



Standard Operating Procedure 2.1.2

Mobilising

Introduction

This procedure outlines the **Initial Mobilisation** and subsequent mobilisation (**upon classification**) for all DFES hazards (including combat roles) and levels of response; as well as the Emergency Management notifications required. Annexures provide additional support and arrangements for Operations. The initial mobilisation of resources is dependent on the information received by the Communications Centre (ComCen) together with any level of threat. The ComCen may alter the initial mobilisation based on Triple Zero (000) or SES (132500) caller interrogation. Whilst Marine Rescue is mobilised by WA Police, the Marine Rescue Western Australia is managed by the Department of Fire and Emergency Services (DFES).

The DFES Computer Aided Dispatch (CAD) system utilised for Initial Mobilisation of resources has pre-determined Response Messages as agreed with appropriate stakeholders within all DFES regions.

To deliver services as planned, the District Officer ComCen (DOCC) will ensure that Communications Systems Officers (CSO) review the CAD Response Messages prior to mobilisation. The DOCC will decide on any deviations from the Mobilising SOP or Response Messages as appropriate. The CSO Response Message review process should be conducted as part of the incident creation process and should not delay the initial and subsequent response/s.

When a Brigade, Group, Unit or Service (BGUS) is unable to mobilise, the next nearest BGUS will be mobilised and the Regional Duty Coordinator (RDC)/Metropolitan Duty Coordinator (MDC) notified of the variation.

Procedures

1. Incident Response

The CSO, in consultation with the DOCC is to assess incident intelligence and mobilise accordingly. Based on information received while en-route to an incident, the Incident Controller (IC) or DOCC can upgrade Initial Mobilisation as required.

For life critical incidents, ComCen may respond the quickest/closest appropriate resource based on their current AVL location. This decision may result in BGUS/resources responding to incidents which would not normally be in their area of responsibility.

Once classified, a pre-determined set of resources as per this procedure will continue en-route, be mobilised or stood down to match the classification of the incident.

If an incident is not classified within 5 minutes of arrival of the first appliance, the DOCC/CSO will request the classification from the IC. Where there is no classification forthcoming, the DOCC will classify the incident as per initial mobilisation, mobilise additional resources and implement notifications accordingly.

Requests for additional resources can be made during the "Assistance Required" section of the situation report (PAFTACS/HAULERS/SitRep) to the ComCen/RDC and BGUS. The IC should use local knowledge,

plans and information received to determine mobilisation of the appropriate resources for the type, terrain and location of the incident.

All calls by Direct Brigade Alarm (DBA) will be investigated by the IC to establish the reason/s for activation. Calls by Private Alarm will be treated as per SOP 3.4.7 - DBA and Private Alarms.

[SOP 3.4.7 – DBA and Private Alarms](#)

2. District Officer ComCen

The DOCC shall have the authority to alter predetermined mobilisation, CAD recommendations and notifications listed in this document based on the intelligence received. This alteration shall be communicated to all initial responding vehicles and noted in CAD. In addition, the appropriate DO (metro)/RDC (country) will be notified when FRS/VFES resources are mobilised out of gazetted fire districts or BFB brigades are mobilised into gazetted fire districts.

3. Initial Mobilising

Recommended initial mobilising to a range of incidents is outlined in the attached mobilising tables and is subject to the resources being available. Other mobilising plans have been designed for some DFES regions and may include recommended additional resourcing.

4. Enhanced Mobilising – Property Fire

The intent of enhanced mobilising is to ensure an appropriate weight of response to Triple Zero calls. For standard residential structure fires, three (3) structural capable appliances are to be mobilised where capacity allows. For large/multi storey residential, commercial and public buildings, an initial response of four (4) structural capable appliances will be mobilised where capacity allows.

As per the mobilising annex, if an incident is not classified within 5 minutes of the first arriving appliance, the DOCC can classify the incident (after trying to contact the IC) as per initial mobilisation and mobilise additional resources accordingly based on identified risk and other reported information.

5. Enhanced Mobilisation/Zone Response – Bushfire

During high threat periods, enhanced mobilisation is activated. Enhanced mobilising to bushfires is designed to deliver a weighted additional response to reduce fire spread and intensity in the early stages of the fire. Enhanced mobilising will be activated from 08:00 to 18:00hrs during the High Threat Period. This may be extended or reduced beyond these hours depending on risk.

Perth Metropolitan enhanced mobilising consists of three (3) Tankers (at least one being a 2.4/3.4/4.4) on initial turnout.

Zone 2/2A activations are initiated in conjunction with Department of Biodiversity Conservation and Attractions (DBCA), local government bushfire brigades and joint DFES/DBCA air operations. This ensures a response from each agency including Air Operations support as well as ComCen notifications for fire incidents.

[Zones 2 and 2A Operational Protocols](#)

Other zone response arrangements can be invoked or suspended at any time with agreement from the participating stakeholders. These enhanced mobilising details are contained within CAD.

[IM Toolbox – Zone Responses](#)

[Concept of Operations Enhanced Zone 3 Mobilising](#)

[South West Region Zone Response](#)

[Capes Zone Response](#)

[Donnybrook-Balingup Response Zone Response](#)

[Blackwood Valley Zone Response](#)

[Greater Albany Zone Response](#)

6. Air Operations

DFES Operations utilises aviation resources to deliver aerial fire suppression, air intelligence gathering, emergency rescue helicopter services and air transport capabilities. Air Operations mobilising, including Automatic Response Zones, is detailed within SOP 3.11.1 – Aerial Suppression Response.

[SOP 3.11.1 – Aerial Suppression Response](#)

7. First Arriving

Classification of incident type within 5 minutes of arrival is critical to mobilising and notification processes. The officer of the first arriving appliance is to classify incidents as early as possible to ensure timely activation or stand-down of additional resources and associated notifications. ICs are to request specific fleet types to suit the hazard within the incident classification. DFES ICs are not to request resources from a specific Brigade/Group/Unit.

Local Government (LG) CBFCO, DCBFCO or FCO, and LG or VFES ICs (where approved by LG) may request specific resources or resources from a specific Bush Fire Brigades within their LG. CBFCO and DCBFCO may also request additional specific mobilising of BFB resources to incidents within their LG to incidents in neighbouring LGs at the request of neighbouring CBFCOs or the ComCen.

8. Appliance Capability

DFES has a range of vehicles that can deliver a capability. Each mobilisation table (excluding Natural Hazards/Logistics) mobilise Primary Appliances (PA) that deliver the capability. PA are generally considered to be;

- Bushfire Vehicles – Tankers. Note pumpers attached to a LT will also be mobilised, which will be included in the appliance count.
- Property Fire Vehicles (PFV) – Pumper, Urban Tanker (UT) with Breathing Apparatus.
- Rescue Vehicles – Pumper with RCR capability, Rescue Trailer, Road Crash Rescue Tender. Some vehicles may have specialised rescue capability, such as Heavy Rescue or Confined Space Rescue.
- HAZMAT Vehicles – Pumper with HAZMAT capability, UT with HAZMAT capability, HAZMAT Trailer.
- Special Risks – These shall generally be PFV, unless risk warrants an alternative capability.

