



AIIMS Companion for Victoria



Reference Manual

SAFETY FIRST



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Reference Manual



Draft 5

1 July 2012



CFA acknowledges the assistance and contributions of its members, volunteer and staff, in the development of this reference manual.

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First published June 2011 in Australia by Learning Systems, Operational Training and Volunteerism, CFA Headquarters, 8 Lakeside Drive, Burwood East, Victoria 3151.

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SAFETY FIRST

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Foreword

Purpose

This document describes how the Australasian Inter-service Incident Management System (AIIMS) is applied in Victoria. The application of AIIMS within Victoria varies from other states and jurisdictions due to Victoria's emergency management arrangements.

Guide to Using this Document

Each chapter in this document is aligned with a corresponding chapter with the same title found in the *Australasian Inter-service Incident Management System Manual Third Edition 2011 Revision (AIIMS 3rd Edition 2011 Revision)*. These chapters need to be read in conjunction with each other.

The information contained in this document is a summary of emergency management arrangements in Victoria. It is correct at the time of publication; however, the reader should refer to the sources cited throughout this document for the most up to date information. As of 17 June 2012 policy to undertake major reform of Victoria's emergency management arrangements is still to be released by the Victorian Government.

The following websites will assist in finding the most up-to-date documents:

- ▶ www.legislation.vic.gov.au – Emergency Management Act 1986, Fire Services Commissioner Act 2010 and Country Fire Authority Act 1958.
- ▶ www.oesc.vic.gov.au – Emergency Management Manual Victoria, Victorian Warning Protocol, Practice Note: Emergency Management Team and Practice Note: Operation of a Municipal Emergency Coordination Centre.
- ▶ cfaonline.cfa.vic.gov.au – IMT Toolbox, Chief Officer's Standard Operating Procedures (SOPs), Department of Sustainability and Environment and CFA Joint Standard Operating Procedures (Joint SOPs), Fire Services Commissioners Policies, the State Command and Control Arrangements for Bushfire in Victoria and the Victorian Fire Agency Bushfire Handbook.

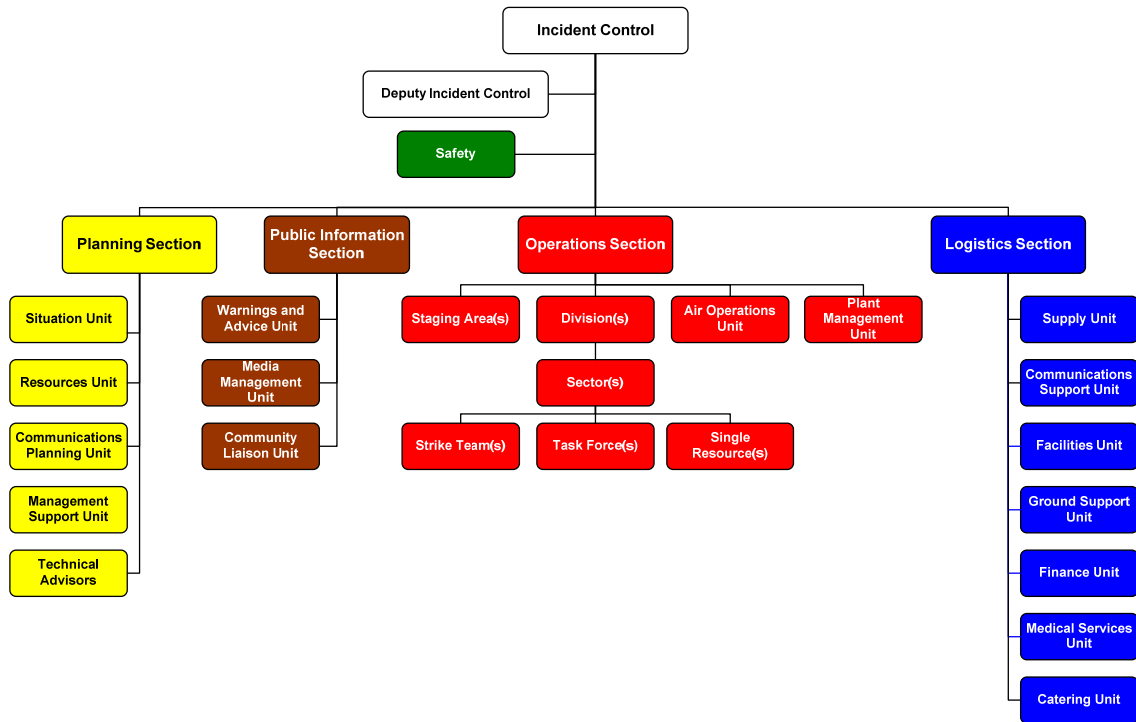


Figure 1 – AIMS structure applied in Victoria as at 17 June 2012

Chapter 1

Introduction to the Australasian Inter-service Incident Management System

This chapter provides information about:

- ▶ Victoria's emergency management arrangements;
- ▶ State Emergency Response Plan;
- ▶ control and support agencies;
- ▶ the Emergency Response Coordinator;
- ▶ the Emergency Management Team;
- ▶ the role of municipalities;
- ▶ issuing of warnings; and
- ▶ evacuations.

Introduction

While *AIIMS 3rd Edition 2011 Revision* emphasises that "AIIMS is designed to work within legislative, policy and operational arrangements applying within any particular organisation or jurisdiction,"¹ it has been necessary to vary the application of AIIMS in Victoria. The variations are necessary either because of legislation unique to Victoria or because of unique interagency agreements that exist between Victoria's fire and emergency services.

