Hawkesbury Rural Fire Service

Operations Room Procedures

TABLE OF CONTENTS

NOTE: STATE OPERATIONS,OCC AND CENTRALISED DISPATCH HAVE DIFFERENT ROLES AT STATE HQ HOWEVER FOR THE PURPOSES OF THIS DOCUMENT THEY ARE GENERALLY CARRIED OUT BY THE SAME GROUP OF OPERATORS.

OP - 1   OPERATIONS ROOM OPENING PROCEDURE

➢ Enter building via rear door, follow instructions on wall to deactivate alarm system. If you accidentally set the alarm off, please immediately phone the security company and advise them. Their phone number can be found in the Firebook or inside cupboard at the back door above radio deck and inside the MSDS Sheets Folder located in foyer under the alarm panel.

➢ Proceed to Operations Room. To de-activate the general enquiries line, on any phone, press the white button beside the word "Nightmode" (you'll see a small "tick" flashing, indicating "Nightmode" is on). Then key in the word "fire1505" using the letters at the bottom of the phone. Ensure that the "tick" disappears indicating that you have successfully disarmed "Nightmode".

➢ Switch "Ops" to the "Reception" position (This switch is located between the fax machine and diverter No. 1.)

➢ Deactivate diverter by pressing "1", ensuring that the yellow light that indicates that the diverter is on goes out.

➢ Contact Hawkesbury Duty Officer. The Duty Officer will brief you on the current local situation. Update Operations board as necessary. ***However if a weekend staff member is already present, obtain a briefing from that staff member.***

➢ Contact OCC (1800 268 747). The OCC operator will brief you on current situation. Update Operations board as necessary.

➢ TV's have been programmed to turn on at 0900hrs, if they do not turn on use the remote.

➢ Check white boards in Operations Room to see if any permits have been issued and adjust if necessary for current situation. Check Brigade activities.

➢ Check Resources Board for any vehicles that are U/S, and if any personnel are unavailable and adjust if necessary for current situation.

➢ Radio Announcement " All stations, all stations this is Hawkesbury Fire Control commencing operations"

➢ Sign on in Operations Room register (Communications Group members only).

➢ Turn on air conditioner if necessary. (OP - 25)

➢ NOTE: DO **NOT** adjust any radios unless absolutely necessary.

OP - 2   FIRE CONTROL BUILDING OPENING PROCEDURE

➢ Enter building via rear door, follow instructions on wall to deactivate alarm system. If you accidentally set the alarm off, please immediately phone the security company and advise them. Their phone number and instructions can be found in the Firebook or inside cupboard at the back door above radio deck and inside the MSDS Sheets Folder located in foyer under the alarm panel.

➢ Proceed to Operations Room. To de-activate the general enquiries line, on any phone, press the white button beside the word "Nightmode" (you'll see a small "tick" flashing, indicating "Nightmode" is on). Then key in the word "fire1505" using the letters at the bottom of the phone. Ensure that the "tick" disappears indicating that you have successfully disarmed "Nightmode".

➢ Deactivate diverter by pressing "1", ensuring that the yellow light that indicates that the diverter is on goes out.

➢ Switch "Ops" to the "Reception" position (This switch is located between the fax machine and diverter No. 1.)

➢ Contact Hawkesbury Duty Officer. The Duty Officer will brief you on the current local situation.

➢ If a local incident call is received, call the OCC on 1800 268 747 and pass on the details.

OP-3 OPERATIONS ROOM CLOSING PROCEDURE

➢ All radios are to remain switched on.

➢ Ensure kitchen is left in a clean and tidy condition.

➢ Ensure all external doors are locked prior to leaving, including front glass door and rear exit doors, if necessary.

➢ Consult the *Handover Checklist folder*, if there has been a change since the last form submitted complete a *Hawkesbury Handover Checklist to OCC Form*, (located adjacent to the RHS of the Ops room fax) making note of U/S vehicles any vehicles committed or on stand-by at their station, permits that have been issued, activities planned for that day or the next day and any personnel unavailable.

➢ The completed form is to be emailed to the OCC (Operational Communications Centre) using the **OCC** button in the scan section of the photocopier.

➢ This button will automatically send a copy to the Duty Officer as well.

➢ Contact the OCC on 1800 268 747, 15 minutes prior to hand over time, to advise of pending hand back of Fire Control.

➢ Contact the OCC at the arranged handover time confirm receipt of *Handover to OCC Form (if sent)*, finalise handover and hang up.

➢ Contact the Hawkesbury Duty Officer, to advise of handover. **If the building is manned by the weekend staff conduct handover with the staff member.**

➢ Clean Resources Board and tidy room.