9. Incident Alarm Classifications

Alarm classifications are used by fire related services to classify an incident. An alarm classification will automatically mobilise pre-determined resources and initiate notifications to pre-determined agencies and stakeholders. The IC can request additional resources/capability beyond the current alarm classification, however, where resourcing reaches the next level of alarm classification, the incident shall be classified at the higher alarm level. Alarm classification tables are found later in this document.

Generally, excluding bushfire, alarm classifications are based on the following principles:

- 1 PA -> 1st Alarm
- 2 PA's -> 2nd Alarm
- 3 PA's -> 3rd Alarm
- 4 PA's -> 4th Alarm
- 5 PA's -> 5th Alarm

Where a capability requires a pumping appliance to deliver or support this function (i.e. Combination Ladder Platform, Foam Trailer) this appliance will not be included when determining alarm classification. Any incident that is not a bushfire with more than 5 appliances in attendance will be maintained at 5th Alarm.

Natural Hazard incidents do not use alarm classifications, but request resources based on current workload. This is usually arranged via the RDC/MDC or onsite DFES IC.

10. Downgrading Resources

The IC may downgrade the resources at any time. The incident will remain at the highest alarm classification made during the incident. Alarm classifications cannot be downgraded.

11. Incident Level Declarations

Incident Level declarations are to be in accordance with the *State Emergency Management Procedure* which requires an IC to assess the incident level of each emergency. All incidents are deemed to be Level 1 unless declared otherwise by the IC. Further detail is covered in the WAFES Manual Part Five – Incident Management Teams.

[WAFES Manual Part Five – Incident Management Teams](#)

12. Fire Investigation Officer

The on-call Fire Investigation Officer (FIO) will mobilise to incidents as per the Field Guide 3.2.3 – Fire Investigation and is to be notified of all incidents involving injuries or fatalities as a result of fire.

[Field Guide 3.2 – Fire Investigation Response](#)

13. Notifications

All incident notifications are to be carried out as per Annexes J and K of this document.

14. Country Variations

It is acknowledged that mobilising tables cannot be applied to every incident across the state, due to location and availability of resources and distances. Where initial and subsequent mobilisation cannot be achieved, the RDC shall be contacted to discuss alternative arrangements.

Annexes

- A [Outside Fire District Responses](#)
- B [VFRS/VFES Mobilisation – Country](#)
- C [BFB Mobilisation](#)
- D [SES Mobilisation](#)
- E [Marine Rescue WA Mobilisation](#)
- F [Heavy Rescue](#)
- G [Special Operations](#)
- H [Shipping](#)
- I [Aircraft](#)
- J [Notifications from DOCC and DOSS](#)
- K [Notification to Other Agencies](#)
- L [Turnout Enquiries](#)

BUSHFIRE			
INITIAL MOBILISATION			
High Threat Period	Gazetted Fire District	2 x PA <u>or</u> Enhanced Mobilising <u>or</u> Zone Response	
	Outside Gazetted Fire District	As per 000 Agreement <u>or</u> Enhanced Mobilising <u>or</u> Zone Response	
Medium Threat Period	Gazetted Fire District	1 x PA	
	Outside Gazetted Fire District	As per 000 Agreement	
UPON CLASSIFICATION			NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL OF FIRST APPLIANCE, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE			
1 st Alarm	Gazetted Fire District	1 x PA + 1 x Tanker	
	Outside Gazetted Fire District	1 x Brigade	
2 nd Alarm	Gazetted Fire District	2 x PA + 2 x Tankers - up to 6 appliances in total	
	Outside Gazetted Fire District	6 x Tankers - up to 6 appliances in total	
3 rd Alarm	Gazetted Fire District	3 x PA + ICV + up to additional 6 Tankers as requested + DO/AO – up to 12 appliances in total	DOSS + MDC/RDC + Supt. (Metro BH/Metro IMT AH)** + CPI + MLO + Utilities + WA Police
	Outside Gazetted Fire District	7 – 12 Tankers/Appliances (as requested) + CBFCO/CESM + ICV + BWC + DO/AO – up to 12 appliances in total	
4 th Alarm	Gazetted Fire District	> 12 Tankers/Appliances + ICV + 2 or more DO/AO + Supt.*	As above + Fleet Service Tech*
	Outside Gazetted Fire District	> 12 Tankers/Appliances + CBFCO/CESM+ ICV + 2 or more DO/AO + Supt.*	
NOTE:	<div>1. The DOCC to liaise with the MDC/RDC for additional resources and calling back additional staff.</div> <div>2. The DOCC may vary mobilisation where there is a known UXO risk in the area of the incident</div> <div>3. When FIO contacted, notify media separate to MLO on (0409 486 414)</div> <div>* Metro only</div> <div>** Supt. may mobilise if they deem appropriate</div>		

PROPERTY FIRE			
INITIAL MOBILISATION			
Minor	Mobile Property/Small Structures **	1 x PA OR as per 000 Agreement outside Gazetted Fire District (GFD)	
Call by Alarm	DBA/Private Alarm	1 x PA or as per the DBA CAD modifying circumstance	
Residential Building	Gazetted Fire District	2 x PA + 1 x PA where capacity allows	
	Outside Gazetted Fire District	As per 000 agreement + PFV ***	
Commercial Buildings	Gazetted Fire District	3 x PA + 1 x PA where capacity allows	
	Outside Gazetted Fire District	As per 000 agreement + nearest PFV ***	
UPON CLASSIFICATION			NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL OF FIRST APPLIANCE, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE			
1 st Alarm	Gazetted Fire District	1 x PA	
	Outside Gazetted Fire District	LG + 1 PFV***	
2 nd Alarm	Gazetted Fire District	2 x PA	Utilities + WA Police. FIO (if undetermined or suspicious)
	Outside Gazetted Fire District	LG + 2 x PFV*** + CBFCO/CESM	
3 rd Alarm	Gazetted Fire District	3 x PA + SET or 1 x BA Trailer + DO/AO (Urban) + Building Fire Safety Officer ⁵ (BFSO) + 1 x Aerial Appliance (if multi storey structure or requested by IC)*	Above + DOSS + BFSO + MLO + MDC/RDC + Supt.
	Outside Gazetted Fire District	LG + 3 x PFV*** + CBFCO/CESM + DO/AO (Urban/Rural) + BFSO ⁵	
4 th Alarm	Gazetted Fire District	4 x PA + SET or 1 x BA Trailer + ICV + 1 x Aerial Appliance* + 2 x DO/AO (Urban) + MLO + BFSO ⁵	Above + CPI + SOA + Fleet Service Tech*
	Outside Gazetted Fire District	LG + 4 x PFV*** + CBFCO/CESM + 2 DO/AO (Urban/Rural) + BFSO ⁵	
5 th Alarm	Gazetted Fire District	5 or more PA + SET or 1 x BA Trailer + ICV + 1 x Aerial Appliance* + 2 x DO/AO (Urban) + 1 x SUPT + MLO + BFSO ⁵ + additional resources as required	As above
	Outside Gazetted Fire District	LG + 5 x PFV*** + CBFCO/CESM + 2 DO/AO (Urban/Rural) + 1 SUPT+ MLO + BFSO ⁵ + additional resources as required	
NOTE:	<div>1. FRS resources mobilised outside of Gazetted Fire District – liaison must occur with MDC/RDC and response must be communicated to CBFCO.</div> <div>2. Confirmed fire in 4 + storey structures = 5th Alarm.</div> <div>3. The DOCC to liaise with the MDC/RDC for additional resources and calling back additional staff.</div> <div>4. When FIO contacted, notify media separate to MLO on (0409 486 414)</div> <div>5. BFSO mobilised to Metro based 3rd Alarm or above property fires, excluding single/duplex residential property fires</div> <div>* Metro only</div> <div>** Small Structures include sheds, fences, rubbish bins, out buildings, etc.</div> <div>*** Where available/practical</div>		

