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10 August 2017

Mr Leighton Drury
State Secretary
Fire Brigade Employees' Union
1-7 Belmore St
Surry Hills NSW 2010

Dear Mr Drury

Re: Improvements to Response Protocols

I write on behalf of the Commissioner regarding the earlier proposed strategy, 'Risk Based Response Protocols', which will no longer be progressed. Some refinements of our response protocols can however be made so as to ensure that the quickest, most appropriate number and type of crews and equipment are dispatched to incidents. These improvements can now be made given the technological developments of 'Automatic Vehicle Locators' (AVL) and in our Emergency Services Computer Aided Dispatch (ESCAD) system, which has enabled better analysis of data in relation to the mobilisation time of various fire crews and appliances.

I write to you pursuant to 27.4 of the *Crown Employees (Fire & Rescue NSW Retained Firefighting Staff) Award 2017* (the Retained Award), to give the union notification of those proposed changes and to provide a reasonable opportunity for the union to present its views.

This consultation mechanism has been triggered as some Retained Brigades may encounter a substantial and ongoing reduction in the work collectively available to that Brigade's employees (Clause 27.2.3 of the Retained Award).

The improvements to response protocols to be implemented are as follows:

- No change to the standard alarm response level, however the overriding outcome will remain to dispatch the quickest, most appropriate number and type of FRNSW crews and equipment to incidents.
- A mobilisation time of 170 seconds will be applied to permanent and retained crews who are at their station, with 140 seconds being applied to permanent and retained crews that are mobile and 353 seconds to retained crews who are not at their station.
- At mixed stations (permanent and retained brigades co-located) the appliances will be entered into ESCAD as individual appliances, including their respective mobilisation times and activated accordingly.

For example, Dubbo Station will be represented on the ESCAD system as Alpha appliance (permanent crew), Bravo appliance (retained crew) and Hazmat Tanker (retained crew). Should a call be received to a structure fire / Automatic Fire Alarm (AFA) etc, which currently requires a 2 pump response in Dubbo's station area, both the permanent and retained appliances will be activated (including the Hazmat Tanker),



however if the same call was received in Delroy's station area, Delroy (Retained crew) will be activated, and in this case both the Pumper (Retained) and Water Tanker (Retained), and the permanent crew only at Dubbo would be activated. As per current protocols, if further calls are received to the incident or at the request of the Incident Commander, then an increase in the response will occur.

- Similarly, at mixed stations, where there is a pumper with permanent crew and water tanker with retained crew, they will be entered into ESCAD as individual appliances, including with their own mobilisation time and activated accordingly. Discretion still remains with the permanent Station Officer to activate the water tanker if required.

As such, for example, if a call is received to an AFA in the Campbelltown station area, the quickest two pumps will be activated only. However, if it is to a structure fire, bushfire or incident specifically suited to a Water Tanker, then the water tanker is also activated.

Please note that the stations most impacted will be mixed stations and those Retained station positioned close-by to permanent stations. The vast majority of retained stations however will experience no change in call rates under these revised protocols and as such it is proposed that implementation will be done locally through discussions with local commands and crews so that any specific local arrangements and knowledge can be captured, discussed and implemented as necessary.

I now seek that your union present its views in relation to this proposal within 14 days so that affected retained firefighter brigades may be notified of the proposed changes and the implementation timetable in accordance with clause 27.6.

If you would like to discuss this in the interim, please contact Bernard King, Director Employee Relations, in the first instance on 9265 2677 or email Bernard.king@fire.nsw.gov.au.

Yours sincerely



Jim Hamilton AFSM
Deputy Commissioner Field Operations