➢ TV's have been programmed to turn off at 1730hrs.

➢ Ensure incident reports for completed incidents are totally finished and any on-going incidents have been completed as far as possible.

➢ Ensure all lights are switched off.

> Sign off in Operations Room register (Communications Group members only).

The following points are to be followed if there is no staff member in the building.

> Press 1 on diverter to switch on and check that the yellow light illuminates.

> Test operation of diverter by pressing the white button beside the word "Fireline" on the phone on the Comms Officer's desk.

> Turn on "Nightmode" by pressing the white button beside the word "Nightmode" on any phone and keying in the code "fire1505" using the letter keys at the bottom of the phone.

> Switch "Reception" to the "OPs" position (This switch is located between the fax machine and diverter No. 1.)

> Follow instructions on wall to activate alarm and exit via rear door.

OP- 4   <u>FIRE CONTROL CLOSING BUILDING PROCEDURE</u>

- ➢ All radios are to remain switched on.

- ➢ Ensure kitchen is left in a clean and tidy condition.

- ➢ Ensure all external doors are locked prior to leaving, including front glass door and rear exit doors, if necessary.

- ➢ Contact the Duty Officer, to advise of handover.

- ➢ Press 1 on diverter to switch on and check that the Orange light illuminates on each.

- ➢ Test operation of diverter by pressing the white button beside the word "Fireline" on the phone on the Comms Officer's desk.

- ➢ Turn on "Nightmode" by pressing the white button beside the word "Nightmode" on any phone and keying in the code "fire1505" using the letter keys at the bottom of the phone.

- ➢ Switch "Reception" to the "OPs" position (This switch is located between the fax machine and diverter No. 1.)

- ➢ Clean Resources Board and tidy room.

- ➢ Ensure incident reports for completed incidents are totally finished and any for on-going incidents have been completed as far as possible.

- ➢ Ensure all lights are switched off.

<u>Follow instructions on wall to activate alarm and exit via rear door.</u>

OP- 5   **PAGER SYSTEM OPERATION**

OPERATING PAGERS WHILST THE FIRE CONTROL CENTRE IS <u>OPEN</u>

- ➢ Pager computer screen will be blank, unless it has recently been used. To activate computer:-
  - o Press "space bar"
  - o Press "Control/Alt/Delete"
  - o Enter password – **hawk 14** this can be found displayed on the top of the monitor.
  - o Press Enter
- ➢ If someone has logged out of the Basepage program, you'll need to log back in and instructions for this can be found beside the computer.

- ➢ It should be noted that there is **NO** requirement to log out of the program.

- ➢ Using the mouse, select the person or Brigade from the column labelled "Recipients" (left hand side of screen) that you wish to page and click to highlight.

- ➢ If you wish to send the same message to a number of recipients, press and hold the "Ctrl" button on the keyboard whilst selecting the each other recipient with the mouse.

- ➢ Using the mouse, point to the box labelled "Message to send" and click to display the cursor. Type the message to be sent using the key board.

- ➢ All Fire & Incident calls sent while the Fire Control Centre is operational are to be sent using the following format:

      "Brigade abbreviation" Fire Call "Incident Address"

- ➢ For response of BA Brigades use the following format:

      "Brigade abbreviation " Structure Call " Incident Address"

Eg:for a call to "Avoca Road, Grose Wold", the message to be sent on the pagers will be "*GW Fire Call, Avoca Road*"

- - o Note: the type of incident is **<u>not</u>** to be described within the message. The description "Fire call" is to be used for every incident, except for structural calls.

> ➢ To send the message, using the mouse, click on the button labelled "send" at the bottom centre of the screen.

> ➢ Pager/s will now be activated. The actual message that has been sent can be verified by checking the TV monitor above the Ops board.

OP- 6   <u>BUSH OR GRASS FIRES</u>

➢ On receipt of a call, from any source, obtain all relevant information: -

- Name & telephone number of caller if not from OCC (denoted " OCC " in our paperwork and referred to as "OCC" in this document)
- Nature of incident
- Location
- Nearest cross street (if possible)
- Incident number (if the call is from "OCC")

Record this information on the blue Fire/Incident forms together with time of receipt of call.

➢ Select the Brigade to be responded by referring to the Council Street Directory marked with all the Brigade boundaries or by using DISPATCH.

➢ Respond Brigade by;

1. Activating the Brigade pagers

➢ If the call has been received from a source other than OCC, phone OCC and ask them to create an incident and ask for an "Incident Number".

➢ Obtain a situation report from the Brigade as soon as possible. If the Brigade requests assistance, then respond the closest Brigade.