¹ *AIIMS 3rd Edition 2011 Revision*, page 2

Victoria's Emergency Management Arrangements

Victoria's emergency management arrangements are governed by the *Emergency Management Act 1986 (Vic)*. This Act establishes the legislative requirements for managing emergencies in Victoria. The *Emergency Management Manual Victoria (EMMV)* provides guidance to agencies on the implementation of the Act and is the basis for this chapter.

The EMMV defines three phases of emergency management. These are:

- ▶ prevention being the elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects;
- ▶ response being the combating of emergencies and the provision of rescue and immediate relief services; and
- ▶ recovery being the assisting of people and communities affected by emergencies to achieve a proper and effective level of functioning².

Victoria's fire services use AIIMS to undertake response phase activities.

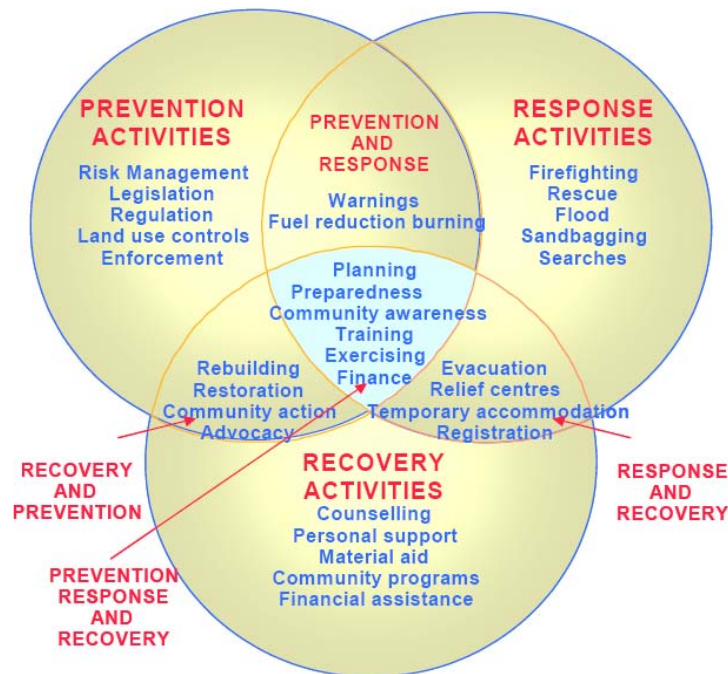


Figure 2 – Prevention, response and recovery phases. Diagram originally from the *Emergency Management Manual Victoria: Part 1 Emergency Management in Victoria*³

² *Emergency Management Manual Victoria: Part 1 Emergency Management in Victoria*. October 2009. Page 1-5.



State Emergency Response Plan

A key element of the *Emergency Management Act 1986 (Vic)* is the requirement for the appointment of the Chief Commissioner of Police as the State Emergency Response Coordinator and the preparation of a *State Emergency Response Plan* (SERP). This plan can be found in the EMMV⁴.

The SERP contains provisions related to:

- ▶ the identification of response agencies for each form of emergency; and
- ▶ the co-ordination of the activities of other agencies in support of a control agency in the event of an emergency; and
- ▶ the specific roles undertaken by agencies in the event of an emergency; and
- ▶ the specific roles and responsibilities of emergency response co-ordinators.

Control and Support Agencies

The *Emergency Management Manual Victoria: Part 7, Emergency Management Agency Roles* nominates control agencies and support agencies in relation to emergencies.

In the case of every emergency a response agency is nominated as the control agency⁵. During an emergency the control agency has the responsibility to appoint the Incident Controller. The SERP provides for the control agency to change during the response to an incident, depending on the circumstances⁶.

Certain types of emergency may have more than one control agency nominated, as the number of response agencies may vary by location. Regional and municipal response plans identify the relevant control agencies for their areas.

In the event of uncertainty as to which response agency should be the control agency, the relevant Emergency Response Coordinator may nominate one of the response

³ *Emergency Management Manual Victoria: Part 1 Emergency Management in Victoria*. October 2009. Page 1-6.

⁴ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010.

⁵ *Emergency Management Manual Victoria: Part 7 Emergency Management Agency Roles*. December 2011.

⁶ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-5.

agencies to be the control agency. The exception to this is in the case of a fire where there is uncertainty in relation to the control agency. In such circumstances the Fire Services Commissioner, or the State Fire Controller, has the power to nominate a response agency to be the control agency. Where the Fire Services Commissioner, or State Fire Controller, fails to discharge this duty the State Emergency Response Coordinator may nominate a control agency⁷ and ⁸.

A support agency is defined in the EMMV as an agency which provides essential services, personnel, or material to support or assist a control agency or affected persons. Any agency or organisation might be asked to assist in any emergency if it has skills or resources that may contribute to the response⁹.

The Emergency Response Coordinator

Victoria Police has the responsibility under the *Emergency Management Act 1986 (Vic)* for emergency response coordination at municipal, regional and state level for most emergencies. Emergency Response Coordinators are responsible for ensuring the coordination of the activities of agencies having roles or responsibilities in response to emergencies.

As a result, Emergency Response Coordinators are appointed at:

- ▶ state level, referred to as the State Emergency Response Coordinator (SERC); and
- ▶ regional level, referred to as the Regional Emergency Response Coordinator (RERC); and
- ▶ municipal level, referred to as the Municipal Emergency Response Coordinator (MERC); and
- ▶ field level (usually Level 1 incidents), referred to as the Field Emergency Response Coordinator.

⁷ *Emergency Management Act 1986 (Vic)*.

⁸ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-6.

⁹ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-7.



The SERC, RERC and MERC usually fulfil their roles from their respective police headquarters, but during an emergency may activate or attend either:

- ▶ the State Emergency Support Centre (SESC);
- ▶ a Regional Emergency Response Coordination Centre (RERCC); or
- ▶ a Municipal Emergency Coordination Centre (MECC).

