

# South Australian Country Fire Service

## INTERIM SERVICE LEVEL AGREEMENT Between the CFS and MFS for Call, Receipt & Dispatch August 2007



Government  
of South Australia

**Document History**

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C4	ABSOLUTE, warranting the highest level of protection	Secure and highly restricted access, no copying
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**Approval:**

Name	Title	Signature	Date
Malim Watts	CFS Manager Operations Services		

**Reference:**

Call, Receipt, Dispatch Transition Plan

Status: Approved

SACFS Operations Services

Date: August 07

Version: 7.0

**Document Control**

All proposed changes to this Document shall be forwarded to the Document Custodian:

Manager Operations Services  
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- Who may approve the incorporation of amendments, that is changes that do not alter the sense, meaning or intent of the document, or
- Shall propose the changes for approval by the above signatories where revision may be required that alters the sense, meaning or intent of the document.

**Interim Service Level Agreement (SLA) between the South Australian Country Fire Service (CFS) and the South Australian Metropolitan Fire Service (MFS) for the provision of Call, Receipt and Dispatch services.**

**DESCRIPTION OF THE SA COUNTRY FIRE SERVICE**

- 1 The South Australian Country Fire Service (CFS) is a community based fire and emergency service dedicated to protecting life, property and environmental assets in rural and semi-urban South Australia.
- 2 The CFS works in collaboration with other agencies, industry and the community to reduce risks and combat hazards. We provide information about hazards to people so they understand the risk they face and what they need to do to mitigate those risks and endure hazardous situations. We are well recognised and highly respected in the community for our competent intervention, response and management of incidents and our facilitation of community recovery.
- 3 CFS is a statutory authority reporting to the Minister for Emergency Services within the Justice Portfolio. The CFS consists of over 16,000 volunteers and 185 full-time equivalents, providing a range of fire and emergency services to all communities in the CFS area in South Australia from over 430 locations. The extraordinary contribution of CFS volunteers is vital in ensuring the ongoing delivery of fire and emergency services to the Community of South Australia.
- 4 CFS attends around 7,000 incidents each year. These incidents include:
  - Bushfires
  - Fire protection at road crashes
  - Rescue of trapped persons from road crashes
  - Hazardous materials spills
  - Structure and motor vehicle fires
  - Support to Metropolitan Fire Service and State Emergency Service
- 5 In addition, CFS performs an important role, with local government, in fuel removal and bushfire prevention, and in community bushfire and fire safety education.
- 6 With a vision of “***a safer community***”, the CFS mission is to protect life, property and the environment from fire and other emergencies, whilst protecting and supporting CFS personnel and continually improving.

**Glossary of terms**

000	National emergency response telephone number.
AIRS	Australasian Incident Reporting System
ALERTS	Adtec Linked Emergency Response Telephone System
BoM	Bureau of Meteorology
BOMS	Brigades Operating Management System
Brigade	A unit of firefighters with elected captain and officers
CAD	Computer Aided Dispatch
CBD	Central Business District
CBR	Chemical, Biological, Radiological
CFS	South Australian Country Fire Service
COSO	Chief Officers Standing Orders
CRD	Call, Receipt and Dispatch
CRIIMSON	Critical Resource Incident Information Management System Online Network
Comms	Communications
Comcen	SA Metropolitan Fire Service Communications Centre
DEH	Department of Environment and Heritage
DCO	Deputy Chief Officer
EMAWP	Enhanced Mutual Aid Working Party
ESO	Emergency Service Organisation
FSA	Forestry South Australia
GIS	Geographic Information Systems
Group	A unit of brigades with elected Group and Deputy Group Officers
IR	Industrial Relations
ICT	Information, Communications, Technology
MFS	South Australian Metropolitan Fire Service
OCO	Operations Centre Officer
OMG	Operations Management Guidelines
SAFECOM	South Australian Fire & Emergency Commission
SACAD	South Australian Computer Aided Dispatch
SA-GRN	South Australian Government Radio Network
SARC	State Aerial Resources Coordinator
SES	State Emergency Service
SIT REP	Situation Report
SLA	Service Level Agreement
SOCC	SACFS State Operations Call Centre
SOP	Standard Operating Procedures
SPAM	Stress Prevention and Management
UFU	United Firefighters Union
VFBA	Volunteer Fire Brigades Association

## **Service Level Agreement between the South Australian Country Fire Service and the South Australian Metropolitan Fire Service.**

### **Objective**

That there be an appropriate response to emergency calls from the South Australian community

### **Out of Scope**

The following task is considered "out of scope" in this document

- The administration and management of aerial resources. Except for the dispatch of aviation resources in accordance with CFS risk and response plans.

