



OPERATIONAL BRIEF

DISPATCH ARRANGEMENTS

April 2018

This Operational Brief aims to clarify dispatch arrangements following feedback from members.

Both the NSW RFS and FRNSW remain committed to working together for the benefit of the community. This commitment was reinforced by the Joint Message from our Commissioner and the Commissioner FRNSW dated Monday 9 April 2018.

The overriding principle for dispatch arrangements is to respond the fastest and most appropriate resource. This is essential to ensure the community has confidence in the delivery of emergency services.

It is important that members understand that the existing arrangements and the Memorandum of Understanding between the fire services does not change. This includes the command and control arrangements at incident scenes, as well as existing operational communication obligations.

In recent weeks, there have been some refinements to enhance the process of FRNSW passing triple zero (000) call details to the NSW RFS. Information will be provided about the nearest FRNSW resource to the incident including timing and capability. This will enable the NSW RFS call taker to determine the most appropriate response.

The focus of these revised arrangements is when a call suggests there is an imminent threat to life or property.

It is important to understand that not all incidents will require a dual response. This revised practice is relevant to incidents where there is imminent threat to life or property, such as but not limited to; interface bush fires, structure fires, persons trapped motor vehicle accidents, and motor vehicle accidents involving fire.

It is intended to ensure that the community is afforded the best possible support.

This principle is a reciprocal arrangement. Rural fire brigades may be responded into FRNSW area where again there is imminent threat to life or property, to provide assistance. The NSW RFS is currently gathering additional data for input into the FRNSW CAD system to allow better automated identification and response of our resources into FRNSW District.

Should you require additional clarification, please contact your District Manager in the first instance.

Rob Rogers AFSM
Deputy Commissioner