During an emergency, Emergency Response Coordinators at each level carry a broad range of responsibilities. These include:

- ▶ ensuring that the appropriate control and support agencies are in attendance or have been notified by the Incident Controller; and
- ▶ ensuring that effective control has been established by the control agency; and
- ▶ in consultation with the Incident Controller, ensuring an Emergency Management Team (EMT) has been formed or in the absence of an Incident Controller, form an EMT; and
- ▶ ensuring the effective co-ordination of resources and services in responding to an emergency; and
- ▶ arranging for the provision of resources requested by the control agency and support agencies; and
- ▶ ensuring allocation of resources on a priority basis; and
- ▶ in the event of uncertainty, determining which agency is to perform its statutory response role within a region or other specified area, where more than one agency is empowered to perform that role; and
- ▶ ensuring that the Recovery Coordinator has been notified by the Incident Controller of the emergency; and
- ▶ ensuring timely information and warnings are provided to the community and support agencies by the control agency; and
- ▶ considering registration of persons evacuated or otherwise affected; and
- ▶ considering the provision of relief needs to evacuees and agency personnel where necessary and advise the Recovery Coordinator of requirements; and

- ▶ in consultation with the control agency, considering the need for the declaration of an emergency area; and
- ▶ co-operating with all participating agencies and authorities.

In maintaining these responsibilities Emergency Response Coordinators provide essential support to personnel from the control agency and support agency.

The Emergency Management Team

The EMT may comprise¹⁰ of:

- ▶ Incident Controller; and
- ▶ Emergency Response Co-ordinator; and
- ▶ support agency Commanders; and
- ▶ other specialist persons as required.

The function of an Emergency Management Team is to support the Incident Controller in determining and implementing appropriate incident management strategies for the emergency.

During a major emergency an Emergency Management Team may need to be established at Incident, Regional or Area of Operations and State level. Refer to the *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*¹¹ and the *Office of the Emergency Services Commissioner's (OESC) Practice Note: Emergency Management Team*¹² for more information.

¹⁰ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-18.

¹¹ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-18.

¹² *Office of the Emergency Services Commissioner Practice Note: Emergency Management Team*. May 2009.

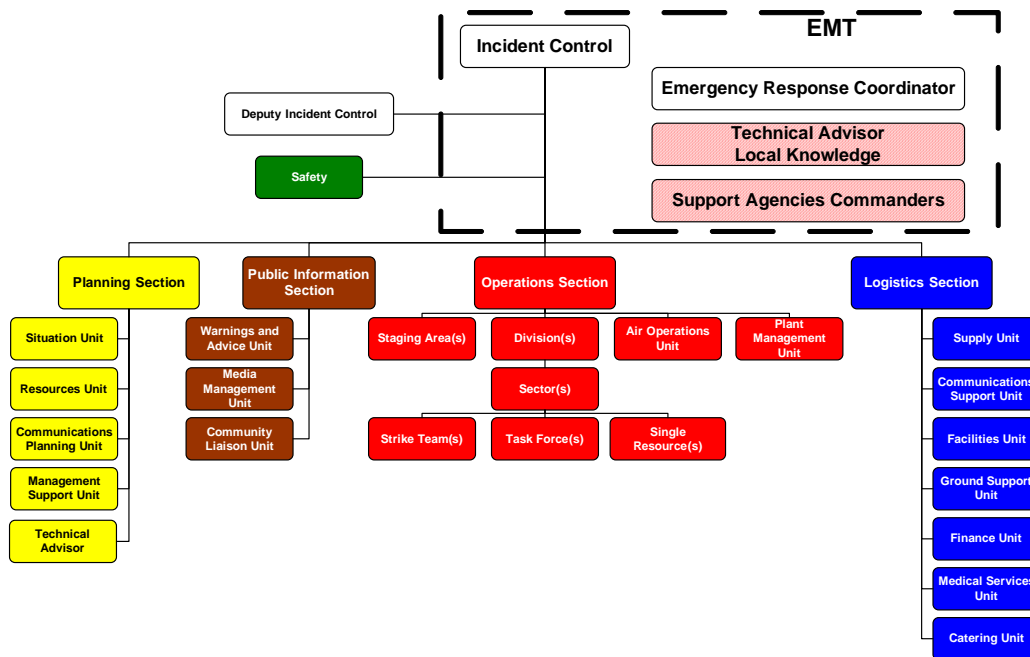


Figure 3: illustration of the Emergency Management Team

The role of municipalities

To ensure emergency management arrangements are effective at the municipal level the *Emergency Management Act 1986 (Vic)* requires municipal councils in Victoria to appoint a Municipal Emergency Management Planning Committee (MEMPC). This committee is comprised of members of the municipal council, response and recovery agencies and local community groups involved in emergency management issues. The role of this committee is to prepare a Municipal Emergency Management Plan (MEMP). The MEMP is the overarching emergency management plan for the municipal district and provides information to emergency services, other organisations and the community on how risks will be dealt with and the management arrangements for emergencies.

It provides the context for the development and integration of risk specific response and recovery plans. The plan identifies what hazards are likely to impact the municipal district, what steps are to be taken to prevent, respond to and recover from emergency events and the role of organisations in relation to emergencies¹³.

¹³ *Emergency Management Manual Victoria: Part 6 The Municipal Emergency Management Plan*. January 2011. Page 6-7.

Municipalities are also required to appoint a person to the position of Municipal Emergency Resources Officer (MERO), whose role is to coordinate the use of resources identified in the MEMP.

The MEMP also identifies Municipal Emergency Coordination Centre(s) which may be utilised by the MERC and the Municipal Emergency Resources Officer to coordinate resources used in emergencies. Refer to the *Practice Note: Operation of a Municipal Emergency Coordination Centre* issued by the Office of the Emergency Services Commissioner for more information on the use of a MECC¹⁴.

