State Road Crash Rescue Arrangements
Victoria
2017

Working in conjunction with Communities, Government, Agencies and Business
The State Road Crash Rescue Arrangements Victoria 2017 have been authorised by the Emergency Management Commissioner and endorsed by Agency Heads with an issue date of 1 September 2017 and an effective date of 1 December 2017.

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This document and forms are also available in PDF format at www.emv.vic.gov.au/rcr

Acknowledgment of Country

Emergency Management Victoria (EMV) acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land. EMV also acknowledges and pays respect to the Elders, past and present and is committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

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Victoria has over 4.5 million vehicles moving across 150,000 kilometres of networked road infrastructure across the state. Road safety is a critical issue in Victoria. It continues to attract strong investment in the design of roads, vehicles, regulations and public policy to support road safety programs. However, even with the best investment and most effective road safety programs there is still a need for a Road Crash Rescue (RCR) capability. That means responding to motor vehicle crashes and dealing with various types of vehicles fitted with various technologies and safety equipment. It means providing access to medical staff to treat and extricate people involved in road accidents.

The State Emergency Response Plan (EMMV Part 7) designates Victoria Police as the ‘Control’ Agency for Road Accident in Victoria.

Road Crash Rescue Arrangements 2017 detail standards for equipping, training and response for MFB, CFA, SES and two Independent Rescue Squads to perform RCR safely.

Road Crash Rescue (RCR) is a critical service delivered on a daily basis by emergency response agencies across the State. Victoria has an integrated RCR system that starts at the Emergency Services Telecommunications Authority (ESTA), where Triple Zero (000) emergency calls for assistance are received and managed through a sophisticated computer aided dispatching (CAD) system enabling a multi-agency response. The response of highly trained crews with a range of skills, provides extrication and emergency life support services to the trapped or injured, in line with predetermined coverage areas.

A systems approach drives the delivery of an optimal level of service which starts the moment the first agency arrives at the incident scene. Safety at the scene is crucial to responders and the community. Securing damaged vehicles, initial patient assessment and treatment, management of the scene and extrication of patients are acute elements of this system.

The multi-tiered system is based on the premise that all available and relevant resources will be dispatched to a RCR scene to enable early intervention and resolution. Typically, agencies such as the VICSES, CFA, MFB and independent RCR providers such as Shepparton Search and Rescue Squad and Echuca-Moama Search and Rescue Squad provide principal road crash rescue services.

Going forward, RCR services will be delivered by the RCR Principal Providers, (which are approved rescue appliances). These will be supported by the initial response appliance, which include RCR Support Provider appliances, such as Rescue Support and Pumper Rescues. This approach supports the focus on the crash victims and ongoing medical treatment required on scene before extrication and removal of the injured. This enhancement is supported by the evolution of lightweight and portable rescue equipment and other technologies and community expectations. The RCR system uses this additional rescue capability to support RCR Principal Providers in activities, such as vehicle stabilisation, glass management, and to gain access to a patient for initial assessment, to enhance patient outcomes.

The RCR multi-agency system extends further to Ambulance Victoria, who treat and transport the injured, and Victoria Police who is/are responsible to manage the rescue scene to ensure effective control is being exercised along with traffic management and investigation.

This document outlines the arrangements governing road crash rescue in Victoria, to support a sustainable, accountable, systematised and community-focused service.

The Emergency Management Commissioner (EMC) has the responsibility to oversee the coordination and authorisation of road accident control and RCR Principal Providers and Support Providers.
Executive Summary

Road Crash Rescue Arrangements 2017 (the arrangements) detail the provision of Road Crash Rescue (RCR) services in the State of Victoria. The arrangements detail service delivery expectations for RCR and the application of those expectations and standards to service providers.

The intent is to sustain an integrated multi-agency RCR service operating within the framework of the State Emergency Response Plan (SERP). Additionally, the arrangements provide guidance on the appropriate balance between the resources required for establishing and maintaining RCR response and delivering a high standard of RCR services to Victoria’s road users.

