



SERVICE STANDARD 3.1.3 INCIDENT REPORTING

ITEM	DESCRIPTION
Version Number	2.1
SOPs	> None
Owner	Executive Director, Operations
Contact	Director, Response and Coordination
Approved Date	14 August 2017
Effective Date	4 September 2017
Next Review Date	4 September 2022
Document Control	Electronic - Printed Copies are Uncontrolled

1 Purpose

- 1.1 This Service Standard outlines the reporting of incident information. Such reporting enables operational decisions to be made more effectively, and enables the Commissioner, the Minister and the community to be kept informed of what is happening.
- 1.2 Section 9 (1) (a1) of the *Rural Fires Act 1997* requires the Commissioner to issue public warnings about bush fires and bush fire threats in the State for the purpose of protecting life and property.
- 1.3 Clause 11 of the Rural Fires Regulation 2013 (the Regulation) prescribes that the officer in charge of a rural fire brigade must provide a report on the response to a fire or other incident or emergency.
- 1.4 The Regulation also prescribes that the timing and required details of the report will be set out in a Service Standard.

2 Definitions

- 2.1 For the purpose of this service standard the following definitions apply:
 - a. **Approved operational/incident reporting systems:** currently ICON and BIRS for post incident reporting
 - b. **Notifiable Incident:** any incident defined as Notifiable within OMP 4.03.01 Notifiable and Reportable Incidents
 - c. **Reportable Incident:** any incident which the NSW Rural Fire Service (NSW RFS) attends or investigates.
 - d. **Significant injury:** any injury requiring treatment by a health professional, i.e. ambulance officer, nurse, doctor, etc., and also includes needle-stick/sharps injuries and or any contamination by human blood or body fluid.
 - e. **Structure fire of significance:** includes any habitable or commercial structure where more than one room is involved in fire or a fire in a structure which is a significant asset to the community.

3 Policy

- 3.1 Each District Manager shall maintain a record of all incidents within their district, using the relevant approved NSW RFS operational systems.
- 3.2 All incidents and hazard reductions involving NSW RFS personnel are to be reported using approved NSW RFS operational systems.
- 3.3 Some incidents may be classed as 'Notifiable' or 'Reportable' Incidents, as detailed in the relevant operational procedure.

Reports to be provided

Advice of incidents

- 3.4 The officer in charge of a rural fire brigade (brigade) shall advise the District immediately the brigade responds to any incident.
- 3.5 The District Manager shall be responsible for ensuring all incidents attended, or participated in, by NSW RFS brigades and personnel are recorded in a timely manner within the approved NSW RFS operational system;
- 3.6 All Notifiable Incidents within a Rural Fire District under the control of other firefighting authorities are to be reported in accordance with this Service Standard and OMP 4.03.01 Notifiable Incidents.
- 3.7 A District shall advise State Operations as soon as practicable of any Notifiable Incident once the incident is confirmed, and the first informative message has been received.

Incident updates

- 3.8 Officers in charge of brigades shall provide situation reports (sitreps) to the NSW RFS as the situation changes or in accordance with any requirements set by the District Manager, Incident Controller or a person delegated by them.
- 3.9 District Managers shall ensure that situation reports and incident information is provided to State Operations in relation to all incidents via the ICON system within the following prescribed timeframes:
 - a. minimum every 30 minutes or as the situation changes for bush, grass or scrub fires with an alert level of Emergency Warning (EW);
 - b. minimum every 2 hours or as the situation changes for bush, grass or scrub fires with an alert level of Watch and Act (WA);
 - c. minimum twice daily (prior to 11.00 and 16.00 hours) or as the situation changes for all other bush, grass or scrub fires with an alert level of Advice (A);
 - d. minimum twice daily (prior to 11.00 and 16.00 hours) or as the situation changes for all other incidents and hazard reductions.
- 3.10 If the ICON system is unavailable then hardcopy reports may be provided or verbal reports implemented.
- 3.11 District Managers shall ensure the incident status is reflected accurately within ICON sitreps at all times.
- 3.12 The information supplied shall be designed to create a shared operational picture of what is happening and assist in meeting requirements outlined within Operational Protocol 1.1.5 Warnings and Public Information Protocol.
- 3.13 District Managers shall ensure ICON sitreps and attachments reflect an accurate record and summary of actions taken prior to the incident being declared out.

Post-incident reports

- 3.14 The officer in charge of a brigade shall ensure that attendance at any operational incident is registered on the NSW RFS post incident reporting system within 48 hours of returning to the station.
- 3.15 The District Manager shall ensure that all incident reports are accurate and validated within 14 days of an incident being declared out.

3.16 For large incidents, such as a section 44, a shell report may be created by the Operations Communications Centre within the post incident reporting system.

4 Related documents

- > [Rural Fires Act 1997](#)
- > [Rural Fires Regulation 2013](#)
- > [SS 3.1.6 Operational Protocols and Procedures](#)
- > [OMP 4.03.01 Notifiable and Reportable Incidents](#)
- > [OP 1.1.5 Warnings and Public Information Protocol](#)

5 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
1 September 1999	1.0	Initial release
15 October 2001	1.1	<ul style="list-style-type: none">> Repealed and remade v1.0> Clauses 2.7.4, 2.7.5, 3 & 7
8 October 2004	1.2	<ul style="list-style-type: none">> Repealed and remade v 1.1> Clauses 1.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3, 4 & 7
14 December 2004	1.3	<ul style="list-style-type: none">> Repealed and remade v1.2> Clauses 2.5(c) and 2.6(c)(i)
10 October 2013	2.0	<ul style="list-style-type: none">> Repealed and remade v1.3> Reinstated from SS 3.1.13 Incident Management, Response and Reporting> Reviewed to reflect current practices
4 September 2017	2.1	<ul style="list-style-type: none">> Repeals and remakes v2.0> Minor administrative update