of its operations on the environment, Fire and Rescue NSW will clean up after itself. All staff are responsible for ensuring that they do not litter.

At incidents, Incident Controllers must ensure that discarded equipment, food wrappings, drink containers or other materials used by Fire and Rescue NSW are cleaned up. Officers in charge and managers at Fire and Rescue NSW premises are responsible for ensuring that staff do not litter the area.

All rubbish should be properly disposed of, recycling where possible.

2 Legislative requirements

Under the *Protection of the Environment Operations Act 1997*, it is an offence to litter. Litter includes a wide range of materials such as cigarette butts, glass, metal, papers, abandoned vehicles or vehicle parts, garden clippings, soil, rock and demolition material. There is also the offence of 'aggravated littering', which includes littering which could cause danger or harm to people, animals or property, such as a lit cigarette during a total fire ban.

On the spot fines or penalty notices can be issued to individuals for:

- littering with a small item, including an unlit cigarette butt,
- littering with a lit cigarette butt,
- general littering, including littering from a vehicle, or
- aggravated littering, such as broken glass.

On the spot fines and fines imposed by penalty notices currently range from $60 to $750 depending on the offence. Penalties for convictions in court can be much higher.

3 Distributing promotional material

If you are distributing promotional material to householders, such as fire safety brochures, pamphlets, or notices of events, make sure that you place it in a letterbox, newspaper receptacle or under the door. It is also an offence to put promotional material in or on any vehicle.

Contact Officer: Director Operational Capability, (02) 9265 2713
File Reference: CHO/01652 *In Orders 2001/21, with amendments*

AMENITIES

Incident ground and event catering

This instruction should be read in conjunction with the *Hydration and nutrition policy* on page 179.

1 Introduction

Fire and Rescue NSW has conducted research and identified the optimal food and beverage requirements for firefighters to ensure hydration, energy levels and recovery at both incident and training grounds.

Nutrition and hydration can be met by providing short term (every two hours) refreshment support by way of Long Life Refreshment Packs stored on the fire appliance and through organised incident ground catering with approved menu options for incidents lasting four hours or more.

To address these requirements and maintain compliance with the relevant industrial awards, service arrangements have been entered into with providers of both fresh onsite and long life catering.

2 Incident ground catering

A service arrangement reflecting the requirement for incident ground catering has been entered into with Stix Catering. The service is available from 1 October 2008.

The Communication Centre Supervisor will request the attendance of the catering service on activation of a 4th Alarm Response Protocol.

The Incident Controller may request the service if they consider that substantial meals are required by contacting the Communication Centre Supervisor.

The Communication Centre Supervisors can arrange incident ground catering by contacting Stix Catering on (02) 9550 2772.

Incident ground catering will be supplied to firefighters at the scene four hours after notification of the incident and every subsequent four hours in accordance with the award. The caterer provides buffet services comprising breakfast, lunch, dinner and evening meals.

The catering service covers the Sydney basin area bounded by the Blue Mountains, Hornsby, Palm Beach and Wollongong. Areas outside these boundaries are to continue with local catering arrangements already in place.

The Incident Controller at the incident ground will be the single point of contact with the caterer and is required to:

- allocate a safe location for the catering facility
- confirm the number of meals required
- monitor the quality of the meals and the service provided
- validate the caterer’s claim form by confirming the number of meals supplied and completing the survey part of the form
- address any issues relating to the service with the catering staff at the incident ground in the first instance. If an issue cannot be resolved at the incident ground, contact the Assistant Director Operational Logistics.

3 Training and event catering

Stix Catering should be utilised to provide catering services for larger Fire and Rescue NSW catering functions such as Training College courses and events, USAR courses, and Community Fire Unit and other specialist training days.

The Officer in Charge of USAR, Community Fire Unit and other specialist training days is to utilise the service provided by Stix Catering which includes the same approved menu plans as provided to firefighters at incidents.

The Officer in Charge will be the single point of contact with the caterer and is required to:

- liaise with and direct the caterer on location of the catering facility at the event
- monitor the quality of the meals and the service being provided
- validate the caterer's claim form by confirming the number of meals supplied and completing the survey part of the form
- address any issues relating the service with the catering staff in the first instance. If an issue cannot be resolved at the scene, contact the Assistant Director Operational Logistics.

To book the service, contact Stix Catering on (02) 9550 2772 and provide details of estimated catered numbers, time, date and venue location.

Note: Bookings for catering services for events and training exercises should be made a minimum of 5 working days prior to the event.