➢ This is determined by consulting the large District map on the wall in the Operations Room also by checking DISPATCH. A nearby Brigade that is on standby could also be responded.

➢ Once an incident has been confirmed, ICON needs to be updated. Details will include type of incident, number of vehicles, including their categories and number of personnel in attendance.

➢ Where three (3) or more Brigades are required and/or there is a need for a Group Officer to attend, authorisation in the first instance is to be given by Duty Group Officer. If there is no Duty Group Officer on duty, contact <u>MUST</u> be made with the Ranked Duty Officer. if the Duty Officer is not ranked then contact the On-Call Officer to arrange for further response and/or a Group Officer to attend. **To determine who the Duty Officer and On-Call Officer are, consult the TV located in the corner of Operations Room.**

➢ If there are any significant changes to the incident an updated Situation Report is to be completed in ICON.

➢ Depending on the circumstances, the fire may be become "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

➢ At the conclusion of the incident a "Closure Message" (Stop) must be phoned through to OCC and the ICON Report is set to 'patrol or out'.

NOTE: A stop message must still be given to the OCC who will in turn advise the FRNSW call centre.

OP- 7   <u>STRUCTURAL FIRES</u>

> On receipt of a call, from any source, obtain all the relevant information:

  - o Name & telephone number of caller if not from "OCC"
  - o Nature of incident
  - o Location
  - o Nearest cross street (if possible)
  - o Incident number (if the call is from "OCC")

Record this information on the blue Fire / Incident forms together with the time of call.

> If call is received from "OCC", confirm 1 FRNSW unit is attending for BA (Breathing Apparatus) support immediately. All contact with FRNSW is made through OCC.

(If the call is received from another source, then OCC should be contacted, an Incident Number and response requested from FRNSW via OCC [as in Point 2 above])

Respond the nearest two (2) Category 1 tankers by activating the Brigade pagers (as per OP - 5).

> If neither of the local and next nearest Brigade have BA, respond the nearest 2 BA Brigades by activating the Brigade pagers (as per OP-5).

> It is policy to respond two (2) heavy tankers to a structural fire. On this basis, the <u>nearest</u> two (2) available heavy tankers must be responded.

> Eg: For a report of a structure fire in "Kentucky Drive, Glossodia", then the nearest tankers to be responded would generally be from Glossodia and Tennyson Brigades. The nearest BA Brigades would be Glossodia and Wilberforce

> Immediately respond two (2) Group Officers to the incident. Consider the proximity of the Group Officers' location relative to the incident and, where possible, respond the Group Officer nearest to the incident.

NOTE: Current Group Officers reside in the following areas:

Call Sign	Name	Home Location	Work Location
W1	Ken Pullen	Kurrajong	Kurrajong
W2	Don McKillop	St Albans	St Albans
W3	Phil Hurst	Kurrajong Heights	Kurrajong Heights
N1	Craig Burley	Colo Heights	Windsor
N2	Mal Bobrige	Blaxland Ridge	Blaxland Ridge
N3	Paul Bryant	Upper Colo	Upper Colo
S1	Chris Petrikas	Tennyson	Tennyson
S2	Dave Ryan	Bligh Park	Richmond
S3	Ian Wedge	South Windsor	South Windsor

➢ Once an incident has been confirmed, Update ICON, details will include type of incident, number of vehicles, including their categories and number of personnel in attendance.

➢ As soon as a structural fire is confirmed by a Brigade Senior Officer, contact should be made with the ranked Duty Officer or if they are not ranked the On-Call Officer, Windsor Police & Endeavour Energy to request disconnection of the power supply.

➢ ICON needs to be updated with any significant changes.

➢ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form.

➢ Any concerns regarding a structural incident should be referred to the ranked Duty Officer or if they are not ranked the On-Call Officer

OP- 8   <u>**MOTOR VEHICLE FIRES**</u>

➢ On receipt of a call, from any source, obtain all the relevant information:

- Name & telephone number of caller if not from "OCC"
- Nature of incident
- Location
- Nearest cross street (if possible)
- Incident number (if the call is from "OCC")

Record this information on the blue Fire / Incident forms together with the time of call.

➢ Select the Brigade to be responded by referring to the Street Directory marked with all Brigade boundaries or using Dispatch.

➢ Respond the local Brigade by: -

1. Activating the Brigade pagers

➢ A heavy tanker should always be responded to a motor vehicle fire. If a light tanker (eg a "7" or "9" unit) responds first, ensure that a heavy tanker follows. If a heavy tanker is unable to be responded, then it will be necessary to respond the next nearest Brigade's heavy tanker (Cat1).

➢ If the call has been received from a source other than OCC, phone OCC and ask them to create an Incident and ask for "Incident Number".