Issuing of Warnings

The control agency has the responsibility to issue warnings to the communities potentially affected by an emergency, and to other agencies involved in the response. Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination. Where an extreme and imminent threat to life exists and authorisation from the Incident Controller is not practicable in the circumstances, warnings may be issued by any response agency personnel¹⁵.

Although the Incident Controller holds the primary responsibility for the issue of warnings, the Regional Controller or Area-of-Operations Controller and/or State Controller may issue warnings on behalf of the control agency¹⁶. This may occur in the event that the Incident Controller is unable to do so in a timely manner. The warning arrangements for use by fire services in Victoria are set out in the *Victorian Warning Protocol*, the *Victorian Fire Agency Bushfire Handbook 2011-12* and in *SOP J4.01 Incident Warnings and Advice*.

Evacuations

Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency or disaster on a community. It involves the movement of people to a safer location. However, to be effective it must be correctly planned and

¹⁴ *Office of the Emergency Services Commissioner Practice Note: Operation of a Municipal Emergency Coordination Centre*. August 2010.

¹⁵ *SOP J4.01 Incident Warnings and Advice*. Version 6.0. November 2011.

¹⁶ *Victorian Warning Protocol Version 1.0*. November 2009.



executed. The process of evacuation is usually considered to include the return of the affected community. As with all emergency response activities, the main priority when deciding to undertake an evacuation is protection of life¹⁷.

The decision to recommend that people evacuate is made by the Incident Controller. In making this decision, the Incident Controller should, if time permits, consult with police and consider other expert advice. The implementation of the withdrawal, shelter and return stages of the evacuation are managed by Victoria Police.

In Victoria, evacuation is largely voluntary. The Incident Controller makes a recommendation to evacuate and it is the choice of individuals as to how they respond to this recommendation. However, in particular circumstances legislation provides some emergency service personnel with authority to remove people from areas or prohibit their entry.

The evacuation arrangements for use by fire services in Victoria are set out in the *Emergency Management Manual Victoria: Part 8 Appendices and Glossary: Appendix 9 Evacuation Guidelines*, the *Victorian Fire Agency Bushfire Handbook 2011-12* and further detailed in *SOP J3.12 Evacuation During Bushfires*¹⁸.

¹⁷ *Emergency Management Manual Victoria: Part 8 Appendices and Glossary: Appendix 9 Evacuation Guidelines*. August 2011.

¹⁸ *SOP J3.12 Evacuation During Bushfires*. Version 3.0. November 2011.

Chapter 2

Incident Management

This chapter provides information about:

- ▶ variation in terms;
- ▶ relationship between command, control and co-ordination; and
- ▶ locations for incident management in Victoria.

Introduction

Within Victoria certain terms used within AIIMS have a slightly different meaning due to the provisions of the *Emergency Management Manual Victoria* and interagency agreements between the fire services. These variations are listed below.

Variation in Terms

Command

Command involves the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.

However, where there are agreed, pre-existing arrangements, a functional commander can direct personnel and resources of more than one agency in accordance with those arrangements¹⁹.

¹⁹ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-4.



Control

Control involves the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies²⁰.

In Victoria emergency response agencies are designated, in respect of particular types of emergencies, as either control agencies or support agencies²¹. An agency may also be both a control agency and a support agency under different circumstances. For details of these arrangements refer to the *Emergency Management Manual Victoria: Part 7 Emergency Management Agency Roles*.

Co-ordination

Co-ordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of co-ordination are:

- ▶ to ensure effective control has been established and maintained in response to an emergency; and
- ▶ to ensure effective information sharing; and
- ▶ to ensure systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Co-ordination operates throughout the management of response (including immediate relief) and recovery activities. Victoria Police are responsible for co-ordination of emergency response activities within Victoria. The Department of Human Services (DHS) is the co-ordination agency for relief and recovery activities within Victoria.

²⁰ *Emergency Management Manual Victoria: Part 3 State Emergency Response Plan*. October 2010. Page 3-5.

²¹ *Emergency Management Manual Victoria: Part 7 Emergency Management Agency Roles*. December 2011.

Relationship between Command, Control and Coordination

The *Emergency Management Manual Victoria* provides the following diagram to depict the relationship between command, control and coordination.