4 Long life catering

4.1 Long life refreshment packs

Long life refreshment packs (LLRPs) are provided by Quartermaster Australia. LLRPs are supplied to firefighters at two hours from notification and are to be made available as required during the incident to facilitate short term refreshment.

The LLRP has a use by date printed on the pack label. Station Commanders are to ensure that the LLRPs have not expired. If the LLRP shows an expired use by date, the packs are to be removed and disposed in the waste disposal.

LLRPs can be stowed with the bottled water inside the Esky held on the appliance. The Esky can hold 8 x 600 mL bottles of water and 6 LLRPs.

Tea and coffee making ingredients are to be stowed on the appliance inside a standard plastic small parts box which is supplied by A E Baker and can be ordered through ESCAT.

Replenishment stocks of LLRPs, tea and coffee packs and the small parts box can be ordered by following the ordering instructions ESCAT.

4.2 Carbohydrate/electrolyte replacement beverages

Firefighters are encouraged to consume carbohydrate/electrolyte replacement beverages to replace fluids, electrolytes and energy only in the following circumstances:

- After one hour of strenuous firefighting or related heavy work activity.
- When firefighters have been attending an incident or repeated incidents and, due to extenuating circumstances, have had inadequate access to snacks or meals within a four hour period.
- When recommended to individual firefighters by medical officers or in extenuating circumstances at the discretion of the Incident Controller or Officer in Charge.

Use of the carbohydrate/electrolyte beverages should be restricted to one serve (42 g of sachet) per hour of strenuous activity to support energy, electrolyte and fluid needs. Inappropriate use of these beverages can result in weight gain and may affect dental health.

These beverages need to be made up strictly as directed using the 600 mL fresh bottle of water stowed on the appliance. Water should be consumed for fluid replacement in between using these drinks.

Note: Carbohydrate/electrolyte beverages need to be consumed within two hours, after which any used portion should be discarded to prevent the risk of food poisoning associated with bacterial growth.

Contact Officers: *Manager Contracts and Supply, (02) 9742 7442, or Assistant Director Operational Logistics, (02) 9742 7136*
File Reference: *SUP/00806A and SUP/00824* *In Orders 2008/23, with amendments*

Portable toilet facilities

At prolonged incidents where no toilet facilities are available Incident Controllers may consider whether or not the provision of portable facilities is required.

Accountability

Duty Commanders and Zone Commanders are authorised to arrange provision, which, in the Greater Sydney area, will be coordinated via the Sydney Communication Centre.

Factors for consideration

- Facilities available at or near scene
- Duration of incident
- Delivery time (within 2 hours in the Greater Sydney Area)
- Availability/delivery procedures/costs in country areas

In Orders 1992/29, with amendments

TERMINATION OF INCIDENTS

Transfer of control after incidents

Transfer of control of a building, vehicle, vessel and/or property from Fire and Rescue NSW to another person or entity must only take place when the Incident Controller has determined that the incident has been brought under control.

Note: Where there is any possibility of a fire rekindling, or where a hazardous materials incident has not been fully resolved, a watching duty should be organised.

Incident Controllers must follow the procedures below when handing over control at the conclusion of an incident:

1. Seek out a responsible person, who may be the owner, occupier, agent or representative of the owner or occupier, or the person in charge of the site, and advise them that Fire and Rescue NSW believes the incident to be under control and is preparing to leave the scene.

2. Request that the person accept responsibility for the building, vehicle, vessel or property.

3. Fill in the *Site handover form* (see page 131) in accordance with the instructions on the pad, and ensure that the original and the copy are signed by both the Incident Controller and the person accepting responsibility.

4. Send a message to the Communication Centre advising that control has been passed to another person or entity, so that there is a time-logged record.

5. Advise the senior Police Officer on scene, if any, that Fire and Rescue NSW has transferred control, and to whom.

6. Where there is nobody to pass control to, ensure as far as practicable that the scene and any property is secured, or that appropriate arrangements are in place to safeguard it. Request the attendance of the Police if necessary.

7. Include details of the person or entity to whom control was passed in the AIRS report together with the precise time of handover.

Contact Officer: *Deputy Commissioner, (02) 9265 2927*
File Reference: *CHO/01372 and NFB/01556* *In Orders 2008/26, with amendments*

Site handover form

The *Site handover form* is used to capture relevant information when transferring responsibility for an incident site from Fire and Rescue NSW to another party in accordance with the policy on *Transfer of control after incidents* on page 131. This includes information on hazards that could be encountered at the site, and recommendations on safety precautions.