### **Scope**

The CFS engages the service of the MFS to:

1. Manage the Call, Receipt and Dispatch (CRD) of CFS emergency calls from the SA community and other ESO's and dispatches CFS resources as determined by CFS response plans and operational requirements.
2. Undertake and perform a number of tasks and functions associated with a Communication Centre facility.

### **Intent:**

- 1 The SACFS will formulate and manage a transition schedule for its current ALERTS operator assisted messaging to be relocated to the MFS Wakefield Street Communications facility (Comcen). This will include the provision of current contact numbers for each ALERTS telephone contact for each CFS brigade.
- 2 Response data for all areas serviced by the CFS will be progressively supplied to ensure full transition of CFS CRD prior to SACAD implementation. A close working relationship will occur between the two services to ensure a smooth and seamless amalgamation of CRD and Comcen facilities and functions.
- 3 For areas within SACFS area of responsibility, the 000 Telstra database will be managed and determined between Telstra, CFS and the MFS. This includes the default numbers for the presentation of 000 calls.
- 4 Functions listed in Appendix B will be undertaken by MFS and service delivery and performance standards contained herein will be implemented by the MFS Wakefield Street Comcen. Using the principles of continuous improvement, service delivery standards will be continually reviewed.
- 5 An issues register will be established to document complaints or anomalies in service provision and a resolution process will be established between the CFS and MFS. Unresolved issues will be elevated through each agencies Chain of Command. (EMAWP / DCO's Forum / Chief Officers).

- 6 A flow chart of how CFS 000 call are managed on presentation to the MFS Comcen – Appendix A

## **INTERIM SACFS SERVICE DELIVERY AND PERFORMANCE STANDARDS.**

### **1. Scope**

These standards are valid for the period between the transition of CFS ALERTS CRD to the MFS Comcen until the full introduction of SACAD.

### **2. CRD**

- a) It is recognised that given limitations in current CRD equipment and databases, including GIS, it is difficult to measure defined performance standards for both call receipt and the despatch functions. During this period the MFS will apply the same performance standards (currently non-defined) to CFS responses as they currently do to both MFS and SES responses.
- b) It is noteworthy that currently the MFS Comcen has an average 5 second, 000 call answering time.<sup>1</sup>
- c) MFS will establish and provide immediate and seamless full redundancy and back up capability for the MFS Comcen including the CAD system (technical) inclusive of but not limited to:
- All databases, mapping and CAD
  - System operational software.
  - Terminal equipment
  - All interfaces

### **3. Dispatch Equipment**

- a) MFS will use the current BOMS and GRN paging network as well as other GIS systems currently available within the MFS Comcen together with other technologies and systems imported from the CFS State Operations Call Centre.
- b) MFS will monitor CFS Fixed Fire Alarm pager dispatches and responses.
- c) MFS will use the telephone database to contact the Brigade ALERTS to ensure receipt of page and/or to pass on call details. (including callers phone number if required). Failure to be able to make contact with Duty Officer within 4 minutes will require the response of the CFS nominated default response.

<sup>1</sup> (2006 MFS Comcen review)

#### **4. Assistance / notifications**

- a) The MFS will respond other Emergency Service Organisations and further CFS brigades as per CFS SOPs, Road Crash Rescue directory, at the request of the CFS Incident Controller or at the request of the Brigade.
- b) The MFS will make notifications to Senior CFS Officers, other Emergency Service Organisations and Agencies as per CFS SOPs or at the request of the CFS Incident Controller. This includes significant incident notifications, Fire ban notifications and severe weather warnings.