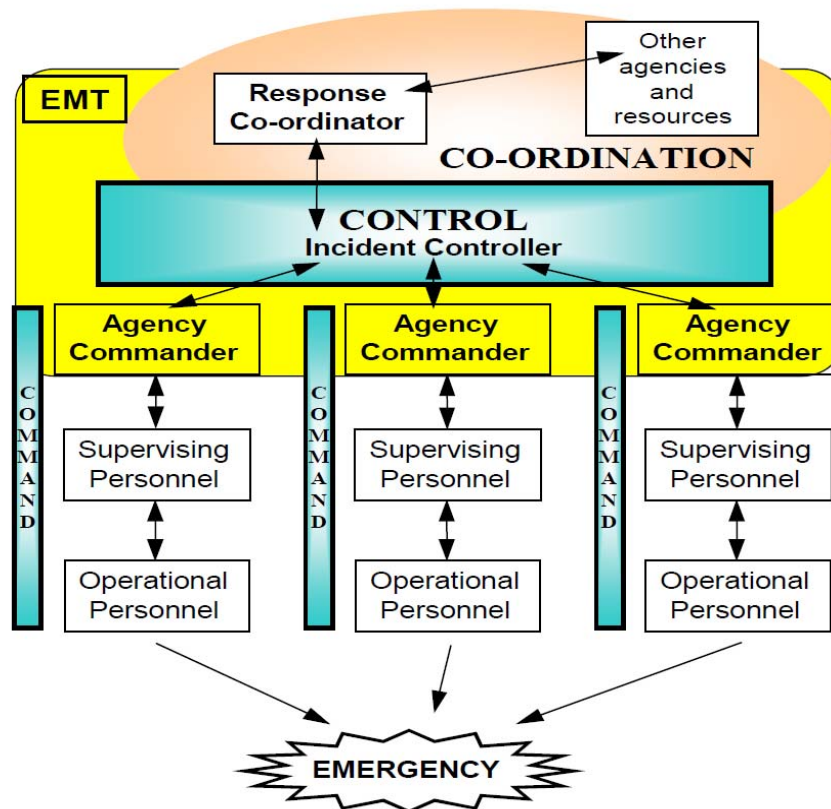


Figure 4 – command, control and coordination²²

Command and Control Arrangements for Bushfire

The *State Command and Control Arrangements for Bushfire in Victoria*²³ provide a framework and principles for command and control of, preparedness for, and response to, bushfires in Victoria. The document details the roles, responsibilities and reporting arrangements at the State, Regional or Area-of-Operations and incident levels. To gain a better understanding of the specific bushfire arrangements that exist within Victoria, refer to the *State Command and Control Arrangements for Bushfire in Victoria* and SOPJ 3.01 *Determining the Control Agency*

²² *Emergency Management Manual Victoria* Part 3, October 2010, page 3-4

²³ *State Command and Control Arrangements for Bushfire in Victoria*. August 2011. Page 3.



Locations for Incident Management in Victoria

In addition to the incident management locations and facilities described in the *AIIMS 3rd Edition 2011 Revision*, Victoria uses the following locations to support incident management²⁴.

- ▶ Incident Control Centre (ICC); and
- ▶ Municipal Emergency Coordination Centre (MECC); and
- ▶ State Control Centre (SCC); and
- ▶ Regional Control Centre (RCC); and
- ▶ District Command Centres (DCC).

Incident Control Centre

Across Victoria there are a number of predetermined Level 2 and Level 3 Incident Control Centres (ICCs). These facilities provide all the facilities and services required to support the operation of a multi-agency Incident Management Team (IMT) managing a large or complex incident, including those facilities required by support agencies.

Municipal Emergency Coordination Centre

The Municipal Emergency Coordination Centre (MECC) is a facility where coordination of municipal resources used for emergency response and recovery operations take place. Municipalities will usually have a MECC activated ahead of, or in response to, a bushfire. The Municipal Emergency Response Coordinator (MERC) and the Municipal Emergency Resource Officer (MERO) along with Emergency Management Liaison Officers (EMLO) from support agencies may be located at the MECC. Refer to *Practice Note: Operation of a Municipal Emergency Coordination Centre* issued by the Office of the Emergency Services Commissioner for more information.

State Control Centre

The State Control Centre (SCC) is the hub of a network of Regional and Incident Control Centres around the State of Victoria. The SCC operates for the management of state-level emergencies or potential emergencies that fall under the jurisdiction of its partner agencies.

²⁴ *Victorian Fire Agency Bushfire Handbook 2011-12*. Edition 1 February 2012.

The partner agencies include the:

- ▶ Fire Services Commissioner (FSC); and
- ▶ Department of Sustainability and Environment (DSE); and
- ▶ Country Fire Authority (CFA); and
- ▶ Metropolitan Fire and Emergency Services Board (MFB); and
- ▶ Victoria State Emergency Service (VICSES); and
- ▶ Department of Transport (DOT) – Security and Emergencies Division (Marine Pollution).

Regional Control Centre

The Regional Control Centre (RCC) is a facility that enables the implementation of the Command and Control arrangements within a set regional boundary or declared Area-of-Operations. It is essential that the RCC functionality is maintained at all times to ensure immediate capability to all control agencies, as well as all threats and hazards within the community. Refer to the *State Command and Control Arrangements for Bushfire in Victoria*.

District Command Centre

The District Command Centre (DCC) is established to coordinate all operational activity throughout CFA Districts. The DCC is a purpose built facility that is available to operate 24 hours a day, 365 days a year. During the Fire Danger Period (FDP) predetermined trigger points require the DCC to be staffed and at other times it is staffed on an as needs basis.

The *Victorian Fire Agency Bushfire Handbook 2011-12* will confirm the operational management structures and systems for the current fire season.

Chapter 3

The Control Function

This chapter provides information about the:

- ▶ appointment of Incident Controllers; and
- ▶ appointment of Deputy Incident Controllers; and
- ▶ appointment of Safety Officers; and
- ▶ appointment of Field Safety Advisors.

Introduction

The *2009 Victorian Bushfires Royal Commission* made specific recommendations relating to Incident Controllers, Deputy Incident Controllers and Safety Officers. These recommendations have varied the application of AIIMS within Victoria.

Incident Controller

The process for the appointment of Incident Controllers in relation to multi-agency fires, including those fires classified as Level 1, Level 2 or Level 3, is set out in *SOP J3.08 Appointment of Incident Controllers*.

In summary SOP J3.08 states²⁵:

- ▶ the control agency must appoint (from either of the fire agencies) a suitably experienced, qualified and competent person as Incident Controller for each multi-agency incident; and
- ▶ except for Level 1 incidents, the appointed Incident Controller should be located in the nominated ICC at the earliest opportunity; and
- ▶ the Incident Controller is appointed for a tour of duty/deployment and retains the responsibility and accountabilities of the Incident Controller position throughout the entire tour; and

²⁵ *Joint Standard Operating Procedure J3.08 Appointment of Incident Controllers*. Version 3.0. September 2011.

