



OPERATIONAL CIRCULAR 09/2018

File: D04856

FEBRUARY 2018

PUBLIC INFORMATION - INITIAL RELEASE OF AN ADVICE WARNING

The dissemination of accurate and timely public information is a critical component to successful incident management. A review has been completed into the initial issuing of public information with a focus on reducing the impact this has on the first arriving Incident Controller (IC) during the escalation phase of the incident.

Through consultation between State Operations, Metropolitan Operations, Country Operations and Media and Corporate Communications (MCC) the following process has been agreed to when a community warning at **Advice only level** is required:

1. During the first informative message (PAFTACS) to COMCEN the IC details the **location of the fire**, the **direction of travel** of the fire, and then must request MCC issue an Advice level warning for the incident. The IC must also indicate the **boundaries for the Advice** (e.g. streets or suburb).
2. COMCEN notify, via SMS, the Coordinator Public Information (CPI) of the need to issue an Advice Warning e.g. "Advice Warning required for Incident 345657. Please acknowledge".
3. CPI acknowledges the SMS and interrogates AHIMS State Incident Browser for relevant information, develops and issues the initial Advice Warning.

As per the [State Public Information Plan](#) the issuing of an Advice Warning reflects that a fire has started, there is no immediate danger and is general information to keep the public informed and up to date. The decision to issue an Advice Warning remains at the discretion of the IC and is not mandatory for every incident.

This process is **not** to be used for the issuing of a Bushfire Watch and Act, Emergency Warning, Hazmat or Structure Fire warning. The existing process remains in place for all these incidents. All further issuing of public information must be completed via the current process, i.e. direct contact between the IC and CPI must be made.

For this process to be effective the IC must ensure an appropriate and timely PAFTACS is communicated to COMCEN. If sufficient information is not provided by the IC in the initial PAFTACS the CPI will need to make direct contact with the IC to gain additional information which will delay the issuing of the initial Advice Warning.

The purpose of this change is to ensure the public are informed accurately and in a timely manner whilst also enabling the IC to effectively combat the emergency incident they are attending.

LLOYD BAILEY AFSM

DEPUTY COMMISSIONER OPERATIONS

Target Audience: Operational Personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
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Process for Issuing the Initial Release of an Advice Warning to the Community

IC determines need for an Advice to be issued to the community.



If an Advice is required, during the PAFTACS the IC details:

1. Location of fire;
2. Direction of travel of fire;
3. Boundaries of the Advice;

and requests an Advice be issued for the incident.



COMCEN notify Coordinator Public Information (CPI) of the need to issue an Advice.



CPI interrogates AHIMS State Incident Browser for relevant information.



CPI issues an Advice.

If sufficient information is not provided by the IC in the initial PAFTACS the CPI will make direct contact with the IC to enable issuing of an Advice Warning.

Target Audience: Operational Personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
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