Fire Season Preparedness Parliamentary Inquiry

6 September 2016

Saving Time Saving Lives

Provide the critical link between the community and emergency services for triple zero, and support the agencies to improve service delivery to the community.

ESTA Triple Zero

Caller rings Triple Zero (000).

Telstra asks which emergency service and connects caller to relevant answer point.

The telephony platform makes routing decisions based on performance standard and agent availability.

- Police/SES – World Trade Centre (WTC), Ballarat.
- Fire – Tally Ho (THO), Ballarat.
- Ambulance - THO, Ballarat.

1. Call-takers

- First point of contact for 000 callers.
- Take details of the emergency.
- Provide guidance and instruction where required.

2. Dispatchers

- Identify and manage appropriate ESO resources to respond to the emergency event.
- Liaise with on-site and field ESO employees.

3. Help arrives at scene

> **Triple Zero process (000)**

Always call Triple Zero (000) in an emergency.

You will be asked by Telstra which service you require "Police, Fire or Ambulance?

Your call will then be connected to an ESTA communications centre.

You will be asked:
"Where is your emergency?"
The calltaker verifies the address by asking where the nearest cross street is, or asks for a prominent landmark.

You will then be asked:
"What is your emergency?"
The calltaker will ask more questions to gather as much information as possible.

Once the calltaker knows where and what the emergency is, a dispatcher will send the emergency services required.

This happens while the calltaker continues to ask you questions.

The emergency services arrive on scene.

ESTA 000
Saving Time Saving Lives

ESTA's approach

| Agency Changes & Collaboration | Operational Preparedness | Workforce Management | Training | Incident Management Framework |