The *Site handover form* is available through ESCAT. It replaces the old *Termination of fire duty and incident book*.

Termination of fire duty and incident books and *Site handover forms* must be kept at the station.

Contact Officers: *Assistant Director Operational Logistics, (02) 9742 7136, or Supply Officer, (02) 9742 7443*
File Reference: *CHO/01372 and NFB/01556* *In Orders 2008/26, with amendments*

RECOVERY

Recovery kits

1 Introduction

The Community and Engagement and Development Unit has worked with operational staff to develop a *Recovery kit* for firefighters to use to assist people affected by residential fires. The kit contains *After the fire* brochures and fire safety information sheets.

The intent is to provide people affected by residential fires with practical and useful information on what to do next. Firefighters can also provide occupants of neighbouring properties with fire safety information sheets at a time when they have a heightened awareness of the devastating effects of a fire.

The *Recovery kit* is to be carried on each pumper.

2 What the kit contains

The *Recovery kit* consists of:

- a carry case
- six *After the fire* brochures
- a pad of 50 tear-off fire safety information sheets.

The *After the fire* brochure contains:

- information on securing and re-entering your property
- a checklist of important items and documents to take with you
- what information may be required by insurance companies
- where to seek support.

The fire safety information sheet provides basic home fire safety information.

The kit is currently only available in English although it is expected that it will be available in various community languages in the future.

3 When to use the kit

When you have attended a residential fire:

- give an *After the fire* brochure to the occupants
- distribute a fire safety information sheet to each neighbouring residence (where practicable) and any interested bystanders.

4 Recording in AIRS

The number of *After the fire* brochures and fire safety information sheets distributed must be recorded in the AIRS report.

A new tab will be added to AIRS known as the *Recovery* tab. This consists of a Yes/No box for the distribution of the *After the fire* brochure and a second area to enter the number of fire safety information sheets distributed.

5 Supply

One *Recovery kit* for each appliance has been issued to all stations.

Replacement supplies are available through ESCAT.

Contact Officer: *Director Community Safety, (02) 9742 7400*
File Reference: *NFB/02572* *In Orders 2010/10, with amendments*

DEBRIEFING

Operational debriefs

1 Scope

Operational debriefs are held after incidents to:

- allow staff to contribute to the continuous improvement of operations
- collect and share information to assist in the handling of similar future incidents
- identify safety concerns, and
- provide a forum for feedback on team performance.

Operational debriefs are not held to lay blame or to criticise individual performance, but are for reviewing organisational performance. They may provide a forum for identifying courageous actions or meritorious service.

This instruction does not cover Critical Incident Support Program debriefs.

2 Types of operational debrief

There are three types of operational debrief:

Type 1 operational debriefs following minor or routine incidents

Type 2 operational debriefs following medium to large incidents

Type 3 operational debriefs following major, complex or significant incidents.

3 Type 1 operational debriefs

Type 1 operational debriefs must be held after all minor or routine incidents, ie incidents where the first alarm assignment was sufficient to handle the situation.

Each Station Commander must conduct the debrief either at the incident or as soon as possible after the return of appliance to the station and must involve all the firefighters from that station who attended the incident.

The Station Commander is responsible for resolving local issues raised during the debrief to ensure the maintenance of operational readiness and capability. The Station Commander should submit a Type 1

report through the chain of command if issues arising from the debrief need to be resolved by a more senior officer. If no issues are identified during the debrief then a Type 1 report does not need to be submitted. A copy of the Type 1 report is available on the Intranet.

If the Duty Commander or Zone Commander decides that an operational issue has organisation-wide implications, they must send a copy of the Type 1 report through the chain of command to the Manager Operations Research and Analysis so that necessary action can be taken.

4 Type 2 operational debriefs

Type 2 operational debriefs must be held after all incidents where four or more pumper attended, eg in the GSA the second and subsequent alarm assignments were required to handle the situation.

The attending Duty Commander or Zone Commander must hold the operational debrief within four weeks of the incident and submit a Type 2 report through the chain of command with a copy to the Manager Operations Research and Analysis so that necessary organisation-wide action can be taken. A copy of the Type 2 report is available on the Intranet.

It is not always possible or desirable for all attending personnel to participate in the debrief. It is generally more appropriate for attendance to be limited to three to four first arriving stations and relevant specialist personnel. If needed, the convenor of the debrief may request other attending stations or sections to provide brief written notes describing their actions at the incident and issues arising.

