



1. PURPOSE

- (a) To outline the activation protocols for a Regional Operations Coordination Centre (ROCC).

2. APPLICATION

- (a) Applies to fire officers involved in the activation and operation of the ROCC.

3. GENERAL

- (a) The ROCC is essential to maintain a strategic overview of the emergency response capability and resources utilised and available across the Region and also the availability of resources from intrastate and interstate deployments.
- (b) When the ROCC is activated to assist with intrastate and interstate deployments, it will ensure that appropriate mobilisation, accountability, well-being maintenance and demobilisation of all resources is efficient and effective.
- (c) When required, the QFRS will provide a QFRS Liaison Officer to any other agency involved in managing the incident and specifically the District Disaster Management Group (if activated).
- (d) The functional standards for a ROCC are detailed in Incident Management System 2.7.2.

4. DIRECTIVE

4.1 Activation

- (a) The activation of the ROCC and the level of activation will be determined by the relevant Assistant Commissioner after an assessment of the incident or emergent situation. For wildfire incidents, the Assistant Commissioner will consult with the Regional Manager Rural Operations in determining the level of activation and taking into consideration the Wildfire Alert Level for identified areas.
- (b) When the Assistant Commissioner activates the ROCC it is their responsibility to appoint an appropriately qualified officer as the Regional Coordinator as required. Note: for minor incidents and activations, the ROCC Manager may be appropriate to perform this role (refer Incident Management System 2.7.2).
- (c) Upon activation of the ROCC, the Regional Coordinator (or ROCC Manager) will notify the State Operations Coordination Centre (SOCC) and the regional Fire Communications Centre of the activation.

4.2 Stages of Activation

- (a) The activation levels of the ROCC include the following:
- **Watching brief**
 - **Alert**
 - **Standby**
 - **Activation**
- (b) **Watching Brief** - involves monitoring the warnings about a potential incident that may require activation of all or part of the ROCC. During the *watching brief* the Regional Coordinator (or ROCC Manager) monitors the developing situation/s during normal business hours and under normal operating conditions, and regularly informs the relevant Assistant Commissioner and Regional Manager Rural Operations of unfolding events. The Regional Coordinator (or ROCC Manager) is not required to remain in the ROCC during the *watching brief*.
- (c) **Alert** - involves ensuring the ROCC is ready to be activated. During *alert* the Regional Coordinator (or ROCC Manager) will ensure the following is carried out:
- Check, prepare and verify the ROCC can be activated, e.g., check phone lines, faxes, and emails.
 - Continues to monitor the developing situation/s during, either on site or off site.
 - Regularly informs the relevant Assistant Commissioner and Regional Manager Rural Operations of unfolding events.
 - The Regional Coordinator (or ROCC Manager) is not required to remain in the ROCC.
- (d) **Standby** - involves the preparation of the ROCC to enable full activation within one (1) hour. During *standby* the Regional Coordinator (or ROCC Manager) will ensure the following is carried out:
- Monitor the developing situation/s during all hours.
 - Identify staff who can attend the ROCC within one (1) hour.
 - Regularly inform the relevant Assistant Commissioner and Regional Manager Rural Operations unfolding events.
 - The Regional Coordinator (or ROCC Manager) is required to be in the ROCC during all hours.
- (e) **Activation** - involves expanding the functional roles and staffing of the ROCC to meet the current and projected situation.

4.3 Stand Down (Partial and Full)

- (a) The full or partial stand down of the ROCC will be determined by the relevant Assistant Commissioner on advice from the Regional Coordinator (or ROCC Manager) considering the size and scale of the operations.
- (b) Stand down of the ROCC may be staged by functional area at the discretion of the ROCC Coordinator (or ROCC Manager).
- (c) Debriefing of the ROCC operational activities will follow the full stand down of the ROCC.

4.4 Relationship with Incident Control Centres and SOCC

- (a) The ROCC is responsible for effective and efficient management of information from all Incident Control Centres and Incident Control Points across the region.
- (b) The ROCC does not make decisions that are directly involved with operations at an incident however the ROCC may:
 - make decisions concerning resource availability which may affect operations at an incident; and
 - monitor ICC activities and provide guidance and assistance to the ICC in meeting operational standards.
- (c) The ROCC is responsible for communicating relevant incident information to the SOCC by following the reporting protocols and timing requirements (e.g. summary of all Incident Control Centres/Point to the SOCC, etc).
- (d) A ROCC will generally not communicate with another ROCC, however it is the responsibility of the SOCC to coordinate support and information between ROCCs as necessary.

4.5 Reporting Requirements

- (a) The first report from the ROCC to the SOCC must be generated within the first two hours using the Regional Incident Summary (INCFORM 16). An Incident Action Plan or a Situation Report (INCFORM 15) received by the ROCC may also be attached.
- (b) After the first report, ongoing Regional Incident Summary Reports are required to the SOCC:
 - Every four hours; or
 - More frequently if a major change has occurred or a notifiable event such as significant injuries, fatalities, service vehicle accidents, significant structural loss, and/or stock loss.
- (c) The Regional Incident Summary Report need to indicate if the region requires additional resources, for example 4 to 48 hours in advance.

5. QFRS RELEVANCY

INCDIR 7.2	URBAN		RURAL OPERATIONS	RURAL FIRE BRIGADES				
	Full time	Part time	Full time	Special	iZone	Village	Rural	Primary Producer
Applicable	✓	✓	✓					
Not Applicable				✓	✓	✓	✓	✓
May Apply*								

* This document may apply to some Rural brigades. Check with your Senior Officer for additional information.

REFERENCES

The Australasian Inter-service Incident Management System
 Fire and Rescue Service Act 1990
 QFRS Training Material
 QFRS Operational Guides