# Seasonal readiness

Victorian bushfire outlook released

POSTED: August 31, 2016 by EMV Media

FIRE DANGER RATING

# Forecasting demand

Fire Forecast & Actual Calls - 03/04/16

Scheduling staff

Fire Staffing - 03/04/16
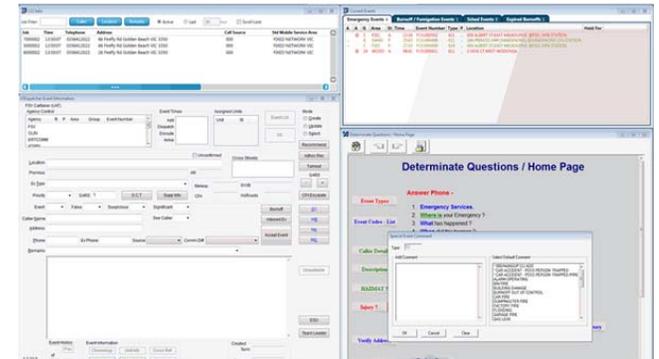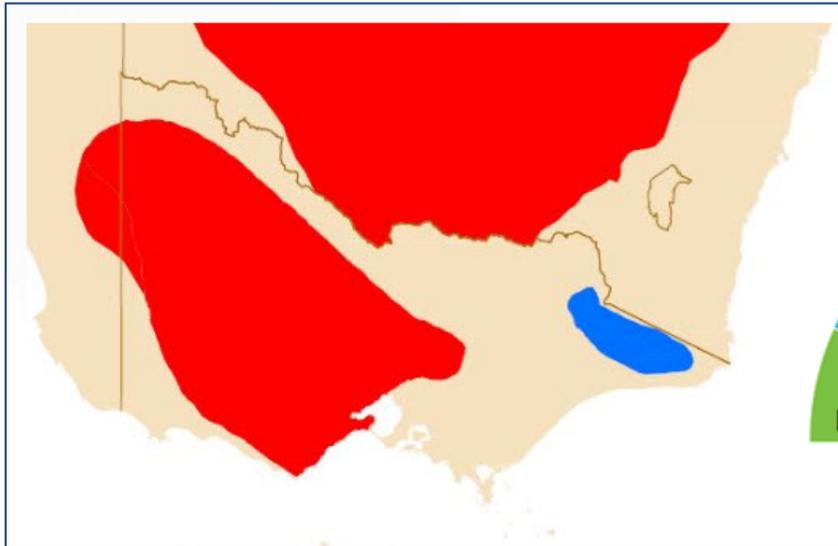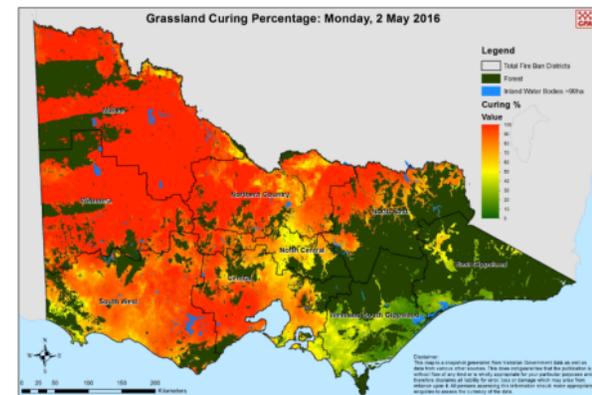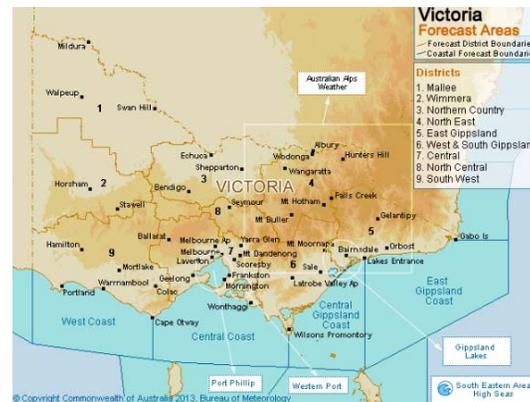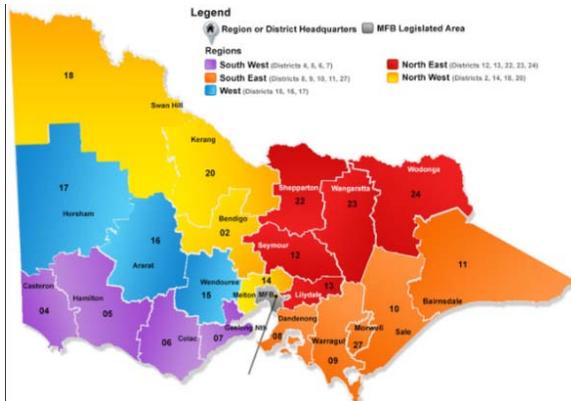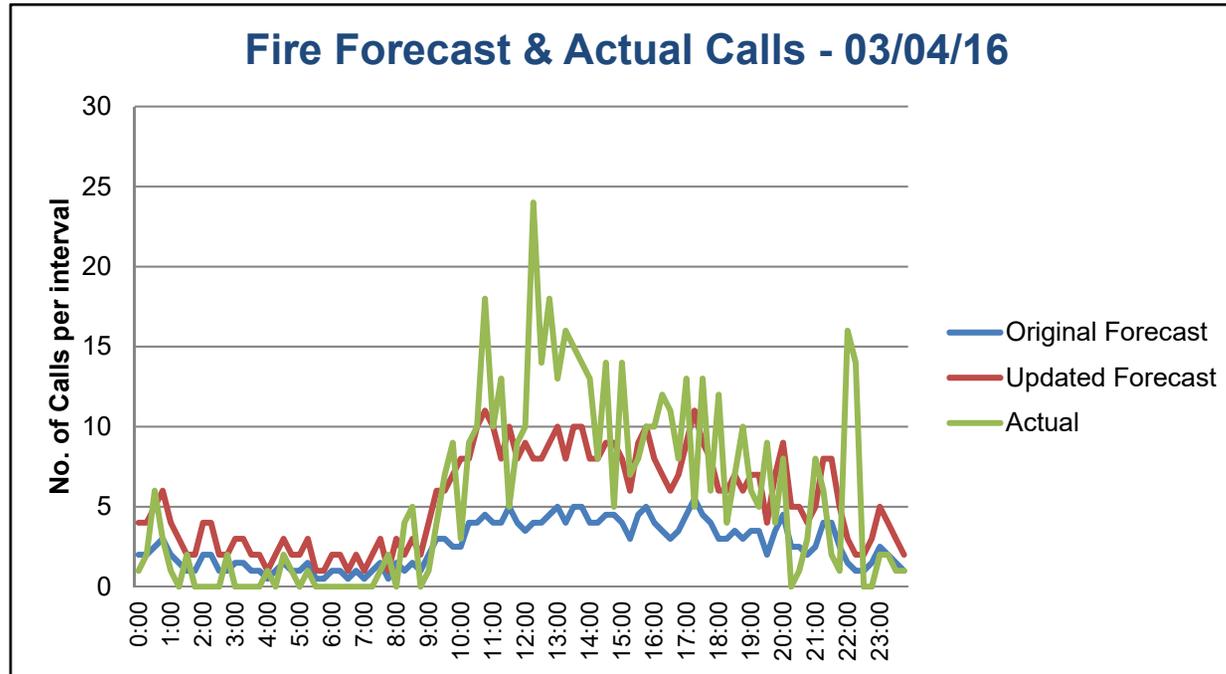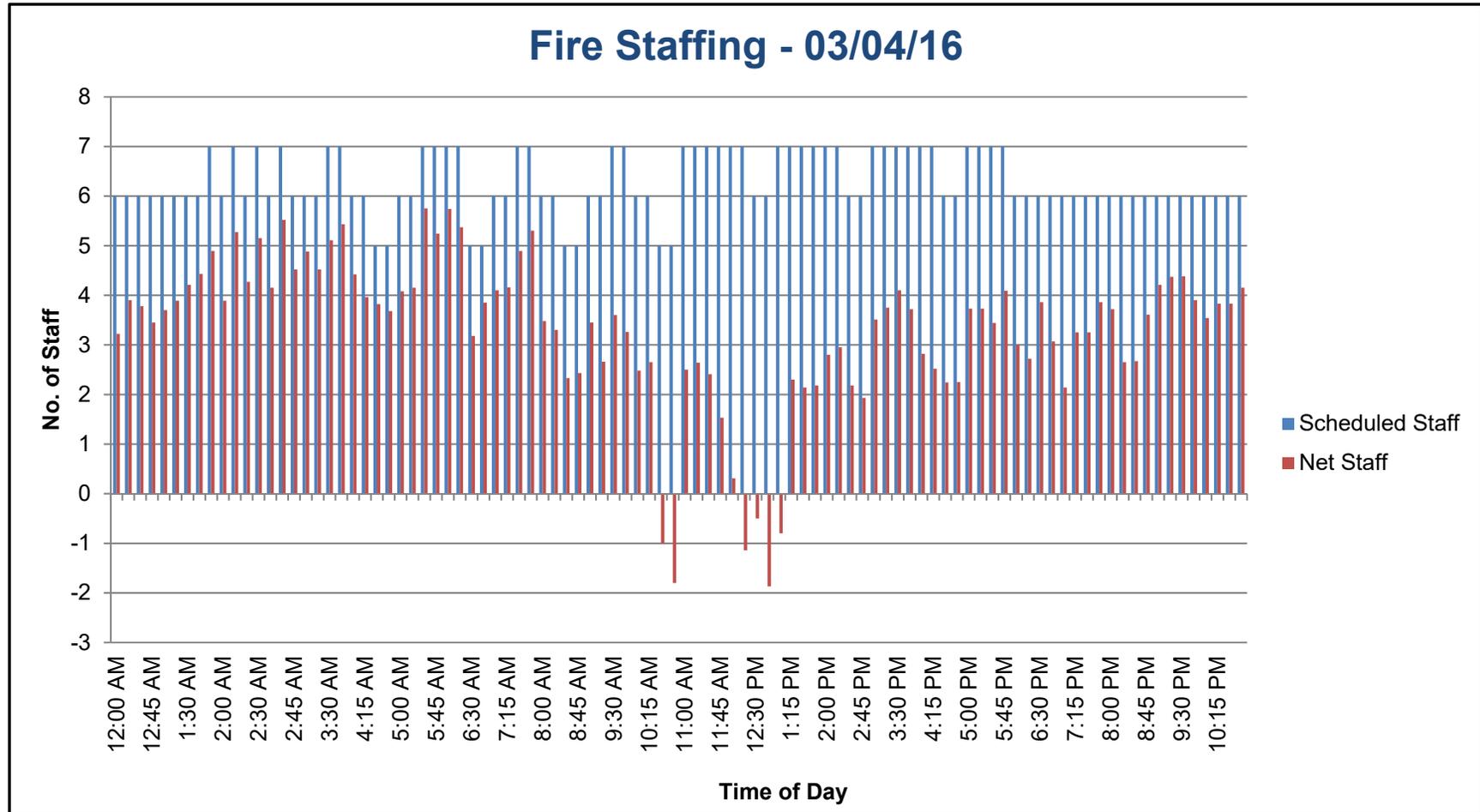
Pre-season training