- ▶ the Incident Controller may delegate some or all of the powers and responsibilities of their position to a Deputy Incident Controller(s) during those times that the Incident Controller is absent from the ICC. Some exceptions and limitations apply to this power of delegation; and
- ▶ the Incident Controller will generally work during the day, and be represented by a Deputy Incident Controller at night.

Deputy Incident Controller

SOP J3.08 also details the requirements for the appointment of a Deputy Incident Controller(s) to support the Incident Controller in the management of the incident.

In summary SOP J3.08 states²⁶:

- ▶ the Incident Controller may appoint one or more Deputy Incident Controllers from either the control agency or support agencies to a Level 2 or Level 3 incident; and
- ▶ any Deputy Incident Controller appointed to a Level 3 incident must be endorsed as a Level 2 Incident Controller as a minimum; and
- ▶ the Deputy Incident Controller(s) may not alter the incident objectives in the Incident Action Plan (IAP); and
- ▶ the Deputy Incident Controller(s) may amend the incident strategies within the parameters provided by the Incident Controller; and
- ▶ where two or more Deputy Incident Controllers are appointed, the Incident Controller must specify who will be the lead Deputy Incident Controller when the Incident Controller is absent from the ICC; and
- ▶ the Incident Controller may assign a Deputy Incident Controller oversight of one or more tasks, including, but not limited to:
 - evacuation liaison with Victoria Police; and
 - authorisation of community warnings and advice; and

²⁶ CFA and DSE Joint Standard Operating Procedure J3.08 Appointment of Incident Controllers. Version 3.0. September 2011.



- media spokesperson; and
- Incident Management Team (IMT) contact for Traffic Management Points.

Note: *The preceding information is correct as at 17 June 2012. However, SOP J3.08 Appointment of Incident Controllers may have been amended since this time. Always refer to the latest version rather than relying on this document alone.*

Safety Officer

AIIMS 3rd Edition 2011 Revision allows the interchangeable use of the terms Safety Officer and Safety Advisor²⁷. Within Victoria these two terms have been developed into separate roles. A summary of these roles is provided below. However, personnel must make themselves familiar with *SOP J3.04 Safety Officer*²⁸ and *Chief Officers SOP 11.07 Safety Officer/Field Safety Advisor – Role and Responsibilities*²⁹.

The Safety Officer reports to the Incident Controller on all aspects of potential and current safety and risk management issues identified at the incident. The Safety Officer is responsible³⁰ for:

- ▶ monitoring the development and implementation of the Incident Action Plan (IAP), considering the risks to the health, safety and welfare of incident personnel; and
- ▶ monitoring the development and implementation of the Incident Action Plan (IAP), considering measures to eliminate, prevent or mitigate risks; and
- ▶ supporting the IMT to ensure that the relevant safety components are incorporated into SMEACS briefings delivered to all incident personnel; and
- ▶ assisting with the conduct of risk assessments and the development of risk controls and mitigation measures; and
- ▶ advising the Incident Controller on all aspects of potential and current safety and risk management issues identified at the incident; and
- ▶ reviewing the operational aspects of the medical plan for the incident; and

²⁷ *AIIMS 3rd Edition 2011 Revision*. Page 32.

²⁸ *SOP J3.04 Safety Officer*. Version 3.0. September 2011.

²⁹ *SOP 11.07 Safety Officer/Field Safety Advisor – Role and Responsibilities*. Version 2. February 2011.

³⁰ *SOP J3.04 Safety Officer*. Version 3.0. September 2011.

- ▶ *SOP J3.04 Safety Officer* explicitly states that the Safety Officer cannot veto an operational decision, but must raise any operational issues identified with the appropriate personnel.

Note: *The preceding information is correct as at 17 June 2012. However SOP J3.04 Safety Officer may have been amended since this time. Always refer to the latest version rather than relying on this document alone.*

Field Safety Advisors

Within *Chief Officer's SOP 11.07 Safety Officer/Field Safety Advisor – Role and Responsibilities* exist provisions for the appointment of a Field Safety Advisor(s) at an incident. *SOP J3.04 Safety Officers* recognises this and references the Chief Officer's SOP.

A Field Safety Advisor may be appointed by the Incident Controller as an advisor to the Operations Officer, Division Commander, Sector Commander, Strike Team Leader or Task Force Leader. The Field Safety Advisor provides advice to the designated commander or supervisor on all aspects of potential and current safety and risk management issues present in the designated area of responsibility.

SOP J3.04 Safety Officer and *Chief Officer's SOP 11.07 Safety Officer/Field Safety Advisor – Role and Responsibilities* explicitly state that the Field Safety Advisor cannot veto an operational decision, but must raise any operational issues identified with the appropriate commander or supervisor.

Note: *The preceding information is correct as at 17 June 2012. However, SOP J3.04 Safety Officer and Chief Officers SOP 11.07 Safety Officer/Field Safety Advisor – Role and Responsibilities may have been amended since this time. Always refer to the latest versions rather than relying on this document alone.*

Chapter 4

The Planning Function

This chapter provides information about:

- ▶ responsibilities of the Resources Unit; and
- ▶ requirements for Incident Action Planning in Victoria.

Introduction

Within Victoria there have been some variations made to *AIIMS 3rd Edition 2011 Revision*. These variations are detailed in *SOP J3.03 Incident Action Planning* and *SOP J3.09 Management of Resources*.

Resources Unit

SOP J3.09 Management of Resources explicitly states that the Resources Unit in the Planning Section is responsible for requesting Incident Management Team personnel, incident-ground personnel and appliances³¹.

In Victoria the term appliance may be used to describe physical resources including:

- ▶ tankers; and
- ▶ pumpers; and
- ▶ slip-ons; and
- ▶ pumps; and
- ▶ boats; and
- ▶ rescue vehicles; and
- ▶ command vehicles.