➢ Once an incident has been confirmed, Update ICON, details will include type of incident, number of vehicles, including their categories and number of personnel in attendance.

➢ If there are any significant changes to the incident an updated Situation Report is to be completed in ICON.

➢ Ascertain from the Brigade if any other authorities are on the scene or if any are needed to assist.

➢ Obtain from Brigade prior to them leaving the scene: -

o Model of the vehicle
o Registration and state of registration
o Location of vehicle

➢ Inform Windsor Police and advise:-

- o Location
- o Make, model, colour and registration number of the vehicle

➢ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

OP - 9   <u>MOTOR VEHICLE ACCIDENTS</u>

➢ On receipt of a call, from any source, obtain all the relevant information:

- Name & telephone number of caller if not from "OCC"
- Nature of incident
- Location
- Nearest cross street (if possible)
- Incident number (if the call is from "OCC")

Record this information on the blue Fire / Incident forms together with the time of call.

➢ Respond Brigade by;

1. Activating the Brigade pagers

➢ A heavy tanker should always be responded to a motor vehicle accident. If a light tanker (eg a "7" or "9" unit) responds first, ensure that a heavy tanker follows. If a heavy tanker (Cat 1) is unable to be responded, then it will be necessary to respond the next nearest Brigade's heavy tanker.

➢ If the call has been received from a source other than OCC, phone OCC and ask them to create an Incident and ask for "Incident Number".

➢ Once an incident has been confirmed, update ICON, details will include type of incident, number of vehicles, including their categories and number of personnel in attendance.

➢ If there are any significant changes to the incident an updated Situation Report is to be completed in ICON.

➢ Ascertain from Brigade, what other authorities are needed and/or already on the scene.

➢ Obtain from Brigade prior to them leaving the scene: -
  o Model of the vehicle
  o Registration and state of registration
  o Location of vehicle

> ➢ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

> ➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

> ➢ If the accident involves a fatality contact is to be made with ranked Duty Officer or if they are not ranked the On-Call Officer.

OP- 10   <u>**ROAD SPILLAGE INCIDENTS**</u>

➢ On receipt of a call, from any source, obtain all the relevant information:

- Name & telephone number of caller if not from "OCC"
- Nature of incident
- Location
- Nearest cross street (if possible)
- Incident number (if the call is from "OCC")

Record this information on the blue Fire / Incident forms together with the time of call.

Select the Brigade to be responded by referring to the Street Directory marked with all the Brigade boundaries or by using Dispatch.

➢ Respond Brigade by;

- ○ Activating the Brigade pagers

➢ If the call has been received from a source other than OCC, phone OCC and ask them to create an Incident and ask for "Incident Number".

➢ Once an incident has been confirmed, update ICON, details will include type of incident, number of vehicles, including their categories and number of personnel in attendance.

➢ If there are any significant changes to the incident an updated Situation Report is to be completed in ICON.

➢ Obtain from the Brigade whether spillage is on a Main Road or a Secondary Road. (Main Roads are described in Street Directories as eg. "MR 182" and are maintained by RMS [previously RTA]. All other roads are maintained by Hawkesbury Council).

➢ If it is necessary to cover the spill with sand, then contact: -

- ○ Main Road - RMS
- ○ Secondary or Council Roads - Hawkesbury Council

➢ Depending on the circumstances, the incident may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

OP- 11   <u>HAZARDOUS MATERIAL INCIDENTS</u>

➢ On receipt of a call, from any source, obtain all the relevant information:

- Name & telephone number of caller if not from "OCC"
- Nature of incident
- Location
- Nearest cross street (if possible)
- Incident number (if the call is from "OCC")

➢ Record this information on the blue Fire / Incident forms together with the time of call.

➢ If call is received from "OCC", to a reported gas leak then request 1 FRNSW Pumper to attend immediately for gas monitoring.

(If the call is received from another source, then OCC should be contacted and an Incident Number and response requested from FRNSW [as in Point 3 above])

➢ Select the Brigade to be responded by referring to the Street Directory marked with all the Brigade boundaries or by using Dispatch.

➢ Respond Brigade by;

1. Activating the Brigade pagers

➢ ICON needs to be updated regularly or when any significant change occurs.

➢ Obtain from the Brigade, if possible, the type of goods, name of company marked on goods, and/or name of carrier.

➢ If no FRNSW unit is in attendance, then contact FRNSW and seek an immediate response of a HazMat unit.

➢ Details of item/s involved should be passed onto FRNSW for advice on how to manage the incident. Once advised by FRNSW this information should be passed onto the Brigades on site.

