



OPERATIONAL CIRCULAR 113/2017

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DECEMBER 2017

NEW SHORT MESSAGE SYSTEM (SMS) TURNOUTS AND NOTIFICATIONS

TURNOUT/NOTIFICATION

On 19 December 2017, DFES will introduce a two-way messaging system for SMS from the Communications Centre (ComCen) and State Operations Centre (SOC). This new system significantly improves the existing one-way only messaging capability.

Key changes include:

- A new dedicated phone number (0427 278 415) displayed on brigade, group and unit (BGU) member mobile devices for SMS messages sent by the ComCen or SOC;
- The ability to reply to the ComCen and SOC sent SMS to indicate whether SMS recipients will be attending an incident; and
- ComCen and SOC receive instant confirmation of message delivery to mobile devices and replies from BGU members.

The new system does not change the way a BGU manages their resources internally but simply provides a more efficient mobilising service from the ComCen, which ultimately improves emergency service delivery to the community and potentially saving lives. This new system has 'High Availability' in terms of system reliability and redundancy delivered by the service provider.

PAGING SERVICE

DFES is discontinuing the internal use of pagers as of 20 February 2018. This will affect DFES staff and a small number of DFES BGUs. DFES are working with these BGUs directly to manage the transition effectively.

Local Governments who currently use a paging service through Vodafone will not be affected and can continue to use their service as normal. Further consultation will occur with Local Governments currently using paging services prior to the new DFES Computer Aided Dispatch (CAD) 'go live' date in July 2018.

DFES are no longer supporting internal paging services as they are unsecure, costly and outdated. More specifically, pager use is diminishing in demand, there is uncertainty over future network viability and current pager transmissions can be publicly rebroadcasted over the internet.

Target Audience: All operational personnel				
A	B	C	D	Vol
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REGIONAL MESSAGING

The OMS Pager Utility will become redundant as the new DFES CAD 'goes live'. As a replacement for Pager Utility DFES regions, districts and other business areas have access to an alternate SMS platform called Telstra Integrated Messaging (TIM). TIM will also provide for messaging requirements across BGUs and other key capabilities. TIM is a similar platform to the Vodafone SMSer system used on an ad hoc basis across DFES and other agencies. DFES Regions are to use TIM in replacement of the SMSer system. This transition will have increased efficiencies and cost benefits for DFES across the State. User guides will be distributed to assist with this transition.

Annexure A provides details of two-way SMS replies and smart device set up.

Annexure B provides answers to frequently asked questions for messaging and pagers.

For further information please contact DFES Superintendent Operational Communications Syd Bignell syd.bignell@dfes.wa.gov.au or 0429 314 322

STEVE FEWSTER
DEPUTY COMMISSIONER CAPABILITY

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ANNEXURE A

Two-Way SMS

DFES is introducing a new short message service (SMS) management platform enabling the Communications Centre (ComCen) and State Situation and Analysis Officer (SAO) to review critical SMS delivery confirmation, and Brigade/Group/Unit (BGU) members and DFES staff replies to a turnout message or information notification.

What this means for you

Messages from the ComCen/SAO will be sent from a new phone number (0427 278 415). From 19 December 2017 ComCen and SAO would like you to reply to SMS as follows:

SMS – Turnout messages	Volunteer reply	DFES staff reply
Initial SMS = Yes only reply required	Y / Y BA	Y
Subsequent SMS = Yes or No reply required	Y / Y BA or N	Y or N
SMS - Notifications		
<i>Notification</i> SMS - action required	Ack	Ack
<i>Notification</i> SMS – NO action required	Replies not required	Replies not required

Explanatory statements:

- Y / Y BA replies only required for Initial SMS for those that **will** respond
- Not going to respond – Ignore Initial SMS – reply to Subsequent SMS only
- Not enough Y / Y BA replies received in two minutes – Subsequent SMS only sent to those that did not reply to Initial SMS
- Subsequent SMS received – reply with Y / Y BA or N

Further information

The system provides DFES with an SMS platform that has multiple server locations across the country, providing a higher level of redundancy and therefore SMS is the primary means of notification for DFES and its stakeholders.

Through the system, an SMS recipient will be able to reply to ComCen/SAO with a predetermined message indicating capacity to respond or an acknowledgement of a requested action. ComCen/SAO will monitor replies to determine if a BGU, appliance or DFES staff member is responding. This real time situational awareness may result in ComCen/SAO sending additional messages or making alternate mobilisation decisions.

An effective operational response will be measured by the number of Yes (Y) SMS replies received from the Initial SMS together with Breathing Apparatus (BA) capability of the volunteer if the incident requires the use of BA. If required numbers of Y / Y BA are not received from the Initial SMS a Subsequent SMS will be sent seeking Y / Y BA or No (N) replies from those SMS recipients who did not reply to the Initial SMS.

The new system will not allow resend to recipients that have already replied, hence Y / Y BA reply only to initial SMS. The Subsequent SMS will provide those not attending an opportunity to reconsider given insufficient Y / Y BA replies received. New information will be delivered by a new SMS to all initial SMS recipients.

SMS Turnouts and Notifications will always be delivered from the same mobile phone number (0427 278 415) - save the mobile number into a phone contact list and apply a separate ring tone/alert to it.

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DFES staff and volunteers are encouraged to set up their smart device to have 'emergency by-pass' or 'do not disturb' settings switched on so SMS from the dedicated number will still have an alert tone whenever the phone is turned on.