The aim of the arrangements is to ensure an effective, sound and sustainable system of RCR in Victoria that deliver the best possible care to, and safe extrication of, people involved in road crashes. The State needs to take advantage of all of the elements of the RCR system and this version of the arrangements recognises and integrates the role of RCR Support Provider appliances will play in improving the delivery of RCR services across the state. The arrangements provide clear direction on their role in an integrated multi-agency RCR service.

The specific agencies have enabling legislation to provide road crash rescue capability to the State. The Emergency Management Manual Victoria (EMMV) provides guidance in respect to the control agency for road accident1 and responsibilities for RCR and that of the agencies responsibilities for delivering the RCR service.

These Arrangements consist of four sections.

Section One, Operating System and Governance: This section details the RCR operating systems and service delivery model that support this multi-tiered system premised on all available and relevant resources will be dispatched.

Section Two, Road Crash Rescue Standards and Procedures: This section details the procedures permitting RCR Principal Providers and RCR Support Providers to equip, train and operate RCR crews. It outlines the audit processes and the procedures for monitoring and maintaining operational standards. It details response time standards for determining coverage and placement of RCR crews, system call out protocols and performance standards relating to crewing and equipment.

Section Three, System Protocols: This section details the call out protocols for the dispatch of RCR crews. It outlines the role of other emergency service personnel in the delivering and supporting RCR system.

Section Four, Supporting Documentation: This section includes the administrative component of delivering RCR system, including forms, checklists, certificates, a glossary of terms, and a list of approved providers/crews.

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1 Road accident term is interchangeable with road crash within this document.

The use of road accident is in reference to the definition of emergency as in Emergency Management Act 2013.
Section One: Operating System and Governance

1a BACKGROUND

Victoria has a significant RCR capability and capacity with 132 strategically located and approved RCR Principal Providers across the state. These RCR providers are variously drawn from the Country Fire Authority (CFA), Metropolitan Fire Brigade (MFB), Victoria State Emergency Service (VICSES), and two Independent Rescue Squads (the Echuca-Moama and the Shepparton Search and Rescue Squads).

While primarily focused on RCR, these crews also provide rescue response capability for aircraft, industrial and rail incidents as detailed in the EMMV, and work closely with other specialists including operators of rail and aircraft networks.

Each crew is trained and assessed to nationally recognised competencies and respond in specially equipped vehicles fitted to effect rescues in a range of challenging environments including the continued emergence of new car technologies. Agencies are funded to provide this service with co-contributions from a number of sources such as Transport Accident Commission, grants and the local community.

There has been significant improvement in the knowledge, equipment and techniques in RCR. Many agencies are investing in leading edge equipment that can be combined with that of existing RCR Principal Providers at an incident to improve community safety outcomes. This opportunity to enhance current practice will see RCR services delivered through the properly governed and approved use of RCR Support Provider appliances.

Services from the RCR system will be delivered by the RCR Principal Providers being the approved rescue appliances and supported by RCR Support Providers that include “Rescue Support” and “Pumper Rescue” appliances. These types of appliances will be approved to support RCR Principal Providers through a structured and formal process governed by these arrangements.

This support approach to RCR system contributes to the focus on gaining access to patient for initial assessment and ongoing medical treatment required on scene before extrication and transporting the patient.

The Victorian community expects that any trapped motorist will receive the optimal level of service and the introduction of RCR Support Provider appliances will add additional capability to the current RCR system.
The State Emergency Response Plan, (EMMV Part 7) designates Victoria Police as the Control Agency for road accident in Victoria.

Victoria Police are supported by a range of agencies at a RCR incident to perform a range of functions including, patient treatment, safety and security of the scene, and the extrication.

Ambulance Victoria provides the immediate medical treatment and, where required, transport to other health services.

Highly trained and skilled RCR Principal Providers perform critical rescue functions including stabilisation and extrication of people trapped by a road crash.