➢ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

OP- 12   <u>OTHER RURAL FIRE DISTRICTS</u>

- ➤ If notification is received from "OCC" of a fire or incident in a neighbouring district, then advise "OCC" so that they can re-direct the call. A Fire/Incident Report form is to be completed in respect to the incident.

- ➤ Should the call be accepted before realising it is not within the Hawkesbury Rural Fire District, then the call should be passed onto the OCC as soon as possible. A Fire/Incident Report form is to be completed in respect to the incident.

- ➤ If another District requests assistance, the Duty Officer Officer <u>MUST</u> be notified, if they are not ranked the On Call Officer needs to be contacted in order to authorise appropriate Brigade/s to respond.

- ➤ When the Duty Officer/On-call has authorised a Brigade or Brigades to assist another District, Brigades responding should be instructed to switch to the other district's PMR/GRN channel, and operate under that District's jurisdictional responsibility, this should be obtained from the requesting District.

- ➤ If Hawkesbury Brigades require additional resources at an incident in the Hawkesbury, these resources should initially be sourced from within the Hawkesbury District unless the use of another District's resources has been authorised by Ranked Officer.

- ➤ If notification is received of a Hawkesbury Brigade responding to a local call within another district, the appropriate Fire Control Centre should be contacted immediately and confirmation sought as to whether the Hawkesbury unit is required. If the assistance of the Hawkesbury Brigade is required, then the Duty Officer or if not ranked the On Call Officer should be advised of the situation. If not, then the Hawkesbury unit should be advised to return to their station as soon as possible.

- ➤ Any incident where a Hawkesbury Brigade is assisting another District is notifiable to State Operations. Refer to *OP - 28– Notifying State Operations is located in the Firebook.*

- ➤ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

OP- 13   <u>**NPWS INCIDENTS**</u>

➤ If notification is received of a bush or grass fire within a National Park or State Recreation Reserve or within 8 km of these, then the Ranked Duty Officer or On Call Officer and the appropriate NPWS office must be notified. Contact numbers for NPWS offices are located in the Fire Book.

➤ Where NPWS request assistance, contact must be made with the Ranked Duty Officer or On Call Officer as soon as practicable after the response.

➤ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➤ Details of the incident must be recorded on an Incident Report form.

OP- 14　　　　FLOOD & STORM INCIDENTS

- ➢ Brigades or Operations Room Personnel may be requested by other authorities or by individuals to assist with flood, storm and tempest related incidents.

- ➢ All such requests must be referred to the Ranked Duty Officer or On Call Officer for approval before a Brigade participates in any flood related activity.

- ➢ Depending on the circumstances, the incident may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

- ➢ These incidents should be recorded on an Incident Report Form. Brigades will submit their crew names via email or fax.

OP- 15   <u>SEARCH AND RESCUE INCIDENTS</u>

➢ Brigades or Operations Room Personnel may be requested by other authorities or by individuals to assist with Search and Rescue Incidents.

➢ All such requests must be referred to the Ranked Duty Officer or On Call Officer for approval before any Brigade participates in any Search and Rescue related activity.

➢ Depending on the circumstances, the fire may be considered "notifiable". Refer to *OP - 28– Notifying State Operations which is located in the Firebook.*

➢ Details of the incident must be recorded on an Incident Report form. Brigades will submit their crew names via email or fax.

OP- 16   <u>INJURIES TO FIREFIGHTERS</u>

- ➢ Where advice is received of a serious injury to, or death of, a firefighter, immediate contact <u>MUST</u> be made firstly with the Ambulance Service via 000 then the Ranked Duty Officer or On Call Officer (who in turn will contact the FCO).

- ➢ Minor injuries eg. Those not requiring either an ambulance or hospitalisation should be noted on the incident report and reported to the Ranked Duty Officer or On Call Officer.

- ➢ The member will need to complete a Notification of Injury/ Near Miss Form as soon as practicable after the incident.

- ➢ All details of any major or minor injuries should be recorded on a yellow message form and referred to the Ranked Duty Officer or On Call Officer (who in turn will contact the FCO).

- ➢ No details of the incident should be given to the media without prior authorisation from the Ranked Duty Officer or On Call Officer.

- ➢ The next of kin <u>must</u> be advised as soon as possible. The notification must only be done after consultation with the FCO If not available, their delegate

- ➢ If a "Notification of Injury/ Near Miss" form is received by Fire Control, the Ranked Duty Officer or On Call Officer must be advised.

OP- 17   <u>DAMAGE TO BUSH FIRE EQUIPMENT</u>

➢ If a bush fire vehicle is involved in a motor vehicle accident or is extensively damaged whilst engaged in firefighting activities, then the Ranked Duty Officer or On Call Officer must be contacted in order to obtain authorisation to effect repairs or take any other action deemed necessary.