RESCUE			
INITIAL MOBILISATION			
Rescue		2 x PA	
Confined Space		METRO - 1 x PA + 1 x SET + PERTH 1 st + Perth 2 nd + PERTH VRV COUNTRY – 2 x PA + Local CSR Cache	RDC
Vertical Rescue		METRO – 1 x PA + Perth 1 st + Perth 2 nd + Perth VRV + DO PERTH (SES VR for Cliff Rescue) + On Call DO NH If SES mobilised COUNTRY – 1 x PA + (SES VR for Cliff Rescue) + DO NH If SES mobilised. Local VR Crews as per RDC recommendation	RDC
USAR		2 x PA + 1 Heavy Rescue Appliance + DO/AO (Urban) + On Call DO NH for SES participation where applicable.	RDC + SOA
Trench Rescue		2 x PA + Trench Rescue* + SET* + DO/AO (Urban)	RDC + SOA
UPON CLASSIFICATION			NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL OF FIRST APPLIANCE, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE			
1 st Alarm		1 x PA	
2 nd Alarm		2 x PA	
3 rd Alarm		2 x PA + 1 x Heavy Rescue Appliance or Cache (where available) + DO/AO (Urban)	DOSS + SOA + MDC/+ (Metro Supt BH/IMT Supt AH) + CPI + MLO
4 th Alarm		3 x PA + 1 x Heavy Rescue Appliance or Cache + 2 DO/AO (Urban)	As above + Fleet Service Tech*
5 th Alarm		3 x PA + 2 x Heavy Rescue Appliances or Cache + 2 DO/AO (Urban) + 1 x SUPT + ICV + additional resources as required	As above
NOTE:	<ol style="list-style-type: none"> 1. The DOCC to liaise with the MDC/RDC for additional resources and calling back additional staff 2. One (1) firefighting truck to be sent to RCR <p>* Metro only</p>		

HAZMAT			
INITIAL MOBILISATION			
Hazmat/Fire		2 x PA	
UPON CLASSIFICATION			NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL OF FIRST APPLIANCE, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE			
1 st Alarm		1 x PA	
2 nd Alarm		2 x PA + 1 x SET or 1 x BA Trailer	SOA (for FLO response and HEAT) + DO (Urban - Metro)/RDC
3 rd Alarm		3 x PA + 1 x SET or 1 x BA Trailer + ICV + DO/AO (Urban) + MLO	As above + DOSS + MDC/RDC + Metro Supt BH/IMT Supt AH + CPI + LG
4 th Alarm		4 x PA + SET or 1 x BA Trailer + ICV + 2 x DO/AO (Urban) + MLO	As above + Fleet Service Tech*
5 th Alarm		5 x PA + SET or 1 x BA Trailer + ICV + 2 x DO/AO (Urban) + 1 x Supt. + MLO + additional resources as required	As above
NOTE:	<ol style="list-style-type: none"> 1. The DOCC to liaise with the MDC/RDC for additional resources and calling back additional staff. 2. Hazmat incidents (including Hazmat/Fire) contact SOA for assistance/information support and external agencies support. 3. Consider – foam requirements (A, B or Hi-Ex), tankers and BWC. <p>* Metro only</p>		

SPECIAL RISKS				
INITIAL MOBILISATION				
	Ship Fires		3 x PA	Relevant Port Authority
	Aircraft Emergency Level I (up to 18 seats)		3 x PA + 1 x Tanker (2.4/3.4/4.4) + 1 x BWC + 1 x ICV + 2 x DO/AO (Urban)	
	Aircraft Emergency Level II (up to 215 seats)		4 x PA + 2 x DO/AO + 1 x SET* + 1 X ICV + 1 x HR pump + 1 x Aerial Appliance* + MLO	
	Aircraft Emergency Level III (up to 560 seats)		5 x PA + 2 x DO/AO + 1 x Supt + 1 x SET + 1 x ICV + 1 x HR pump + 2 x Aerial Appliances + MLO + additional resources as required Consider – Foam requirement and BWC	
UPON CLASSIFICATION				NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL OF FIRST APPLIANCE, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE				
1 st Alarm	Ship/Aircraft/Clan Drugs		1 x PA	
2 nd Alarm	Ship/Aircraft		2 x PA	DO + WA Police + DOSS + DO(metro)/RDC (country) + MLO
3 rd Alarm	Ship Fire		3 x PA + 1 x DO/AO (Urban) + 1 x SET* + 1 x ICV + 1 x Aerial Appliance* + Hi-Ex Foam Unit + MLO	SOA + MDC/RDC + WA Police + SJA + DOSS + FIO + Regional Supt.
	Aircraft		3 x PA + 1 x Tanker (2.4/3.4/4.4) + 1 x BWC + 1 x ICV + 1 x Aerial Appliance* + 2 x DO/AO (Urban)	MLO + WA Police + SJA + DOSS + MDC/RDC + FIO + Supt.
4 th Alarm	All Incidents		4 x PA + 2 x DO/AO (Urban) + 1 x SET* + 1 X ICV + 1 x HR pump + 1 x Aerial Appliance* + MLO	As above + CPI + Fleet Service Tech*
5 th Alarm	All Incidents		5 x PA + 2 x DO/AO (Urban) + 1 x Supt + 1 x SET* + 1 x ICV + 1 x HR pump + 1 x Aerial Appliance + MLO + additional resources as required Consider - Foam requirement and BWC	
NOTE:	<ol style="list-style-type: none"> 1. The DOCC to liaise with the MDC/RDC for additional resources and calling back additional staff. 2. Crash at Perth Airport – Crews report to Emergency Gate 6. 3. For all operational notes refer to Annex I, including Country Aerodrome Mobilising. 4. When FIO contacted, notify media separate to MLO on (0409 486 414) <p>* Metro only</p>			