RCR Support Provider appliances (rescue support and pumper rescue) provide support to the RCR Principal Providers assisting where required with vehicle stabilisation, glass management, and to gain access to patient for initial assessment. Once the Principal Provider is on-scene, both Principal and Support Providers will work in an integrated approach focussed on the casualties.

The functions specified above are all performed in accordance with the operating procedures and standards contained within these arrangements.

The activation of the RCR operating system is initiated from the Triple Zero (000) call received by Emergency Services Telecommunications Authority (ESTA) or by request from emergency services on scene. The details provided by the caller will assist in the concurrent dispatch of services required.

Based on agreed call taking and dispatch protocols, where there is a possibility of a person/s being trapped police, fire, ambulance, and rescue services are required to be responded concurrently.

The RCR Principal Provider appliances dispatched by ESTA are based on the closest principal rescue resource to the incident. The response time standard is defined primarily for the purpose of determining the coverage and placement of RCR Principal Providers.

Where there is an approved RCR Support Provider appliance available to respond, and an incident occurs within its response assignment area, the RCR Support Provider appliance will be dispatched in support of the RCR Principal Provider. Not every incident will have a RCR Support Provider appliance dispatched.

While awaiting the arrival of a RCR Principal Provider, the RCR Support Provider appliance and non-rescue personnel (Police, Ambulance, public) on scene may carry out initial support to the patient before a paramedic is on scene.
Service delivery model for Road Crash Rescue Principal Provider

A RCR Principal Provider appliance is a vehicle and crew approved under these arrangements with the capability, training and equipment to provide extrication of patients as a result of a road crash. RCR Principal Provider will be approved to operate by the EMC.

Service Delivery Model for Road Crash Rescue Support Provider

A RCR Support Provider appliance is a vehicle and crew approved under these arrangements with the capability, training and equipment to provide initial intervention and assistance to patients involved in a road crash. RCR Support Provider appliances will be approved to operate by the EMC within a defined response assignment area.

Once the RCR Principal Provider is in attendance the RCR Support Provider will work in conjunction with and under the direction of the Commander of RCR Principal Provider at all times, regardless of which agency they belong to.

In the event the RCR Principal Provider is not on scene the Commander of the first RCR Support Provider on-scene will assume Command and operate to support Police and Ambulance at the road accident. As a general rule, commencement and execution of the rescue process should await the arrival of a RCR Principal Provider. This is to ensure that the extrication plan can be fully understood before the vehicle structure may be modified by commencing a rescue.

RCR Support Provider can assist the impending rescue by making the scene and vehicles safe and ready for rescue activities. However, there may be occasions where there is an actual time critical* casualty situation and it is in the best interests of the patient to maintain primacy of life, for a RCR Support Provider to have a direct rescue role until the RCR Principal Provider arrives on scene and transfer of command for the RCR will occur. These circumstances are described in section 3b of this document.

*Actual time critical as defined in the Ambulance Service clinical practice guidelines; i.e. the casualty’s condition is life threatening.
1c AUTHORISING ENVIRONMENT

The key aspect of the RCR system in Victoria is the coordination of multiple agencies with responsibilities for RCR services to provide the best possible care to, and safe extrication of, persons involved in road accident. The Emergency Management Act 2013, describes the functions of the Emergency Management Commissioner and is fundamental in delivering this coordinated multi-agency service delivery model.

**Emergency Management Act 2013**

Functions and powers of Emergency Management Commissioner:

s.32

(a) be responsible for the coordination of the activities of agencies having roles or responsibilities in relation to the response to Class 1 emergencies or Class 2 emergencies;

(j) develop and maintain operational standards for the performance of emergency management functions by responder agencies;

(k) develop and maintain incident management operating procedures for responder agencies;

**Independent Providers**

The arrangements apply to the following approved independent providers of RCR services.

- Shepparton Search and Rescue Squad
- Echuca-Moama Search and Rescue Squad

**Emergency Management Manual Victoria**

The Emergency Management Manual Victoria provides comprehensive guidance on the emergency management arrangements in Victoria. In respect of RCR services relevant sections are:


**Other Relevant Legislation - Road Crash Rescue in Victoria**

The following provides an overview of agency legislation enabling agencies to provide RCR capability.