#### **5. Data Access**

- a) MFS will not make alterations to CFS response data without approval from the CFS Communications Coordinator.
- b) MFS will provide access to CFS data provided for BOMS for modification or reporting to the CFS Communications Coordinator.
- c) MFS will provide information from other recording equipment that relates to CFS business.
- d) MFS will maintain the security and integrity of all CFS ICT information, records and databases as per SAFECOM ICT policy.
- e) MFS to maintain privacy and confidentiality of all CFS information, records and data bases kept within and external to the MFS CAD system

#### **6. Service Outages**

- a) The MFS will use existing redundancies in the BOMS and paging network to maintain CFS CRD functionality.
- b) Planned outages will be notified to the CFS Communications Coordinator no less than 24 hours prior to the planned outage.
- c) Unplanned outages or equipment failures/malfunctions that affect SACFS CRD will be notified to the SACFS Deputy State Coordinator without delay.

#### **7. Issue resolution**

- a) A CFS CRD issues resolution process will be established and maintained.
- b) MFS will provide technical support as required to CFS for analysis, investigation and resolution of discrepancies, failures and issues in the



delivery of service. This will enable both parties to effectively analyse all technical and operational issues related to MFS service delivery in accordance with this agreement. Agencies are responsible for the payment of external consultant services to resolve agency specific issues where mutually agreed.

## 8. Training

Both the CFS and the MFS have ongoing responsibilities to provide training to Comcen staff to facilitate efficient operation of the amalgamated Communication centre functionality and CFS CRD.

## 9. AIIRS Reports

- a) The MFS will collect initial incident data for the generation of AIIRS reports.
- b) The CFS will implement a system to collect information from responding Brigades to complete the report.

## 10. Revision/Modification

- a) This agreement will be periodically reviewed by the two services prior to the 30<sup>th</sup> June each year.
- b) Agreed changes that may result from this process or from the issues resolution process will be included in amendments forming an attachment to this agreement.



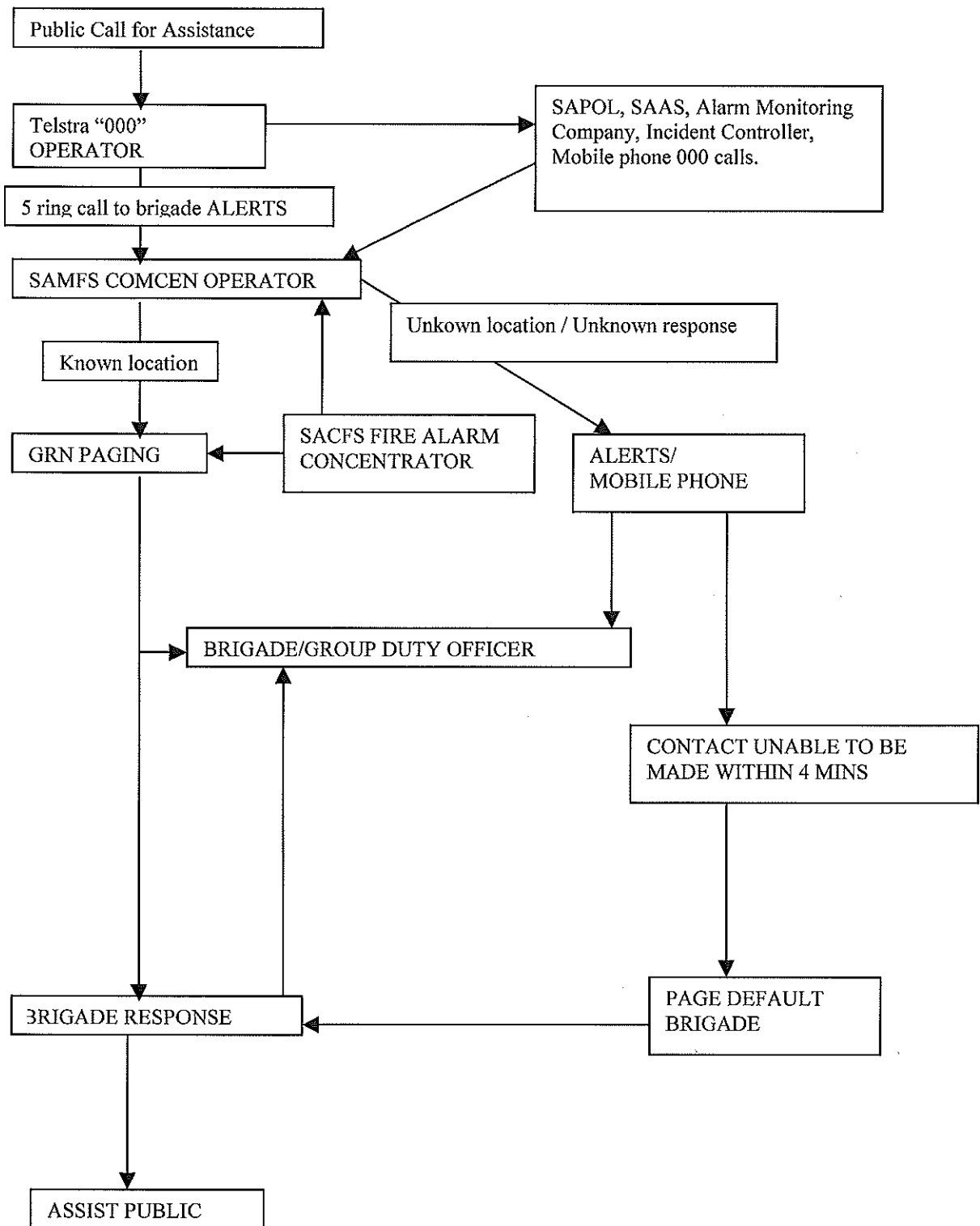
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30/08/07