Settings for 'Emergency By Pass' or Custom 'Do Not Disturb'.

IOS – Apple (iPhone). IOS (iPhone) - Location Services IOS need to be enabled or turned on.

1. Save the new number (0427 278 415) as a New Contact or Edit the current contact;
2. Tap the information icon at the top of the message number header
3. To the top right - tap on the >
4. Tap Create New Contact
5. Name the contact
6. Scroll down to Text Tone and tap the > on the right
7. Turn on Emergency Bypass button
8. Scroll down and select a special ring tone for your Incident response SMSs
9. Tap on Done at top right of screen
10. Tap < to return to previous

For Apple support: <https://support.apple.com/en-au>

Android – A free App called FireAlert2 at [Google Play Store](#) works well across all Android devices. FireAlert2 can be set up to monitor incoming calls and SMS. FireAlert2 also manages the alerts for you even when the smart device is in 'silent mode' for all calls and SMS from a specific number. Android smart phones are set up as follows:

1. Download FireAlert2 app from Google Play Store onto your smart device
2. Open FireAlert2 app and select menu button at top left of screen
3. Under Settings - Select 'Trigger Settings'
4. Select menu button again
5. Select 'Add Trigger'
6. Select Message as 'Type' of Trigger
7. Name the Trigger (type in sender name)
8. Enter the number exactly as follows;- +61427278415 in the Trigger (Sender) field
 - a. Note the +61 and the removal of the zero (0) before the four (4)
9. Select 'speaker' icon at the top of the screen to set a new message tone
10. Select the sound drop down box to choose an alternative tone
11. Additional settings are available on the tool bar
12. Press Save
13. Note there is no need to add the number to your 'Contacts'
14. To set the FireAlert2 for a call from the same number repeat steps 1 through 12 but change Step 6 to select 'Call' as 'Type of Trigger'

For Google support: <https://support.google.com/android/?hl=en#topic=7313011>

The FireALERT2 app is a monitor of messages and calls from select numbers. **Please use the Message App on your device to send SMS replies.**

NOTE: - As operating systems and web site links are constantly updated please refer to your device user guide or the generic support website for your type of smart device.

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ANNEXURE B

Frequently asked questions about Messaging and Pagers

1. Why does DFES need to do this?

The current SMS mobilising is one way, and does not provide visibility to the ComCen that the message has been received. The new system will provide both these capabilities, which allows ComCen to understand if a BGU has capacity to turnout. If they don't have capacity, ComCen can mobilise additional BGUs immediately, rather than waiting for advice to come after everyone has arrived at the station.

The paging network has a very small footprint covering the greater metropolitan as well as a few other key locations only and the user demand for pagers is diminishing. Further, the future of the network is very uncertain thus DFES needs to pre-empt this through a planned and controlled transition. The significant majority of DFES BGUs have indicated they do not use, rely on or need the paging service. Further, paging messaging is currently being intercepted by others and broadcasted publicly over the internet, this is not illegal and DFES cannot stop this occurring.

2. Does this change my internal BGU arrangements for crew rosters or our own resourcing models?

No, the new system only provides a more efficient method of mobilising through SMS. The internal BGU arrangements remain unchanged.

3. Who has been told about this change?

DFES regions for both DFES and LG BGUs and volunteer associations have been consulted to understand the impacts of decommissioning the pager service in addition to the introduction of two-way SMS. Further consultation will occur to ensure the transition for all BGUs is as seamless as possible. The feedback has been very positive and DFES will continue to work with those who have continuing issues throughout the transition period.

4. Isn't SMS vulnerable to network outages?

The new system provides "High Availability" through the service provider with multiple redundancy servers across the country. However, like any emergency service we will not be immune to 3G/4G network outages and we deal with these issues now.

5. I'm in a DFES BGU and I don't know what this will mean for me?

All affected DFES BGUs will be contacted directly by their manager and State Operations personnel in order to manage the transition and any individual needs a BGU may have. The vast majority of BGUs will be unaffected by this change with regard to pagers and will only benefit from the introduction of the new system.

6. I am in a BFB and have a pager and little or no mobile network access where I live. Will I still get pager messages?

Yes. The DFES pagers are the only pagers being decommissioned. DFES has retained its connection to your pager service provider. The connection through to your pager may vary in the next six months but your pager will still be active.

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7. I have a responder app called BART that my BGU uses. Will there be any change or loss for us in BART?

No. There will be no change to the way your BART delivers communications from DFES ComCen to you.

8. I have no mobile or SMS connectivity in my house but the internet connection at home is Wi-Fi. I get BART and other notifications on my mobile phone. How does that work?

Smart devices receive BART and other 'push notifications' over the internet. You may also be able to make voice calls over Wi-Fi even without the normal 3G/4G at home.

9. Will I still get two SMSs and a BART notification?

If you are on BART, you will still get BART. You will also get an SMS message from the DFES ComCen, which you should reply to as detailed in *Annexure A*. A second SMS from your Local Government will still serve as a backup.

10. What happens if I don't respond to the SMS?

If insufficient replies are received, the DFES ComCen will resend the SMS to give you another opportunity to respond if sufficient replies were not received to turnout your BGU. If you don't respond to the second SMS and there are insufficient replies to turnout the ComCen will consider additional resources.

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