CFA Redundancy Training			
Pre Learning - CFA e-Learning Package			
0700	1100	1300	1500
CFA Classroom Training			CFA Theory Assessments
Mentoring Group A (12hr shifts allowing 4hrs travel)			
Mentoring Group B (12hr shifts allowing 4hrs travel)			
Mentoring Group C (12hr shifts allowing 4hrs travel)			
Mentoring Group D (12hr shifts allowing 4hrs travel)			
0700	1100	1300	1500
Mentoring Group A (12hr shifts allowing 4hrs travel)			
Mentoring Group B (12hr shifts allowing 4hrs travel)			
Mentoring Group C (12hr shifts allowing 4hrs travel)			
Mentoring Group D (12hr shifts allowing 4hrs travel)			
CFA Radio Assessments Group A (12hr shifts allowing 4hrs travel)			
0700	1100	1300	1500
CFA Radio Assessments Group B (12hr shifts allowing 4hrs travel)			
CFA Radio Assessments Group C (12hr shifts allowing 4hrs travel)			
CFA Radio Assessments Group D (12hr shifts allowing 4hrs travel)			
Contingency Mentoring/Assessment A-D			
Contingency Mentoring/Assessment A-D			
0700	1100	1300	1500

Business resilience

	Jan - Mar	Apr - Jun	Jul - Sept	Oct - Dec
Management Framework & Policies	BCM review with recommendations	BCM Policy & Framework approved Business Impact Analysis commenced	Incident Management Framework (IMF) Operations Contingency Policy	Business Impact Analysis to be completed Contingency & Redundancy Procedures
Business Continuity Testing	Development Business Continuity Training schedule Progressive Reset PABX	Desktop 'Exercise Murray' Redundancy Arrangements	Multiagency Exercise 'Positano' 16	Implement Ballarat Recommendations Exercise 'Murray' Redundancy test for AV
Facilities Management	Formalised Redundancy for loss of BALSECC BALSECC fire warden training	Emergency Evacuation plans approved BALSECC Hardening works undertaken	BALSECC Hardening Request for Tender	Hardening BALSECC works continue BALSECC evacuation training
Information Technology	Transfer of 11 radio talk groups Progressive Reset PABX	Transfer of 43 radio talk groups	Transfer of 46 radio talk groups ITS Planned maintenance	Systems upgrades at centres All centre systems upgrade

Technology Preparedness

Telephony	Computer Aided Dispatch (CAD)	Operational Communications Contract Management

Operational Systems Performance

CAD Unplanned Outages per Quarter
2012 - 2016
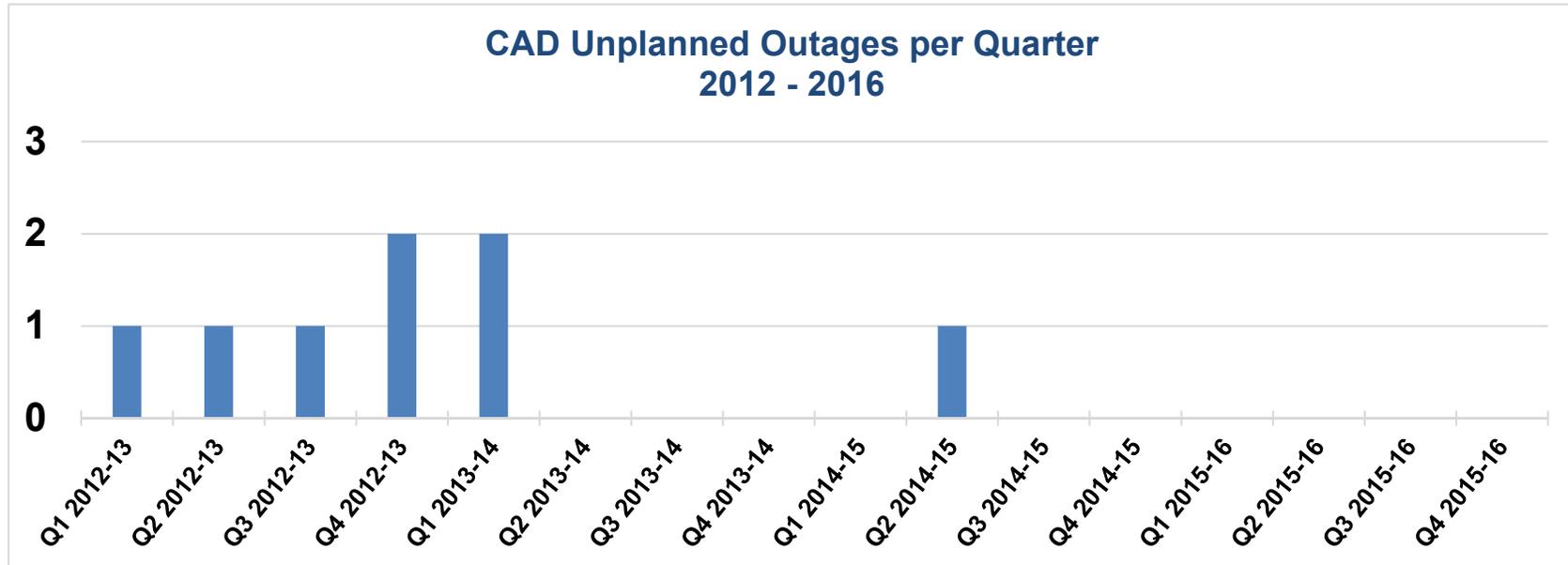
System	Target Availability	2014-15 Availability	2015-16 Availability
CAD	99.80%	99.98%	100.00%
Telephony	99.80%	99.998%	100.00%
EAS	99.999%	99.985%	99.984%
MMR	99.995%	100.00%	100.000%
MDN	99.90%	99.93%	99.97%