SPECIAL RISKS (mixed)				
INITIAL MOBILISATION				
	CBRN		SOA to determine response	
	Special Service		As determined by DOCC	
	Threat of Self-Harm		1 x DO/AO + 1 x Aerial Appliance (from height only)	
	Animal Rescue		1 x PA	
	Boat Incidents		As determined by DOCC	
	Late Calls		1 x PA	
UPON CLASSIFICATION				NOTIFICATIONS
IF INCIDENT IS NOT CLASSIFIED WITHIN 5 MINUTES OF ARRIVAL, DOCC WILL CLASSIFY BASED ON RESOURCES EN ROUTE				
1 st 2 nd Alarms	CBRN		SOA to determine resourcing	
	Special Service		As determined by IC/DOCC	
	Threat of Self-Harm		As determined by IC/DOCC (Chemical Suicide – see CBRN 1 st Alarm)	
	Animal Rescue		As determined by IC/DOCC	
	Boat Incidents		As determined by IC/DOCC (consider portable pump)	On call Marine Services Officer if Marine Rescue required.
	Late Calls		As determined by IC/DOCC	
3 rd Alarm	All Special Risk Incidents		3 x PA + 1 x DO/AO (Urban) + 1 x SET* + 1 X ICV	WA Police + SJA + DOSS + MDC/RDC + Metro Supt BH/IMT Supt AH + MLO + CPI
4 th Alarm	All Special Risk Incidents		4 x PA + 2 x DO/AO (Urban) + 1 x SET* + 1 X ICV + 1 x HR pump + 1 x Aerial Appliances*	WA Police + SJA + DOSS + MDC/RDC + MLO + CPI + Fleet Service Tech*
5 th Alarm	All Special Risk Incidents		5 x PA + 2 x DO/AO (Urban) + 1 x Supt + 1 x SET* + 1 x ICV + 1 x HR pump + 1 x Aerial Appliance* + MLO + additional resources as required	As above
NOTE:	<ol style="list-style-type: none"> 1. Mutual Aid will be supported where the request comes from a responsible authority. 2. Lock out incidents will only be attended if there is life or property at risk. Police should also be in attendance. 3. SOP 3.17.12 – Support to Threats of Self-Harm from Heights. Turn out will be under normal road conditions unless otherwise directed. <p>* Metro only</p>			

NATURAL HAZARDS SEARCH/LOGISTICS			
INITIAL MOBILISATION			
Request for Assistance (RFA)		As determined by Local Manager/Captain/DOCC	
RCR		As per Rescue mobilisation table	
Land Search		DOSS receives request from WA Police and notifies the RDC/MDC, who will mobilise accordingly. Refer to SOP 3.14.1 – Land Search Tasking .	
Vertical Rescue		As per Rescue mobilisation table	
Maritime/Land Air Search		DOSS receives request from AMSA or WA Police and notifies the RDC/MDC, who will mobilise accordingly. Refer to SOP 3.14.2 – Air Search Tasking	
Local Unit Receipt of Call		Unit to discuss with DOCC/RDC/MDC	
Emergency Service (DFES/WA Police/SJA) Calls for Assistance		As determined by Local Manager/Captain/DOCC/RDC	
Ground Support		As determined by Local Manager/Captain/DOCC/RDC	
Communications Support		As determined by Local Manager/Captain/DOCC/RDC	
Flood water/Inland water operations		Unit with Flood Rescue Boat capabilities/RDC	
General		As determined by Local Manager/Captain/DOCC/RDC	
UPON INCIDENT APPRECIATION			NOTIFICATIONS
Low Level		Tasking by ComCen direct to Unit.	DO + RDC/MDC
Medium Level		ComCen receives calls and RDCs/MDC manage tasking.	MLO
High Level		DOCC notifies RDC/MDC that ComCen can no longer manage tasking and request the ROC/MOC or Volunteer Call-Taking Group is stood up.	As above
NOTE:	<ol style="list-style-type: none"> 1. ComCen continues to receive RFAs until the capacity can no longer support the hazard call volume against the other agency responsibilities. 2. This should be read in conjunction with Annex D 		

ANNEX A Responses Outside Gazetted Fire Districts

Purpose	To provide the DOCC with the protocols to meet requests for FRS/VFES assistance to incidents outside of a Gazetted Fire District (GFD). All fires outside of a GFD are the responsibility of Local Government or DBCA.
Mobilising outside Gazetted Fire Districts	<p>DOCC to evaluate</p> <ul style="list-style-type: none"> • DFES responsibilities • Capabilities of responding resources • Request from Local Government or DBCA • The impact of sending resources outside the i.e. GFD Current activity within the GFD • The distance outside the GFD • Consideration of the resource capability being mobilised • Expected incident duration
Response to grass/scrub/bush fire	<p>FRS/VFES resources will be dispatched as per existing/special mobilising plans. Notifications as per existing/special mobilising plans.</p> <p>If requested by LG or DBCA and not part of existing/special mobilising plans, the DOCC shall attempt to liaise with the appropriate DO/AO/RDC/MDC/MOO before mobilising resources.</p>
Response to Structure fire (Residential/Commercial)	<p>FRS/VFES will respond at the discretion of the DOCC. The DOCC will:</p> <p>Review the possible need for internal search and rescue/internal structure firefighting and liaise with the appropriate DO/AO/RDC/MDC/MOO</p> <p>The CBFCO and DO/AO responsible for that brigade must be notified if FRS/VFES are mobilised</p>

ANNEX B VFRS/VFES Mobilisation - Country

Purpose	To provide a consistent approach to country Volunteer turnouts.
Mobilisation	<p>As backup for country stations could be several hours away, the following shall apply:</p> <ul style="list-style-type: none"> • Initial VFRS/VFES turnouts outside of GFDs are at the discretion of the DOCC who will consult with the RDC. • Appropriate assistance may be sourced from: <ul style="list-style-type: none"> • Local BFB and DFES BGUs. • Regional BFB and DFES BGUs. • State BFB and DFES BGUs. • Private Brigades
Local Resourcing	Should the local resources be insufficient to deal with an incident, other resources (CFRS, BFB, DBCA and Private Mining etc.) should be considered in consultation with RDC.

ANNEX C BFB Mobilisation

Purpose	To ensure the ComCen contact the LG CBFCO (as per the 000 agreement) and mobilise the appropriate BFB to all incidents within their area of responsibility.
Location of the incident	CSO is required to identify the location of the emergency by: <ul style="list-style-type: none"> • Interrogation of the Triple Zero caller • Use “Street Search” to target the location • If outside a DFES GFD notify the DOCC • DOCC to determine which LG based on incident information received.
Fire	Bush Fire Brigades are to be mobilised to all fire incidents within their area of responsibility: <ul style="list-style-type: none"> • Turnout procedures as per Triple Zero Agreement for the identified BFB/LG • BFB’s/LG’s are to be mobilised first on all occasions • Mobilise backup resources if required from LG or as requested by the LG CBFCO • DOCC determines if FRS/VFES resources are to be mobilised – if FRS resources are mobilised the LG representative (CESM/CBFCO) is to be advised. • Mobilise as per seasonal/regional protocols and/or-Enhanced Mobilising. • If incident is determined a Hazmat Fire, see Hazmat notes below.
Rescue	WA Police Force is the HMA for Road Crash and Air Crash Hazards: <ul style="list-style-type: none"> • FRS/SES/VFES resources to be mobilised as per CAD recommendations • Mobilising procedure as per Triple Zero agreement for the identified BFB/LG if requested by IC.
Hazmat	DFES is the HMA for Hazardous Materials Emergencies (HAZMAT). BFB’s may be required to provide assistance at HAZMAT incidents: <ul style="list-style-type: none"> • BFB’s may provide water at HAZMAT incidents for decontamination, if requested. • Mobilising procedures as per Triple Zero agreement for the identified BFB/LG if requested by IC.

