



SERVICE STANDARD 3.2.2

ASSISTANCE TO OTHER EMERGENCY SERVICE ORGANISATIONS (ESO)

ITEM	DESCRIPTION
Version Number	2.1
SOPs	> None
Owner	Executive Director, Operations
Contact	Director, Response and Coordination
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1 Purpose

- 1.1 Under section 9 of the *Rural Fires Act 1997* the functions of the NSW Rural Fire Service (NSW RFS) include assisting other agencies.
- 1.2 The NSW State Emergency Management Plan (EMPLAN) specifies which agency is the combat agency (the agency in control) for various types of incidents and the associated support arrangements.
- 1.3 The NSW RFS through the Australasian Fire and Emergency Service Authorities Council (AFAC) participates in the Arrangements for Interstate Assistance (AIA) for deployment of NSW RFS resources interstate and across AFAC member agencies.
- 1.4 The NSW RFS through the Australasian Fire and Emergency Service Authorities Council (AFAC) participates in the National Resource Sharing Centre (NRSC) for deployment of NSW RFS resources nationally and internationally.
- 1.5 This Service Standard outlines how the NSW RFS provides assistance to other emergency service organisations (ESO) in the context and scope of operational incidents, including when another agency is the specified combat agency. Other forms of non-operational inter-agency cooperation (such as training assistance) are not covered by this Service Standard.
- 1.6 This Service Standard does not apply to aviation requests facilitated through the National Aerial Firefighting Centre (NAFC) or NSW RFS State Air Desk arrangements.

2 Policy

Assistance to Emergency Service Organisations (ESOs) within NSW

- 2.1 When assistance to another ESO is provided by the NSW RFS it shall be consistent with the NSW EMPLAN and also with:
 - a. The terms of any relevant authorised Mutual Aid Agreement (MAA), Memorandum of Understanding (MOU) or other agreed plan with that agency; and
 - b. The terms of the request received from the ESO or combat agency.

- 2.2 If a request for assistance is received from an ESO other than the relevant combat agency for an incident, the combat agency shall be notified as soon as possible.
- 2.3 At an incident that would normally be under the jurisdiction or control of another combat agency, members of the NSW RFS may, in the absence of that agency, take any reasonable actions within their capability to safely protect people and things that people value until that agency arrives and takes control.
- 2.4 When the specified jurisdiction or combat agency arrives after the NSW RFS at an incident, control shall be handed over to them and the NSW RFS should provide any further assistance to that combat agency as requested, within their capability.
- 2.5 If a request for assistance is received by a NSW RFS Region or the State Operations Centre, then the District in which the event is located shall be notified as soon as practicable.
- 2.6 If a request for assistance is received by a NSW RFS District that is beyond the capacity of the local NSW RFS resources the request must be escalated to the State Duty Operations Officer (SDOO).
- 2.7 When determining what, or if, action should be taken prior to the arrival of the combat agency, a member of the NSW RFS must take into account:
 - a. The level of training of the NSW RFS members present or otherwise available to respond to the incident;
 - b. The resources that are available;
 - c. The urgency of the situation; and
 - d. The health and safety of members of the NSW RFS.

Assistance to other Agencies - Interstate or International

- 2.8 When assistance to an Interstate or International ESO or jurisdiction is provided by the NSW RFS it shall be consistent with:
 - a. The terms of any relevant authorised Mutual Aid Agreement (MAA), Memorandum of Understanding (MOU) or other agreed plan with that agency; and
 - b. Consistent with any plan or agreement as developed by the NRSC; or
 - c. Where applicable the specific terms of the request received from the requesting State, Jurisdiction or Country.

3 Related documents

- *Fire Brigades Act 1989*
- *Rural Fires Act 1997*
- *State Emergency Service Act 1989*
- *State Emergency and Rescue Management Act 1989*
- NSW State Emergency Management Plan (EMPLAN)
- Service Standard 3.1.2 Incident Response
- Service Standard 3.1.3 Incident Reporting
- Service Standard 3.1.6 Operational Procedures and Protocols

4 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
4 Aug 2003	1.0	➤ Initial release
10 Oct 2013	2.0	➤ Repealed and remade Service Standard 3.2.2 v1.0 ➤ Reinstated from Service Standard 3.2.1 Coordinated Firefighting, Incident Management, Air Operations and Assistance v2.0

AMENDMENT DATE	VERSION NO	DESCRIPTION
6 Dec 2017	2.1	<ul style="list-style-type: none">> Repeals and remakes Service Standard 3.2.2 v2.0> Title changed from 'Assistance to Other Agencies' to 'Assistance to Other Emergency Service Organisations'> Updated to align with current processes