Appendix 'A' CFS CRD Pathways



**Appendix 'B' Functions to be performed by MFS on behalf of CFS**

<b>Emergency Call Taking</b>
Emergency Telephone Call Receipt (000)
Receive telephone, radio call re emergency incident
Receive smoke sighting from fire towers, locate and respond brigades
Fire Alarm Monitoring
Record technicians working on fire alarms. (No permanent record required)
<b>Comcen Initial Call Analysis and Response</b>
Call and liaise with local CFS Personnel regarding nature of incident / complexity, resources required
Respond resources in accordance with CFS SOPs, incident level and local response plans as requested
Brigade Acknowledgement (within 4 minutes then Default Response activated)
Monitor local emergency call at Group Level (ALERTS)
Monitor GRN Talk groups in accordance with CFS SOPs
Receive request for additional resources
Generate and maintain Initial Incident Report Forms (IIRS) for all incidents (CRIIMSON)
Receive request for pre-planned Strike Team from Incident Controller / Regional Coordinator
Comcen will undertake Incident Management Support functions until the relevant Group Coordination Centre is functional
Respond Aerial Fire Fighting resources in accordance with risk and response plans and/or upon request of CFS Regional Coordinator, SARC or CFS Deputy State Coordinator
Respond other ESOs & Essential Services to CFS incidents
Request Multi Agency T/G Allocation from SAPOL
Comcen will provide an Assisted Messaging Service for operational resource deployment
When the Brigade receives an Incident Call via ALERTS (if the call is in the response area of another Brigade, record the details, and dispatch the appropriate Brigade(s).
Receive and disseminate Fire Danger/Fire Bans
Receive severe weather information from BOM and disseminate to CFS Regions
Obtain spot weather forecast for Incident Controller and Regions
<b>Duty Officer Notification &amp; Response</b>
Inform SPAM and family response
Inform OHS&W Duty Officers
CFS Officer notifications as per SOPs
Notify Significant Incident Group(s) of incident
Notification of incidents to State and Regional Duty Officers, Group Duty Officers and Media Liaison Officer
<b>Dissemination of Information (excl Media &amp; excl Direct to Community)</b>
Burn-Off Notification – Comcen is notified at least 30 minutes prior to ignition of the burn-off and MFS notifies SAPOL and relevant fire spotting towers
Comcen provide advice to staff and members of the public, via the CFS Bushfire Information Hotline. CFS will undertake this function when there is a call rate of 15 incident related calls per hour or when the CFS State Level of Preparedness is at Code Red.
<b>Media Liaison</b>
Provide limited after hours Incident Information to media outlets including the two contracted outlets in lieu of Media Liaison Officer

**Maintain Staff Late Duty Movement.**

Monitor Emergency GRN calls and track welfare of user for SACFS, Forestry SA, DEH, SES

**Data Logging and Capture**

Receive SIT REPORTS and enter into CRIIMSON

Dispatch on call fire cause investigators (rural and structural)

CRD Incident Records Management – permanent (State Archive)

Firemon Fixed Alarm Monitoring