



## SERVICE STANDARD 3.1.2 INCIDENT DISPATCH

ITEM	DESCRIPTION
Version Number	2.1
SOPs	> None
Owner	Executive Director, Operations
Contact	Director, Response and Coordination
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### 1 Purpose

- 1.1 This Service Standard outlines how NSW Rural Fire Service (NSW RFS) resources shall be dispatched to incidents.
- 1.2 This Service Standard assists in ensuring that appropriate resources get to the scene of an incident as soon as possible after a call for assistance is received.
- 1.3 Section 9 of the *Rural Fires Act 1997* prescribes functions of the Service encompassing the provision of rural fire services for New South Wales.

### 2 Policy

- 2.1 Each NSW RFS District Manager shall be responsible for the establishment and approval of a dedicated 24-hour phone system to receive and action incident calls. This system prior to establishment shall be approved by the Director Response and Coordination.
- 2.2 The Director Response and Coordination may wish to establish within State Operations, a central dispatch function to assist district managers in the receipt, dispatch and handling of incident and incident related calls.
- 2.3 Any dedicated 24-hour phone system for the receipt of incident calls shall be continuously monitored and answered by an appropriately trained person who is authorised to dispatch resources to an incident without delay.
- 2.4 The District Manager must keep a register of all authorised persons, and ensure the identity of the call taker is recorded appropriately at time of call receipt and brigade dispatch.
- 2.5 The Manager State Operations must keep a register of all authorised persons, and ensure the identity of the call taker is recorded appropriately at time of call receipt and dispatch for all districts assisted by central dispatch.

- 2.6 The dispatch of brigades is to be consistent with any relevant directions or procedure such as those outlined within:
- a. Mutual Aid Agreements (MAAs);
  - b. Operational Communications Service Level Agreement (OCSLA);
  - c. Memorandum of Understanding (MOU) with Fire and Rescue NSW (FRNSW);
  - d. MOU's with other Emergency Service Organisations;
  - e. NSW RFS Centralised Dispatch response protocols (where applicable);
  - f. NSW RFS Fire Ground SOPs; and
  - g. Local District SOPs.
- 2.7 Where reports of fire or related incidents are received via a FRNSW ComGen or local exchange, action will be taken in accordance with the MOU, OCSLA and MAA.
- 2.8 The District Manager is to ensure that all incidents related calls and any action associated within such calls including dispatch of NSW RFS brigades are accurately logged and recorded within approved operational log books, and approved NSW RFS incident reporting systems, (e.g. ICON).

### 3 Related documents

- > [Rural Fires Act 1997](#)
- > [Service Standard 3.1.6 Operational Protocols and Procedures](#)

### 4 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
1 Sep 1999	1.0	Initial release
15 Oct 2001	1.1	<ul style="list-style-type: none"> <li>&gt; Repealed and remade Service Standard 3.1.2 v1.0</li> <li>&gt; Clauses 3 and 7</li> </ul>
5 Nov 2007	1.1	<ul style="list-style-type: none"> <li>&gt; Repealed and remade by Service Standard 3.1.13 v2.0</li> </ul>
10 Oct 2013	2.0	<ul style="list-style-type: none"> <li>&gt; Separated and reviewed relevant content from Service Standard 3.1.13 v2.0</li> <li>&gt; Remade relevant content from Service Standard 3.1.13 as Service Standard 3.1.2 v2.0</li> </ul>
5 Dec 2017	2.1	<ul style="list-style-type: none"> <li>&gt; Repeals and remakes Service Standard 3.1.2 v2.0</li> </ul>