ANNEX D SES Mobilisation

Purpose	To provide a consistent approach to SES Units/Sections mobilisation.
Mobilisation	<p>Natural Hazard Requests for assistance (RFA) are managed as outlined in SAP 2.2.B – Managing Requests for Assistance within Comcen. Low level of RFAs are received on 132 500 by ComCen and SES resources are dispatched by ComCen as per Unit/Section contact arrangements. Tasking by ComCen direct to Unit. Medium level of RFAs received – DOCC calls DO SWORD and initiates Volunteer Call Taker activation. High level of RFAs being received is more than ComCen/Region/Volunteer Call Takers capacity to answer and dispatch expediently and requires an outsourcing of calls receipt and recording of RFA in the tasking management system.</p> <p>Road Crash Rescue Mobilise as per the Rescue Response Matrix, where the SES unit has Road Crash Rescue primary response capability.</p> <p>Land Search Including from Air Mobilise as per the Natural Hazards Search/Logistics Response Matrix</p> <p>Vertical Rescue Multi-agency response with FRS depending on capability and location.</p> <p>Maritime Air Search Mobilise as per the Natural Hazards Search/Logistics Response Matrix</p> <p>Local Unit Receipt of Call Unit receives call for assistance and communicates with ComCen/RDC/MDC/MOO re: action required/taken. Unit establishes and maintains effective communications with ComCen and RDC/MDC/MOO.</p> <p>Emergency Service (DFES, WA Police and SJA) Calls for Assistance Structural collapse/stabilisation: <ul style="list-style-type: none"> • Calls received for shoring equipment. </p> <p>Ground Support. ComCen and ROC/MOC/IMT/MOO Incident Management support dispatched as requested.</p> <p>Communications and MOC/ROC Support RDC/MDC/MOO notifies ComCen of support and unit tasks with providing support. ComCen maintains Unit/Section within information management systems.</p>

	<p>Flood water/Inland water operations Mobilise as per the Natural Hazards Search/Logistics Response Matrix. For life involvement incidents a closer unit (which may not be SES) will also be mobilised.</p> <p>General Requests for assistance may come in many forms from community and emergency services. ComCen is to be kept informed of Unit Section response to incidents.</p> <p>ComCen Actions/Notifications Receipt of calls including DFES 132 500 call taker utilisation. Tasking at reasonable levels within capacity. Notifications to rostered roles/positions. Logging of events, responders and comments in management systems. Ongoing support of incidents/events within capacity.</p>
Local Resourcing	Should the local resources be insufficient to deal with an incident then other resources (FRS, VFES, BFB, DBCA, and Private Mining etc.) should be considered in consultation with RDC/MDC/MOO.

ANNEX E Marine Rescue WA Mobilisation

Purpose	To provide a consistent approach to Marine Rescue WA operations and coordination. Marine Rescue WA are a Combat Agency to the WA Police Force under the State Hazard Plan – Search and Rescue Emergency. Marine Rescue WA resources may also be requested to carry out assistance operations in support of other DFES Incidents covered under other State Hazard Plans where it is the Controlling Agency.
Mobilisation	<p>All Marine Rescue WA incidents are reported through the WA Marine Search and Rescue (WAMSAR) Incident Reporting System. Level 2 and 3 Incidents have further requirements stated in SOP 3.14.3 – Marine Search Tasking SOP 3.14.3 - Marine Search Tasking</p> <p>Level 1 Search and Rescue (SAR) Incidents</p> <ul style="list-style-type: none"> • Marine Rescue Groups will be mobilised by WA Police Force or Joint Rescue Coordination Centre (JRCC) via Marine VHF Radio or the groups Duty Officer number • If call is received direct by DFES, they notify WA Water Police Operations Centre (Fremantle) on (08) 9442 8600 <p>Level 2/3 SAR Incidents</p> <ul style="list-style-type: none"> • WA Police Force will notify the DOSS of level 2 or 3 MARSAR incidents. • The DOSS will activate the MSOC as per SDR, as DFES Marine Commander to act in WA Police Force IMT. • The DOSS will notify the relevant MDC/RDC. • If the MSOC is unavailable to turn out, they will delegate to the regional District Manager Marine (DMM). • The MSOC may request further resources via the MDC/RDC <p>MEDIVAC from Vessel</p> <ul style="list-style-type: none"> • Managed in conjunction with WA Police Force and St Johns Ambulance. • Mobilisation as per SAR requirements above <p>DFES Incident - Logistical and Support Mobilisation</p> <ul style="list-style-type: none"> • Requests are to be made through the DOSS. • The DOSS will notify the MSOC via on call number, if no IMT is established • If an IMT is established the DOSS will request the MSOC attend the incident and act in the IMT in the relevant cell as Marine Commander. • If the MSOC is unavailable or geographically unable to attend they will either act remotely in the IMT, and/or request the regional DMM to act in the IMT in their place. • The DOSS will notify COMCEN, to create a CAD Incident Number if one had not yet been created.

Local Resourcing	Should the local Marine Rescue WA resources be insufficient to deal with an incident, other resources may be requested (FRS, VFES, SES, Other Marine Rescue WA groups, Department of Transport, Port Authority, Surf Life Saving Western Australia (SLSWA). These requests are made to WA Police if the incident is MARSAR. If the incident is related to a DFES HMA incident these requests will be made to the relevant Incident Controller.
-------------------------	--

Note: All emergency requests for Marine Rescue WA assistance are to be placed through Water Police Operations Centre on 08 9442 8600 and the On-Call Marine Services Officer shall be notified.

ANNEX F Heavy Rescue

Purpose	To provide a consistent approach to maintaining a Heavy Rescue (HR) capability for the Metropolitan area and across the state of WA.
Heavy Rescue Capability	<p>There are numerous HR appliances in the Metropolitan area. There shall always be a minimum of two (2) HR appliances in commission within the Metropolitan area.</p> <p>There are five (5) HR caches available for deployment by road or air across WA. These are located at the Jandakot DFES Aviation Services base, Geraldton Career Fire Station, Kalgoorlie Career Fire Station, Albany Career Fire Station and Karratha VFRS/SES. Mobilisation of equipment and crews is as per SOP 3.7.6 – Heavy Rescue Cache.</p>
Maintenance of HR coverage	<p>Wherever possible, the DOCC will endeavour to maintain an even distribution of HR appliances across the metropolitan area. This may result in the DOCC redirecting HR appliances into other areas to maintain operational service delivery.</p> <p>In general, the following principles for HR appliances at multi pump stations will apply:</p> <ol style="list-style-type: none">1. The HR appliances take the 2nd pump role at their stations. Out of fire district response to rescue incidents will be responded to by the HR appliance;2. The 1st pump (non-HR) at 2 pump stations will be used for standing by at other stations. Where the 1st pump is committed, the 2nd pump should be used for incidents within the designated fire district.