³¹ *SOP J3.09: Management of Resources*. Version 1.0. November 2011.

Requests for resources other than those listed above will be dealt with by other Units within the AIMS structure. These Units are detailed in other chapters, but in short they include the Air Operations Unit in the Operations Section, the Plant Management Unit in the Operations Section and the Supply Unit in the Logistics Section.

Incident Action Planning

The *2009 Victorian Bushfires Royal Commission* made specific recommendations in relation to the requirements for Incident Action Plans (IAP) prepared during bushfires in Victoria. These recommendations have been adopted and are detailed in *SOP J3.03 Incident Action Planning*. In relation to the response to bushfire within Victoria, Incident Action Planning is based on the following priorities³², unless otherwise directed by the State Fire Controller.

- ▶ Protection and preservation of life is paramount;
- ▶ issuing of community warnings and community advice;
- ▶ protection of critical infrastructure and community assets;
- ▶ protection of residential property;
- ▶ protection of assets supporting individual livelihoods and economic production;
- ▶ protection of environmental and conservation assets.

For incidents of limited spread and low potential the IAP may be recorded in a logbook or over radio transmissions back to the communications centre. In all other cases the Incident Action Plan (IAP) must be documented using a Summary IAP format, an IAP format or an Incident Shift Plan (ISP) format³³. These formats are defined as:

- ▶ IAP Summary is a concise IAP format produced in the first four (4) hours of an incident and approved by the Incident Controller that details the incident objective and summarises the incident situation, strategies adopted, resources deployed and key information regarding administration, logistics, command and communication and safety.

³² *Fire Services Commissioner Policy FSCPOLICY001/2011 Strategic Control Priorities – State Controllers Intent*. January 2011.

³³ *SOP J3.03 Incident Action Planning*. Version 5.0. November 2011.



- ▶ IAP: The plan used to describe the incident objectives, strategies, structures, resources and other information relevant to the control of the incident.
- ▶ ISP: The key components of the IAP that are essential for field operations. The documentation follows the SMEACS format, and is accompanied by maps and any other supporting documentation relevant to field operations.

Chapter 5

The Public Information Function

This chapter contains information about:

- ▶ activation of the Public Information Section in Victoria; and
 - ▶ titles of Units within the Public Information Section in Victoria.
-

Introduction

Within Victoria the arrangements related to the provision of public information are found within the *Emergency Management Manual Victoria*, *Victorian Warning Protocol* and *SOP J4.01 Incident Warnings and Advice*.

Activation of Public Information Section

The Public Information Section is activated in accordance with *SOP J4.01 Incident Warnings and Advice*, which describes the requirements for warnings and advice within Victoria, emphasises the need for timely, tailored and relevant information, the responsibilities of Units within the Public Information Section and the types of messaging and products that will be produced³⁴.

Titles of Units within the Public Information Section

Within Victoria some of the titles of Units within the Public Information Section differ to those described in *AIIMS 3rd Edition 2011 Revision*. The differences in these titles are detailed in Table 1 below³⁵:

³⁴ *SOPJ J4.01 Incident Warnings and Advice*. Version 6.0. November 2011.

³⁵ *SOP J4.01 Incident Warnings and Advice*. Version 6.0. November 2011.



SOP J4.01 Incident Warnings and Advice	AIMS 3 rd Edition 2011 Revision
Warnings and Advice Unit	Information and Warnings Unit
Media Management Unit	Media Unit
Community Liaison Unit	Community Liaison Unit

Table 1 – difference in titles of Units in the Public Information Section

Chapter 6

The Operations Function

This chapter contains information about:

- ▶ function of the Plant Management Unit; and
 - ▶ function of the Aircraft Operations Unit.
-

Introduction

Within Victoria there have been some variations to the Operations Section compared to *AIIMS 3rd Edition 2011 Revision*. These changes relate to the addition of the Plant Management Unit and the structure of the Air Operations Unit.

Plant Management Unit

The Plant Management Unit is generally activated when five or more plant are deployed or working at an event, which is usually a Level 2 or Level 3 incident. The Plant Manager reports to the Operations Officer and is responsible for providing support for large, heavy plant. The Plant Manager monitors the location of plant and operators at an incident, provides advice on available and working plant to the Operations Section. The Plant Manager works closely with the Supply and Finance Units in the Logistics Section on requests for plant and contract management, and the Resources Unit in the Planning Section for tracking and recording of the deployment of plant and plant operators. For further information on the Plant Management Unit refer to the *DSE Fire Management Manual: 8.1 Fire Suppression Manual*³⁶.

Examples of plant

Examples of plant include dozers, excavators, harvesters, backhoes, graders, floats, slashers and tractors.

³⁶ *DSE Fire Management Manual: 8.1 Fire Suppression Manual*. October 2011. Page 4-34.

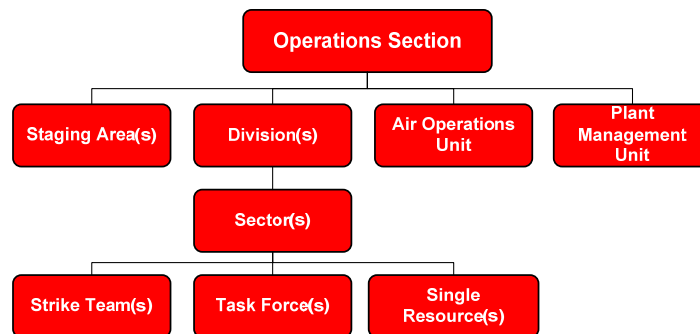


Figure 5 – The Plant Manager manages the Plant Management Unit.