➢ Any damage to RFS Stations/vehicles or equipment must be reported to Fire Control in a timely manner. All damage must be reported in writing by completing the appropriate forms dependant on the item damaged. These forms are generally completed by the OIC at the time or driver when it is a vehicle.

BREAKDOWN OF BUSH FIRE VEHICLES

➢ If a bush fire vehicle develops mechanical problems on the fireground, then the Ranked Duty Officer or On Call Officer must be contacted in order to obtain authorisation to arrange for any necessary repairs.

➢ All details relating to any minor damage to or breakdown of bush fire vehicles or equipment should be noted on a yellow message form and referred to the Ranked Duty Officer or On Call Officer. (Minor is defined as damage or breakdown that does not substantially effect the serviceability of the unit)

➢ If the damage or breakdown is likely to render the unit unserviceable for firefighting purposes, then this fact should be indicated on the resources board appropriately, ie. a "U/S" magnet needs to be placed beside the vehicle on the Resources Board.

OP- 18   <u>TOBAN / NO BURN DAYS DECLARATION</u>

- ➢ Record details of declaration on pink TOBAN / No Burn Day form which is located between fax machine and paging computer.

- ➢ Notify Ranked Duty Officer or On Call Officer of details of declaration.

- ➢ Activate pagers (General Broadcast) with appropriate message. (OP - 5)

- ➢ Contact all personnel as detailed on the TOBAN / No Burn Day form which is located between fax machine and paging computer.

NOTE: The Hawkesbury Rural Fire District is in NSW Fire Area "Greater Sydney Region". If a TOBAN or No Burn Day is declared in "Greater Sydney Fire Area", then a TOBAN or No Burn Day will apply to the entire Hawkesbury Rural Fire District.

OP- 19 <u>CATERING AT INCIDENTS</u>

It is important for Brigade personnel to be fed during major fire operations or other incidents involving extensive periods of time. The procedures necessary to achieve this are defined below:-

➢ CATERING GROUP

The Catering Group consists of volunteer personnel, who will cater for Brigades involved at any incident where the number of personnel and commitment warrant. Any request for mobilisation of the Catering Group <u>MUST</u> be approved by the Ranked Duty Officer or On Call Officer.

Details of numbers, proposed mealtime and assembly area should be passed on to the Catering Officer at the earliest opportunity.

➢ BRIGADE

Each Brigade should carry enough rations so as to be self-sufficient for up to twenty-four (24) hours.

> Brigades will normally be responsible for their own meals during:-
>
> a) minor fires or incidents
> b) major fires where less than four (4) hours have elapsed since the commitment of the Brigade
> c) Brigade exercises

It is generally accepted that where a Brigade is assisted by another Brigade, then meals should be provided by the local Brigade where the incident is expected to continue over normal meal times.

OP- 20 <u>**MEDIA RELEASES**</u>

➤ Operations Room personnel are not authorised to provide statements to the media unless authorised by the Ranked Duty Officer or On Call Officer.

➤ It will therefore be necessary to direct all enquiries from the media to the Ranked Duty Officer or On Call Officer or in his/her absence the Group Officer in charge.

OP- 21 <u>TELEPHONE SYSTEM OPERATION</u>

- ➤ The telephone system in the Fire Control Centre receives calls whether the caller dials the Fire Line – 4575 1505, the "old" General Enquiries Line – 4575 1601 or the "new" General Enquiries Line – 4560 6400.

- ➤ Calls from OCC or members of the public etc. who ring the Fire Line will be received on Lines entitled "Fire 1", "Fire 2" and "Fire 3". The regular Telstra phone in the Operations Room will also ring when these lines are activated.

- ➤ Calls to the "old" General Enquiries Line will be received on the lines entitled "Admin 1" and "Admin 2". Caller ID will not be displayed when calls are received on these lines.

- ➤ Calls to the "new" General Enquiries Line will be received on lines entitled "Digital 1" to "Digital 10". Unless the caller has "Caller ID" turned off, their number will be displayed. If they are programmed into our "Quick Dial" system, their name will be displayed.

HOW TO MAKE AN OUTSIDE CALL

- ➤ If calling a person whose number is stored in the "Quick Dial" find the person on one of the laminated lists near each phone, or

- ➤ If calling a person not stored in the "Quick Dial, dial a "0" before the telephone number. It is not necessary to select a line.

HOLDING AN OUTSIDE CALL

EVERY call is to be put on hold if you need to consult someone else, no matter whom the caller is or who the person you are consulting is.