Note: Whilst following the above guidelines, the DOCC is responsible for providing the optimum coverage for all incidents. The DOCC has the flexibility to mobilise other resources as needs arise.

SOA

The Special Operations Advisor (SOA) is responsible for gathering information and providing advice and a liaison to all response agencies in the event of a HAZMAT/CBRN/USAR incident. The SOA is also responsible for forming the HAZMAT Emergency Advisory Team (HEAT) when required. Additionally, the SOA is the afterhours contact for complex incidents requiring technical advice. The SOA is activated via the ComCen.

FLO

The Field Liaison Officer (FLO) serves as the on-site liaison between the SOA and the Incident Controller, including:

- Provides advice (via HEAT) to the Incident Controller.
- Acts as the direct link between the HEAT, CBRN Technical Group (CBRNTG) and IMT.
- Provide Plume Modelling and Mapping information (GIS Mapping).
- Liaise with other agencies (DER, Water Corp etc.).
- Liaise with company representatives.
- Provide detector support for SET crews.
- Provide Chemical data information The FLO is mobilised by the SOA.

CSR

Capability for Confined Space Rescue (CSR) incidents within the Metropolitan area shall be mobilised by ComCen. Capability for regional CSR incidents shall be mobilised in consultation with the Regional Duty Coordinator (RDC) who can advise what local CSR capability is available to support an incident.

USAR

DFES has an Urban Search and Rescue (USAR) capability that can be deployed in support of Operations for a number of hazard types including Natural Hazards and Bushfire. On receipt of a request for the deployment of USAR personnel, the DOCC is to contact the Rescue Branch (Rescue Manager/USAR Officer during business hours or the on-call SOA outside of business hours) who will coordinate the deployment of personnel in conjunction with the DCS. To assist in deploying the correct resources, the Incident Controller must provide specific details of the tasks to be performed by the USAR personnel.

Mobilising to shipping incidents – equipment available, location of and method of mobilising:

Port area	Equipment cache and location	How to mobilise	Brigade
Albany	Ship FF Cache	RDC	Albany FRS
Broome	Ship FF Cache	VFRS/RDC	Broome FRS
Bunbury	Ship FF Cache	RDC/VFRS	Bunbury FRS
Christmas Island	Ship FF Cache	VFES	Christmas Island VFES
Dampier	Ship FF Cache	VFRS/RDC	Karratha FRS
Esperance	Ship FF Cache	VFRS/RDC	Esperance FRS
Exmouth	Ship FF Cache	VFRS/RDC	Exmouth FRS
Fremantle	Ship FF Cache	DOCC	Fremantle FRS
Geraldton	Ship FF Cache	RDC	Geraldton FRS
Kwinana	Ship FF Cache	DOCC	Hope Valley FRS
Port Hedland	Ship FF Cache	VFRS/RDC	Port Hedland FRS
State-wide	Hi-expansion foam trailer	SOA/RDC	Hope Valley FRS
State-wide	FLO	SOA	State support
Metro	SET	DOCC	Osborne Park and Murdoch FRS

Note:

There are ports that do not have the equipment cache.

SOA is point of contact for advice and special resource requests.

ANNEX I Aircraft

SITUATION	ACTION
Aircraft Full Emergency	A condition declared when it is known that an aircraft approaching or having departed the airport is, or is suspected to be, in such trouble that there is danger of an accident and requires the response from off airport agencies.
Aircraft Capacity Levels	Aircraft Capacity Level I – up to 18 seats Aircraft Capacity Level II – up to 215 seats Aircraft Capacity Level III – up to 560 seats Perth Airport - Aerodrome Emergency Plan
Aircraft Emergency at Perth Airport	All responding crews to assemble at Emergency Gate 6 – Dunreath Drive.
	Crews can contact ARFF on Channel 99.
Aircraft Crash Offsite	Crews report to designated Control Point.
Aircraft crash at a Rural Aerodrome	Contact the RDC to initiate local arrangements. Mobilise the DO/AO, (Urban), FRS or VFES which are located in the town and also the local BFB and SES in support as determined. Determine aircraft crash on hardstand or in grass/bush surrounds. Mobilise BFB for fire support G/S/B. Consider mobilising nearby town resources depending on the assets required/available. Consider Foam and bulk water supplies if available.
ARFF Presence at Rural Aerodromes	There is ARFF coverage at Broome, Karratha, Port Hedland and Newman airports at least 15 minutes before the first Commercial Flight and at least 15 minutes after the last Commercial Flight. Note: Contact RDC to enact local arrangements for after-hours incidents.

ANNEX J Notifications from DOCC and DOSS

Emergency Response Notifications

- **The DOCC & DOSS** will provide situational awareness notifications to the personnel listed and mobilise all personnel required to attend an incident. A member of the BGU (preferably in a leadership role) must acknowledge the message with a phone call or radio message to the ComCen and confirm appropriate numbers for mobilisation and safe response in line with SOPs.

The DOCC must keep the DOSS aware for required notifications as per matrix below.

- **DOSS** will provide situational awareness notifications to the personnel listed in the **matrix below**. This matrix will not necessarily capture every situation and where an element of doubt exists, the DOSS should contact the Chief Superintendent State Operations/DCS for guidance.
- Outside of the notifications to the Major Incident Groups, the **DOCC** or **DOSS** will also provide a notification to the relevant on call MDC/RDC. The relevant MDC/RDC receiving the notification is then responsible for the dissemination of this information and initiating any other actions required as deemed appropriate.

DFES staff and officers are expected to notify up their chain of command as determined appropriate for the incident and the timing of situational awareness.