5 Type 3 operational debriefs

Type 3 operational debriefs must be held after all major, complex or significant incidents, including incidents which required significant multi-agency response.

The Director Operational Capability will appoint an independent senior officer to conduct the debrief. Type 3 operational debriefs will be held in accordance with Standard Operational Guideline 17.2, *Operational analysis (post incident)*.

The debrief convenor is responsible for submitting a comprehensive operational analysis of the incident to the Director Operational Capability. This report will be based on the outcomes of the debrief and on other information about the incident such as fire investigation reports, interviews with other agencies, etc.

6 Conducting debriefs

Type 1 debriefs should be conducted on an informal basis either at the incident following operations or on return to the station, where familiar surroundings assists firefighters to relax and speak freely. The Station Commander can encourage all participants to contribute by:

- using a quiet location at the incident away from the main activities
- inviting firefighters to explain their role during the incident and any problems they encountered
- encouraging suggestions on alternative incident strategies and tactics, and
- not allowing any personal criticism to be aired.

Station Commanders can use the Type 1 checklist on the Intranet to ensure that all relevant issues are covered during the debrief.

Type 2 and 3 debriefs must be more structured events given the larger number of people involved. In order to assist the smooth running of the debrief, it is suggested that the facilitator:

- limit the debrief to a maximum of two hours if possible
- moderate any conflict so that the critique remains a productive learning experience by establishing debrief ground rules for all participants
- providing a general introduction on the incident, including known unique circumstances or problems
- provide a brief review of the background to the incident including the Pre-incident Plan and other relevant plans, if available
- provide a brief review of the type of structure and incident site layout
- provide a brief review of the building code requirements, deficiencies etc., if known, and
- review operations at the incident by facilitating input from participants in the chronological order of events.

Duty Commanders and Zone Commanders can use the Type 2 checklist on the Intranet to ensure that all relevant issues are covered during the debrief.

7 Confidentiality

Information arising from an operational debrief is not to be made available to the public or the media without the permission of the Commissioner.

Contact Officer: Director Operational Capability, (02) 9265 2713
File Reference: CHO/05931 *In Orders 2004/15, with amendments*

Critical Incident Support Team

Activation

The following guidelines are to be used to activate the Critical Incident Support (CIS) Team.

On scene support

On scene support is defined as when a Critical Incident Support Team member is available for support at the scene of a traumatic, prolonged or life threatening incident to reduce the effects of critical incident stress situations. The CIS Team may be activated in situations such as the following:

1. when it is seen as necessary by the Incident Controller;
2. a fire with multiple fatalities or injuries;
3. at the request of the Chaplain - which may include:
    - a member seriously injured or the fatality of a member;
    - a rescue of long duration;
    - where children may be involved; or
    - an incident involving serious injury or death.

The CIS Team should be activated through the Sydney Communication Centre by telephone or radio.

The Sydney Communication Centre will then page the Critical Incident Support Team Coordinator/s. The CIS Coordinator will then place a team member **on scene** as soon as possible.

On arrival the CIS Team member will report to the Incident Controller and will work from outside the operational area as required.

Off scene support

Off scene support is defined as when a non operational CIS team member is available off the incident site. The CIS member can provide education, information, one to one debriefing or referral as required either back at the station or as required after an incident. The CIS Team may be activated for any of these services by any member.

In Orders 1993/22, with amendments

Attendance at emergency incidents

People requested to attend an incident in their capacity as members of the CIS Team will:

- report to the Incident Controller and/or Incident Control Point immediately on arrival;
- ensure that their private vehicle is parked away from the combat zone in a position which will not hinder responding services;
- wear distinctive overalls and helmet, identifying them as members of the CIS Team; and
- operate under the Logistics function of the Incident Management Team. The Incident Control System (ICS) terminology for the CIS function is ‘Staff Support’.

Members of the CIS Team must not under any circumstances operate within the incident combat zone, accept incident management or support roles, or hinder operations. CIS is a function to be managed under ICS, rather than an incident management function in itself. Members will act in accordance with Team operating guidelines, offering support to firefighters who are resting and recuperating away from frontline activities.

CIS Team members are subject at all times to any direction from the Incident Controller to move away from the incident scene for their own safety, or to move CIS activities to a more appropriate location.

Contact Officer: CIS Coordinator, (02) 9265 2814
File Reference: CH0/00851 *In Orders 2000/25*