



Service Standard 3.2.2

Assistance to Other Emergency Service Organisations

Version	2.2
SOPs	None
Policy Owner	Deputy Commissioner Field Operations
Policy Contact	Director State Operations
Approval Date	8 Jan 2025
Next Review	8 Jan 2030

1. Purpose

- 1.1 Under section 9 of the *Rural Fires Act 1997* the functions of the Rural Fire Service (RFS) include assisting other agencies.
- 1.2 The NSW State Emergency Management Plan (EMPLAN) specifies which agency is the combat agency (the agency in control) for various types of incidents and the associated support arrangements.
- 1.3 The RFS through the National Council of Fire and Emergency Services (AFAC) participates in the Arrangements for Interstate Assistance (AIA) for deployment of RFS resources interstate and across AFAC member agencies.
- 1.4 The RFS, through AFAC, participates in the National Resource Sharing Centre (NRSC) for deployment of RFS resources nationally and internationally.
- 1.5 This Service Standard outlines how the RFS provides assistance to other emergency service organisations (ESOs) in the context and scope of operational incidents, including when another agency is the specified combat agency. Other forms of non-operational inter-agency cooperation (such as training assistance) are not covered by this Service Standard.
- 1.6 This Service Standard does not apply to aviation requests facilitated through the National Aerial Firefighting Centre (NAFC) or RFS State Air Desk arrangements.

2. Policy

Assistance to Emergency Service Organisations (ESOs) within NSW

- 2.1 When assistance to another ESO is provided by the RFS it shall be consistent with the NSW EMPLAN and also with:
 - a. The terms of any relevant authorised Mutual Aid Agreement (MAA), Memorandum of Understanding (MOU) or other agreed plan with that agency, and

- b. The terms of the request received from the ESO or combat agency
- 2.2 If a request for assistance is received from an ESO other than the relevant combat agency for an incident, the combat agency shall be notified as soon as possible.
- 2.1. At an incident that would normally be under the jurisdiction or control of another combat agency, members of the RFS may, in the absence of that agency, take any reasonable actions within their capability to safely protect people and things that people value until that agency arrives and takes control.
- 2.3 When the specified jurisdiction or combat agency arrives after the RFS at an incident, control shall be handed over to them and the RFS should provide any further assistance to that combat agency as requested, within their capability.
- 2.4 If a request for assistance is received by an RFS Area Command or the State Operations Centre, then the District in which the event is located shall be notified as soon as practicable.
- 2.2. If a request for assistance is received by a District that is beyond the capacity of the local RFS resources, the request must be escalated to the State Duty Operations Officer (SDOO).
- 2.5 When determining what, or if, action should be taken prior to the arrival of the combat agency, a member of the RFS must take into account:
 - a. The level of training of the RFS members present or otherwise available to respond to the incident
 - b. The resources that are available
 - c. The urgency of the situation, and
 - d. The health and safety of members of the RFS.

Assistance to other Agencies - Interstate or International

- 2.6 When assistance to an Interstate or International ESO or jurisdiction is provided by the RFS it shall be consistent with:
 - a. The terms of any relevant authorised Mutual Aid Agreement (MAA), Memorandum of Understanding (MOU) or other agreed plan with that agency, and
 - b. Consistent with any plan or agreement as developed by the NRSC, or
 - c. Where applicable the specific terms of the request received from the requesting State, Jurisdiction or Country.

3. Definitions

None

4. Document control

Release history

Version	Date	Summary of changes
1.0	4 August 2003	Initial release
2.0	10 October 2013	Repealed and remade SS 3.2.2 v1.0 Reinstated from SS 3.2.1 Coordinated Firefighting, Incident Management, Air Operations and Assistance v2.0
2.1	6 December 2017	Repealed and remade SS 3.2.2 v2.0 Title changed from 'Assistance to Other Agencies' to 'Assistance to Other Emergency Service Organisations'

Version	Date	Summary of changes
		Updated to align with current processes
2.2	T8 Jan 2025	Administrative update to reflect current branding and organisational alignment

Approved by

Name	Position	Date
Rob Rogers AFSM	Commissioner	8 Jan 2025

Related documents

Document name
Fire Brigades Act 1989
Rural Fires Act 1997
State Emergency Service Act 1989
State Emergency and Rescue Management Act 1989
NSW State Emergency Management Plan (EMPLAN)
Service Standard 3.1.2 Incident Dispatch
Service Standard 3.1.3 Incident Reporting
Operational Management Procedures