EMERGENCY RESPONSE NOTIFICATIONS BY DOCC to and from DOSS or stakeholder/s as identified			
CIRCUMSTANCE	DESCRIPTION	NOTIFICATIONS TO AND METHOD	TIMING
Death/Major Injury of an Emergency Responder		DOCC CALLS responsible DO(Metro) + NOTIFIES DOSS	Immediately
		DOSS CALLS relevant AC + CS + Regional Supt. + RDC/MDC + Director HSS	Immediately
		DOSS SMS's MIG – State	Immediately
		DOSS EMAILS stakeholders + Wellness + HSS + WCIM + relevant Association or UPFU	Immediately
Minor Injury to Emergency Responder	Injury requires/d professional medical intervention off site.	DOCC EMAILS responsible DO + NOTIFIES DOSS	Immediately
		DOSS EMAILS relevant AC + CS + Regional Supt + RDC/MDC	Immediately
		DOSS EMAILS stakeholders + WCIM + Wellness + HSS + relevant Association or UPFU	Immediately
Incident declared as Level 2		DOCC/DOSS NOTIFIES DOSS/DOCC	Immediately
		DOSS PHONE relevant CS + RDC/MDC + Dep State Recovery Coord	Immediately
		DOSS SMS's MIG State/Metro as req.	Between 0700 and 2200
Incident declared as Level 3		DOCC/DOSS NOTIFIES DOSS/DOCC	Immediately

EMERGENCY RESPONSE NOTIFICATIONS BY DOCC to and from DOSS or stakeholder/s as identified			
CIRCUMSTANCE	DESCRIPTION	NOTIFICATIONS TO AND METHOD	TIMING
		DOSS SMS's MIG State/Metro as req. by relevant CS + CALLS RDC/MDC + State Recovery Coordinator	Immediately
Level 2 or 3 MARSAR Incident	WA Police Force contacts DOSS advising of L2/3 MARSAR Incident	DOSS CALLS MSOC + RDC/MDC	Immediately
Burnover		DOSS/DOCC NOTIFIES as outlined in SOP 3.5.11- Entrapment at Bushfire.	Immediately
50% of a DFES region's resources committed	Metropolitan area should be considered one region	DOCC NOTIFIES DOSS	Immediately
		DOSS CALLS relevant CS + RDC/MDC	Immediately
		DOSS SMS's MIG-State/Metro	As required by relevant CS
Aerial appliance coverage across the Metropolitan area is reduced to one.	Aerial appliance coverage across the Metropolitan area is reduced: This includes when one appliance is out of commission for greater than 3hrs or all in commission aerial appliances are committed at incidents.	DOCC SMS's relevant CS/Supt. IMT	Immediately
		DOCC SMS's MIG-Metro	As required by relevant CS
Significant Events PESTLE	Events that may result in significant community, media, or political interest or are likely to impact the reputation of the organisation.	DOCC NOTIFIES DOSS	Immediately
		DOSS CALLS relevant CS	Immediately
		DOSS SMS's MIG – Metro/State	As required by relevant CS
DFES vehicle involved in traffic Crash	Any DFES, BFB or SES appliance/vehicle that is involved in a traffic crash regardless of injury to persons. Investigation required to be initiated by Health Safety Services.	DOCC NOTIFIES DOSS	Immediately
		DOSS EMAILS relevant CS + DO (metro)/RDC (country) + HSS	Immediately
		DOSS SMS's MIG – Metro/State	As required by relevant CS
Major equipment failure involving ComCen	Any potential or existing threat to critical services or equipment that will affect service delivery.	DOCC NOTIFIES DOSS	Immediately
		DOSS CALLS CS State Operations and Supt. State Coordination (B/Hours)	Immediately
		DOSS CALLS relevant CS (A/Hours)	Immediately
Death/Major Injury to a member of the public in a DFES hazard management responsibility	Incident occurs in an area where the FES Commissioner is the HMA.	DOCC CALLS DO (metro)/RDC (country) + DOSS	Immediately
		DOSS EMAILS relevant CS + Regional Supt + Wellness + relevant Association or UPFU	Immediately
Death/Major Injury to a member of the public in a DFES combat agency responsibility	Incident occurs in an area of DFES responsibility as a combat agency	DOCC EMAILS DO (metro)/ CALLS RDC (country) + NOTIFIES DOSS	Immediately
		DOSS EMAILS relevant CS, + Regional Supt + Wellness + relevant Association or UPFU	Immediately

EMERGENCY RESPONSE NOTIFICATIONS BY DOCC to and from DOSS or stakeholder/s as identified			
CIRCUMSTANCE	DESCRIPTION	NOTIFICATIONS TO AND METHOD	TIMING
Any injury to emergency responder or public as a result of fire	Where injury occurs, no matter how minor, as a result of a fire.	DOCC CALLS FIO	Immediately
Brigade/Group/Unit unable to respond to incident	Brigade/Group/Unit do not respond to incident notification or advise the ComCen that they are unable to respond for any reason	DOCC EMAILS DO (metro)/ CALLS RDC (country)	Immediately
Loss of, or significant damage to, community infrastructure and environment	<ul style="list-style-type: none"> Hospitals Accommodation Schools Utility infrastructure <ul style="list-style-type: none"> Electricity sub-stations Water pumping stations Gas pipelines Telecommunications Disruption to food supplies Environmental damage 	DOCC CALLS DO (metro)/RDC (country) + FIO (where fire was contributing factor) + NOTIFIES DOSS	Immediately
		DOSS CALLS Relevant AC + CS	Immediately
		DOSS SMS's MIG State	As requested by CS
Numbers of RFA in regions increase	RFA numbers in a region hits escalation trigger (20 country/40 metro) as outlined in SAP 3.8.D – RFA Management for BGU.	DOCC CALLS RDC/MDC	Immediately
		RDC/MDC to continue to monitor	Thereafter
ComCen no longer able to receive RFAs and have defaulted to Call Taking facility or activated the Volunteer Call Centre	COMCEN do not have the capacity to manage incoming RFA. Refer to SAP 2.2.B – Managing RFAs within COMCEN	DOCC CALLS RDC/MDC + NOTIFIES DOSS	Immediately
		DOSS SMS's relevant CS (if VCC activated)	Immediately
		DOSS CALLS DO SWORD (B/Hours only if VCC activated)	Immediately
Weather Warnings advice from BoM including SOCMET	Weather Warnings will be communicated to relevant personnel	DOSS CALLS RDC/MDC + CPI, EMAILS relevant AC + CS + RDC + MDC + AHLG	Immediately and thereafter
		CPI monitors and updates DFES community warningsmedia@dfes.wa.gov.au	
Major Weather events	State-wide major weather events will be disseminated to the relevant operational personnel	DOSS CALLS RDC/MDC	Immediately
		RDC/MDC to continue to monitor warning updates and completes any HRRAs	Thereafter