**Victoria State Emergency Service Act 2005**

s.5

(1) The functions of the Authority are:

(a) emergency response including:

(ii) providing rescue services.

**Country Fire Authority Act 1958**

s.97B

(1) The Authority may provide a road accident rescue service for persons involved in road accidents by the use of brigades which have been specifically approved for that purpose by the Minister under the Emergency Management Act 1986.

**Metropolitan Fire Brigades Act 1958**

s.55B

(1) The Board may provide a road accident rescue service for persons involved in road accidents.

**Ambulance Services Act 1986**

s.15

The objectives of an ambulance service are –

(a) to respond rapidly to requests for help in a medical emergency;

(b) to provide specialized medical skills to maintain life and to reduce injuries in emergency situations and while moving people requiring those skills;

(c) to provide specialized transport facilities to move people requiring emergency medical treatment;

(d) to provide services for which specialized medical or transport skills are necessary;

(e) to foster public education in first aid.
**1d PRINCIPLES**

The Road Crash Rescue Arrangements are underpinned by the following principles:

- **Legislation** – that the arrangements acknowledge and are consistent with legislative responsibilities of Victorian agencies and of EMC

- **Service Delivery** – that the arrangements are based on the premise of providing the most effective RCR service delivery that is community service focussed and in accordance with accompanying performance standards

- **Resources** – The providers and agencies of RCR services utilise appliances and equipment that meet agreed standards, interoperability and compatibility requirements, supported by a quality assurance process that includes ongoing assessment of capability

- **People** – The providers and agencies of RCR services maintain a capability based on a skilled and competent workforce trained to a nationally recognised standard with requirement for ongoing skills maintenance

- **Doctrine** – That guiding doctrine is developed and maintained to ensure contemporary operational practice is applied within interoperable, collaborative and coordinated response arrangements

- **Governance** – That appropriate governance arrangements are established to ensure compliance in areas such as service delivery performance; training; equipment; capacity; capability; and the coordination of response arrangements.
1e OBJECTIVES OF THE ROAD CRASH RESCUE ARRANGEMENTS

The objectives of these arrangements are to ensure an effective, sound and sustainable RCR system across Victoria, delivering the best possible care to, and safe extrication of, persons involved in road crashes. This revision of the arrangements introduces the integration of RCR Support Provider appliances into the management and systems approach to RCR incidents. It is important the role of RCR Support Provider appliances at RCR incidents are recognised, defined and governed.

In undertaking all aspects of RCR, including responding to a callout, each RCR Principal Provider and RCR Support Provider is required to operate in accordance with its agency’s guidelines and safety procedures to ensure crew and community safety.

These arrangements aim to provide effective and consistent RCR services across Victoria through a multi-agency commitment to seamless delivery of highly skilled and community focused response.

Service Delivery Objectives

- To provide the best possible care and extrication of people trapped as a result of road crash
- To specify service delivery criteria for the RCR system, providers, agencies and crews
- To specify performance standards and monitoring processes for the RCR system, providers, agencies and crews.

System Objectives

- To develop and articulate a process to ensure that there are appropriately located, trained and resourced RCR Provider crews to cover all areas of the State of Victoria
- To establish an effective multi-agency approach and commitment to RCR service provision.
- To ensure RCR capability is managed in the most efficient and effective manner possible, including the undertaking of capability assessments of RCR providers and agencies on a regular basis
- To prevent unnecessary equipping and funding for additional RCR resources where adequate provision is already in place
- To establish robust procedures that govern the service delivery expectations and foster continuous improvement
- To establish equipment standards to enable equipment interoperability and compatibility between agencies.