- ➤ Ask the caller to wait.

- ➤ Press the white button beside the word "Hold" on the screen. Due to the slight differences in the models of the phones in the Fire Control Centre, it is possible that you may not readily see the word "hold" on the screen of the phone.

- ➢ If this is the case, push the "down" button (lower section of silver circle in middle of phone) and "hold" will be displayed.

- ➢ A "musical note symbol" will be displayed beside the line on which the caller called. The caller can no longer hear what is being said.

- ➢ This call is now available to any other extension. To retrieve the call from any extension, lift the handset and press the "musical note symbol".

- ➢ If the call is not retrieved by any other extension, then after a period of approximately 40 seconds, the extension where the call was answered will ring for a period of time and "recalling" will be displayed on the screen.

TRANSFERRING AN OUTSIDE CALL TO ANOTHER EXTENSION

To transfer a call to another extension:-

- ➢ Ask the caller to wait.

- ➢ Place the caller on hold.

- ➢ Find the person/extension that you require on the RHS of phone. Press the button and the extension will ring.

- ➢ Wait for the called person/extension to answer.

- ➢ Advise the person whose calling. They can choose to:-

  - o take the call immediately – you press "Transfer" (***See below) or
  - o take the call in their own time, you advise them which line it's on and hang up.

- ➢ If the person/extension is busy, you will be able to ascertain this as there will be a black square beside their name/extension on the phone.

***NOTE: Due to the slight differences in the models of the phones in the Fire Control Centre, it's possible that you may not readily see the word "transfer" on the screen of the phone. If this is the case, push the "down" button and "transfer" will be displayed.

OP- 22   <u>MONTHLY PAGER & RADIO TEST PROCEDURE</u>

- ➢ Enter the Fire Control Centre as per **OP – 1**.

- ➢ Obtain the Radio Check Sheet which is located in the drawers next to the paging computer.

- ➢ Mark the date on the top of it. Determine the date of the next Radio Test and mark it at the bottom of the sheet.

- ➢ Contact Hawkesbury Duty Officer to advise taking over for monthly test.

- ➢ Contact the OCC on 1800 268 747, to take back "Fire Control". Advise you are conducting the monthly radio test and that you will be handing back Fire Control in approximately 30 mins.

- ➢ At 2000hrs, set off the pagers by selecting "General Broadcast" and typing in the message "Monthly radio and pager test".

- ➢ Commence the radio test once the pager printer has commenced printing (this indicates that the pagers have been activated).

- ➢ Call Brigade units one at a time, making sure to alternate Brigades rather than calling all units from one Brigade consecutively (there may be only one member at the Station to do the radio test and time needs to be allowed for him/her to get into the next unit to answer the radio).

- ➢ Mark the sheet as per the key at the bottom of the Radio Test Sheet. Leave sheet on radio desk for staff.

- ➢ Close Fire Control Centre as per **OP-3**

  NOTE: Any changes to vehicles or personal (e.g. location) should be updated verbally. There is no need to fax the Hawkesbury Handover Checklist.

OP- 23   **FAX MACHINE OPERATION**

➢ The Fax Machine in the Ops Room will receive messages automatically.

➢ A list in a plastic folder near the Fax Machine shows the parties programmed into this machine. These are divided into "Speed Dial" and "One-touch". To dial a "Speed Dial" number, use the number keys. To dial a "One-touch" number, use the numbers located on the in front of the fax machine.

➢ To send a fax to any of these locations:-

  o Press key/s that corresponds to the person to be sent a fax.

  o Press the "start" button.

➢ If the required number is not on the abbreviated dial list, simply insert cover sheet and item to be faxed, key in the appropriate fax number, then press the start button.

➢ Fax machine operation can take place from the Operations Room or Reception. Switching between these two locations is achieved by moving the Switch (see OP 1 or 2) which is located between the Fax machine and Diverter.

The operations room fax machine is generally reserved for incoming faxes during busy periods. At such times out-going faxes should be sent from the fax machine at the rear of the Resource Officer's office. On most occasions, faxes can be sent and received in the Operations Room.

OP- 24   <u>**WEATHER STATION OPERATION**</u>

➢ The local Hawkesbury FC weather station has been removed from Service.

➢ All weather observations are now taken from the BOM weather site located at the Richmond RAAF Base.

➢ Hourly readings of temperature, relative humidity, wind direction, average speed and gusts (from Richmond RAAF) can be broadcast over the Hawkesbury Radio Network as time permits and should be recorded on a yellow weather information sheet which is located in the drawers next to the paging computer.

OP – 25   <u>AIR CONDITIONER OPERATION</u>

> ➢ The air conditioner installed in the Fire Control Centre operates on a timer system between the hours of 8am to 5:30pm daily.