ADDITIONAL EMERGENCY MANAGEMENT NOTIFICATIONS BY DOSS ¹		
ACTIVITY	NOTIFY	SCRIPTED TEXT FOR NOTIFICATION
SOC Phased Activation	MIG State/WebEOC/DFES Cockburn staff via PA (security)	Info only, SOC Phase 2 is now activated, on call SOC staff please respond to SOC from DOSS
SOC Failover to Belmont	MIG State	Info only, SOC has failed over, staff relocating to Belmont from DOSS
Belmont returned to SOC	MIG State	Info only, Belmont closing down and staff returning to SOC from DOSS
Hazard Specific Operations Preparedness Briefing	As determined/planned by relevant CS/AC	<i>{insert hazard/event/incident}</i> briefing to occur at <i>{insert time/date}</i>
Weather warnings	Natural Hazards Group - as provided	Info only, severe weather warning issued please check email from DOSS
Major equipment failure in MOC/ROC/SOC/ComCen	MIG State as req. by relevant CS	Info only, failure of <i>{specify equipment}</i> , impacting <i>{detail impact}</i> for <i>{time period}</i>
MOC/ROC/SOC/ComCen Normalised	MIG State	Info only Comcen has returned to normal operation from DOSS
ICT Failure	MIG State	Info only, Major ICT failure, failover has been activated from DOSS
ICT Normalised	MIG State	Info only, ICT failure has been resolved, all systems returned to normal from DOSS
MOC/ROC Activated	As req. by relevant CS/AC	Info only, MOC/ROC has been activated (time and date) from DOSS
Total Fire Bans	TFB Group	Info only, TFB has been declared in <i>{insert regions}</i> , refer Emergency WA website for more details from DOSS
Emergency Situation Declaration	MIG State	Info only, Emergency Situation has been declared in <i>{insert location}</i> from DOSS
Telephone Warning System activated	Relevant CS/AC	Info only, Telephone Warning System has been activated in <i>{insert location}</i> from DOSS
Level 2 or Level 3 Incident Level Declarations	MIG State or Metro as req. by relevant CS/AC. RDC/MDC/Dep or State Recovery Coord	Info only, Level 2/3 incident has been declared in <i>{insert location}</i> from DOSS
DFES Security Breach	MIG State or Metro dependent on level of breach	Info only, a security breach has occurred in <i>{insert location}</i> , relevant CS aware from DOSS

¹ The DOSS and/or DOCC will discuss the pre-scripted text with the relevant CS and AC to ensure messages are in context with the intent of the notification when sent.

ANNEX K Notification to Other Agencies

General.

Other support and combat agencies are those authorities and agencies deemed central to the maintenance and preservation of life at an incident. These agencies are notified of incidents where either their support to operations is required or where their infrastructure has been, or is likely to be, impacted by the incident. The DOCC is to ensure that the appropriate personnel are notified for response to or activated in support of an incident as soon as practicable. The IC or MDC/RDC is to be advised when another combat/support agency or authority has confirmed their response/activation.

Key/primary support and combat agencies are as follows:

SERVICE	AGENCY
Control/Protection	Western Australian Police Force (WA Police)
Medical/Life Preservation	St John Ambulance (SJA)
Electricity	Western Power/Horizon Power
Gas Supplies	Alinta/ATCO Gas
Environmental Impact	Department of Water and Environment Regulation
Potable Water Supplies	Water Corporation/AQWEST/Busselton Water
Waste Water	Water Corporation
All Hazards - Recovery	Local government to be contacted

Notification of utilities **Western Power/Horizon Power** and **Water Corporation**:

INITIAL NOTIFICATION	SUBSEQUENT NOTIFICATION
2 nd Alarm (or LG equivalent)	As per existing SOP trigger
Activation of a Zone Response plan (2-2A-3, SW Response Zone etc.)	Level 2 and/or 3 Incident Declaration

Notifications to Support/Combat Agencies – Triggers.

The following triggers should be considered as an indication to notify agencies of an incident.

TRIGGER	DESCRIPTION
Confirmed Structural Fire (<i>other than single occupancy residential</i>)	<ul style="list-style-type: none">• Multiple Triple Zero calls received• Activated DBA followed by a Triple Zero call to the same address• Triple Zero call received from a reliable source (e.g. Police, security)
Bushfire	<ul style="list-style-type: none">• Potential to impact on civil infrastructure• Likely impact on agency resources/infrastructure
HAZMAT	<ul style="list-style-type: none">• Confirmed 2nd Alarm or higher• Potential to impact on civil infrastructure
HAZMAT/Fire	<ul style="list-style-type: none">• Confirmed 2nd Alarm or higher• Potential to impact on civil infrastructure and/or community
Natural Hazard (Cyclone/Flood/Earthquake/ Tsunami)	<ul style="list-style-type: none">• Confirmed L2/3 incident• Potential to impact on civil infrastructure, community or environment• Likely impact on agency resources/infrastructure

Agency – Essential Information.

The DOCC is to ensure the location of the Control Point and direction of approach is clearly identified to notified agencies as soon as it is known.

Agency Contact List.

The DOSS is to maintain and ensure the security of the Agency Contact List. The Agency Contact List is to detail the contact numbers for all agencies or organisations able to provide assistance during emergencies.

ANNEX L Turnout Enquiries

Turnout Enquiries regarding mobilisations are to be completed by the relevant Volunteer or staff member and forwarded to the responsible Area Officer/District Officer using the [Turnout Enquiry Form](#).

The Enquiry should be managed at the lowest level possible.

Where Superintendent State Coordination receives a Turnout Enquiry Form and Part 2 of the Turnout Enquiry Form has not been completed in full by the DO/AO, these forms will be returned to the Regional Superintendent for action.

The process for the investigation and resolution of the enquiry is detailed below. At all stages of the resolution process, actions taken by personnel must be recorded on Content Manager (CM) File 12511 Turnout Enquiries - either by comments on the form or a File Note.

NOTE: An “Activation” may also be considered a Turnout in an SES context.

ACTION	DESCRIPTION
Volunteer/CESM/Staff Member (Initiator) has an enquiry regarding a Turnout	Volunteer/CESM/Staff Member completes Incident Details and Part 1 of the Turnout Enquiry Form and forwards to Area Officer/District Officer.
Region receives Turnout Enquiry Form	DO/AO undertakes initial review. All check boxes and actions should be completed in Part 2 before the Enquiry is considered ‘unresolved’ and forwarded to Superintendent State Coordination.
Enquiry resolved – Turnout Enquiry Form recorded on file by DO/AO and Initiator advised of the outcome	If the enquiry is resolved at this stage (Part 2), the Turnout Enquiry Form is to be forwarded to Superintendent State Coordination. The Initiator of the Enquiry is to be informed of the outcome.
Enquiry not resolved – Superintendent State Coordination review	The Superintendent State Coordination is to review (or as delegated) the Enquiry to establish the circumstances.
Enquiry resolved	Turnout Enquiry Form to be recorded on CM File 12511 by Superintendent State Coordination. Where appropriate, Superintendent State Coordination will ensure that corrective actions are taken.
Enquiry not resolved	If the enquiry remains unresolved, the initiator of the enquiry is to be advised that they may seek clarification through the Chief Superintendent State Operations.
Note: Where the submission of a Turnout Enquiry Form is determined to be either inappropriate or vexatious, the Regional Superintendent /DO/AO will counsel the person as to the appropriate use of the Turnout Enquiry Form and a note will be placed on the TRIM file.	

Document History

VERSION	DATE	DESCRIPTION of CHANGE
2.0	September 2021	Major review and rewrite. Previous version history archived. Contact Doctrine for previous version history.

This document is uncontrolled when printed or downloaded.

Other than permitted under the Copyright Act 1968, no part of this publication may be reproduced by any means without written permission of the Department of Fire and Emergency Services.

For further information contact Doctrine@dfes.wa.gov.au