Air Operations Unit

Within Victoria fire agencies utilise aircraft supplied by the State Air Desk. The Incident Controller may in the initial stages of an incident, request aircraft for use at an incident. However, as the incident develops or complexity increases an Air Operations Unit will be established in accordance with *State Aircraft Unit Policy 01 Air Operations* and *State Aircraft Unit Procedure AM 1.05 Management of Aircraft at Incidents*.

The Aircraft Officer, or where appointed, the Air Operations Manager, will request all aircraft used during Level 3 fires and incidents. For further details on the structure of the Air Operations Unit refer to Figure 6³⁷ below.

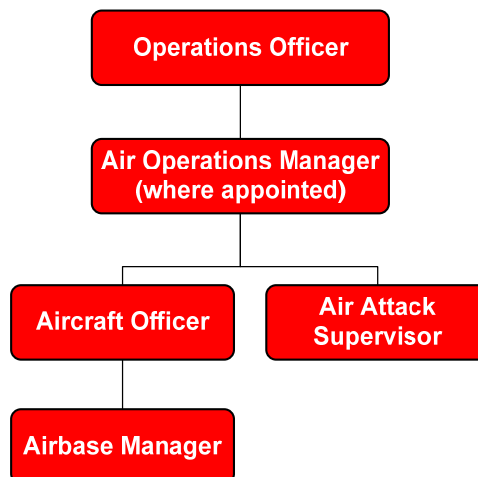


Figure 6 – Structure of the Air Operations Unit

³⁷ *State Aircraft Unit Policy 01 Air Operations*. January 2010.

Chapter 7

The Logistics Function

This chapter contains information about:

- ▶ responsibilities of the Supply Unit within Victoria; and
 - ▶ responsibilities of the Medical Services Unit within Victoria.
-

Introduction

Within Victoria there are variations to *AIIMS 3rd Edition 2011 Revision* that alter the operation of the Logistics Section. These changes include amendments to the responsibilities of the Supply Unit and the addition of some specialist services provided by the Medical Services Unit.

Supply Unit

The role of the Supply Unit within the Logistics Section has been amended in Victoria. The function of the Supply Unit is consistent with *AIIMS 3rd Edition 2011 Revision*, however, the supply of certain items is **not** the responsibility of the Supply Unit. These are listed below.

- ▶ The supply of IMT personnel, incident-ground personnel and fire agency appliances is undertaken by the Resources Unit within the Planning Section³⁸.
- ▶ The supply of aircraft is usually arranged by the Air Operations Unit in the Operations Section³⁹.
- ▶ The supply of plant and heavy equipment may be undertaken by the Plant Manager where appointed.

³⁸ SOP J3.09 *Management of Resources*. Version 1.0. November 2011.

³⁹ *DSE Fire Management Manual: 8.1 Fire Suppression Manual*. October 2011. Guideline 8.1.24 Supply Officer Checklist.



Medical Services Unit

Welfare Services

Chief Officer's SOP 14.02 Welfare Services – Activation of and DSE Fire Management Manual: 9.1 Recovery Manual require personnel involved in a critical incident to be offered welfare services and counselling. During an incident these procedures may need to be activated by the Medical Services Unit within the Logistics Section. Critical incidents may be defined as⁴⁰:

- ▶ line of duty death; and
- ▶ serious injuries directly to personnel; and
- ▶ suicide; and
- ▶ prolonged incidents; and
- ▶ multiple deaths, serious casualties or death of children; and
- ▶ death or injury of persons known to agency personnel at an incident; and
- ▶ major incidents; and
- ▶ if a member requests welfare services.

Note: Welfare Service providers do **not** self-activate; they need to be requested before support can be provided.

Health Support Team

A Health Support Team (HST) is defined in Chief Officers SOP 9.08 – Health Support Team. These teams consist of personnel who are deployed to ensure that advice can be provided on the health and wellbeing of personnel whilst working at incidents and during rest periods. The Health Support Team may also respond to assist injured or ill personnel on the fireground in the absence of ambulance or other first aid support⁴¹. The HST reports to the Medical Services Unit Leader.

⁴⁰ Chief Officers SOP 14.02 Welfare Service – Activation of. Version 2. November 2011.

⁴¹ SOP 9.08 Health Support Teams. Version 2. December 2007.

Abbreviations

Table 2 lists the abbreviations and acronyms commonly used.

Abbreviation	Meaning
AIIMS	Australasian Inter-service Incident Management System
CFA	Country Fire Authority
CIS	Critical Incident Stress
CISM	Critical Incident Stress Management
DCC	District Command Centre
DHS	Department of Human Services
DOT	Department of Transport
DSE	Department of Sustainability and Environment
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EMT	Emergency Management Team
FDP	Fire Danger Period
FERC	Field Emergency Response Coordinator
FSC	Fire Services Commissioner
HST	Health Support Team
IAP	Incident Action Plan
IC	Incident Controller
ICC	Incident Control Centre
IMT	Incident Management Team
ISP	Incident Shift Plan
MECC	Municipal Emergency Coordination Centre
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Coordinator



Abbreviation	Meaning
MERO	Municipal Emergency Resources Officer
MFB	Metropolitan Fire and Emergency Services Board
OESC	Office of the Emergency Services Commissioner
RCC	Regional Control Centre
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
SCC	State Control Centre
SERC	State Emergency Response Coordinator
SERP	State Emergency Response Plan
SESC	State Emergency Support Centre
SOP	Standard Operating Procedure
SOP J	Joint Standard Operating Procedure. Issued by the Fire Services Commissioner, CFA and DSE.
VicPol	Victoria Police
VICSES	Victoria State Emergency Service

Table 2 – abbreviations and acronyms



SAFETY FIRST