> ➢ If the air conditioner is required after hours, press and hold the button in the operations room to activate the air-conditioning for four (4) hours.

> ➢ There is no need to switch off the air-conditioning system as it is automatic.

OP- 26   <u>POWER FAILURE PROCEDURE</u>

➢ The generator will start automatically within 15 seconds of the mains power failing. No action is required from Communications Group or staff members.

➢ When mains power is restored, the generator will automatically turn off.

➢ If the generator fails to start within 3 minutes, contact the Ranked Duty Officer or On Call Officer.

➢ The Communications vehicle is to be setup and made operational.

OP- 27 RESPONSE OF GROUP OFFICERS

➢ There are several circumstances when a Group Officer may need to be responded to an incident, such as: -
   o All structural incidents (refer to OP-7)
   o Incidents where three or more Brigades are involved
   o Certain incidents where a joint response is occurring with FRNSW or another agency
   o An incident that has escalated beyond the control of Brigades/Group Officers in attendance.

➢ Before responding a Group Officer, other than for a Structural Incident (Refer to OP-7), it will be necessary to contact the Ranked Duty Officer or On Call Officer. They will generally suggest which Group Officer/s you should contact.

➢ If it is necessary for you to determine which Group Officer/s to respond, consider the proximity of the Group Officers' location relative to the incident and, where possible, respond the Group Officer nearest to the incident.

   Eg. An incident at Bilpin would require the response of Group Officer who lives close to Bilpin.

➢ **Page** the selected Group Officer. If they don't answer or are unavailable, select another Group Officer to respond.

NOTE: Current Group Officers reside in the following areas:

Call Sign	Name	Home Location	Work Location
W1	Ken Pullen	Kurrajong	Kurrajong
W2	Don McKillop	St Albans	St Albans
W3	Phil Hurst	Kurrajong Heights	Kurrajong Heights
N1	Craig Burley	Colo Heights	Windsor
N2	Mal Bobrige	Blaxland Ridge	Blaxland Ridge
N3	Paul Bryant	Upper Colo	Upper Colo
S1	Chris Petrikas	Tennyson	Tennyson
S2	Dave Ryan	Bligh Park	Richmond
S3	Ian Wedge	South Windsor	South Windsor

OP -28   <u>NOTIFYING STATE OPERATIONS</u>

There are numerous circumstances, previously mentioned in these procedures, when State Operations must be notified of an incident. These are outlined on the document *4.03.01 Notifiable Incidents* which is displayed on the white board.

The procedure for contacting State Operations is:-

➢ If an incident is thought to be notifiable, contact the Ranked Duty Officer or On Call Officer who will determine whether State Operations should be notified.

➢ If the Ranked Duty Officer or On Call Officer agrees that State Operations should be notified, contact should be made by phone. The phone number can be found in the Fire Book.

➢ ICON needs to be updated to reflect it has been made a notifiable incident.

➢ The time of contact with State Operations should be noted on the Incident Report in the appropriate location.

➢ If the incident is of lengthy duration, ICON needs to regularly updated.

➢ At the end of the incident, a "STOP" needs to be phoned through to State Operations, ICON completed and noted in the appropriate position on the Fire/Incident Report.

OP- 29　　　**FIRE GROUND RADIO**

The Fire Ground (FG) radio network is used to support fire ground operations on a tactical level.

The primary channel used for fire ground operations in Hawkesbury is **FG15**. Other channels can be used for operations and training on request to Fire Control. These extra channels can be allocated in consultation with the Ranked Duty Officer or On Call Officer.

It should be noted that when the OCC has the radio, Brigades may utilize Channels 1 to 8 without approval from the Ranked Duty Officer or On Call Officer.

When allocating FG channels we need to be mindful of other users including surrounding Districts, however it is suggested that if an extra FG channel is requested by a Brigade we start with FG1 and work upwards (eg FG 2 then FG3 etc).

The District has several emergency FG Repeaters, located at Bucketty, Wisemans Ferry and at Kurrajong Heights. All these units work on FG repeater channels 1 through to 4. These units can be remotely activated via the pager network. Ranked Duty Officer or On Call Officer approval must be sought prior to activating these units.

OP- 30 <u>**OPERATIONS ROOM MONITORS**</u>

The TV screens in Operations Room are to be set to the following channels (left to right):-

- ➤ ABC News

- ➤ ICON Intel Log

- ➤ Paging Notification

- ➤ Weather Lightning Tracker

- ➤ BOM Radar

- ➤ Fire Weather Viewer

- ➤ Time, Duty Officer and On Call status board.