Training Objectives

- To ensure RCR Principal Provider members are trained to the appropriate national standards (PUASAR024A - Undertake Road Rescue, and PUALAW001B – Protect and Preserve Incident Scene)
- The aim of training is to provide RCR Principal Provider and RCR Support Provider members with the knowledge and skills to work as an integrated team at a road crash to safely extricate trapped persons and respond to on-scene hazards, as required under statutory requirements.
1f ROAD CRASH RESCUE POLICY AND PERFORMANCE ADVISORY GROUP

The Road Crash Rescue Policy and Performance Advisory Group (RCRPPAG) is established at state level and is accountable to the Emergency Management Commissioner.

The RCRPPAG is responsible for:

- Development and support of a sustainable RCR system for Victoria
- Monitoring and compliance with operational standards of performance of RCR Principal Providers and RCR Support Providers, and of the system as a whole
- Oversight of the policy aspects of the RCR Arrangements, including the following
  - Approval procedures
  - Location criteria
  - Standards of accreditation and audit
  - Standardised equipment lists (as a minimum) for crews and training qualification requirements for providers
- Supporting opportunities to improve performance and increase survivability from road crash trauma with a focus on
  - Innovation and evidence based policy and operational change, including approval of equipment.
  - Interoperability between RCR Principal Providers and Support Providers, through training, knowledge sharing and best practice operations
  - Increased sharing of learnings and changes from after action reviews
- Providing support for, and coordinating where necessary, integrated training opportunities for service providers and agencies to ensure standard training, assessment and quality performance
- Review agency annual reports of performance audits, including any from Regional Emergency Management Planning Committees (REMP), consider and recommend changes to service provision to the EMC in circumstances where standards are not being met.
- Report and make recommendations on relevant matters to the EMC.

The standing membership of the RCRPPAG is set out below, with the EMC having discretion to involve other agencies or subject matter experts as necessary.

- Ambulance Victoria
- Country Fire Authority
- Echuca Moama Search and Rescue Squad
- Emergency Management Victoria
- Emergency Services Telecommunications Authority
- Metropolitan Fire and Emergency Services Board
- Shepparton Search and Rescue Squad
- Victoria Police
- Victoria State Emergency Service
- Alfred Hospital Trauma Centre (as required)
2a NEW ROAD CRASH RESCUE PROVIDER APPROVAL PROCEDURE

The following process is to be undertaken by agencies seeking to gain approval to operate as RCR Principal Providers or RCR Support Providers in Victoria. This two-stage process has been designed to ensure that the actual need to establish any additional RCR Provider crew is assessed prior to an agency or brigade/unit committing time to training and/or equipping.

Stage 1–Approval to Equip and Train

1. An application for Approval to Equip and Train is required to be made by the agency head to the EMC who will be assisted by the RCRPPAG. The application needs to justify the formation of a new provider/crew on the basis of the established criteria (see Section 4a).

2. Applications need to be referred to and discussed at the Regional Emergency Management Planning Committee (REMPC) and notes referencing this discussion are required to be attached to the application. The REMPC will consider the application having regard to the location and capability evidence supplied by the proposing agency and its collaboration with existing RCR Principal and Support Providers (see Section 4b).

3. Where the REMPC support the application, a written report and recommendation is to be provided by the REMPC to the EMC for consideration.

4. Where the EMC approves the application, the applying RCR agency head will be notified in writing and may then equip and train the crew, in accordance with the application. When approving an RCR Support Provider, the EMC will describe the limits, through designation of a specific assignment areas that the RCR Support Provider will generally service.

5. An approval to equip and train will lapse after 12 months if an application to extend that approval or an application for Approval to Operate is not sought from the REMPC.

6. Where an application is not recommended or approved, the applying RCR agency needs to be provided with written advice detailing the reasons (or the criteria that have not been met) why the application was rejected.

7. Where such reasons are subsequently addressed or the circumstances of the application have changed in accordance with that advice, the agency may reapply.
Stage 2–Approval to Operate

1. When a provider approved to equip and train is considered qualified to operate, once assessed by a Regional or District staff member, the agency head may apply to the EMC for the provider’s Approval to Operate.

2. Statement of Capability (see Section 4c) needs to be supplied to support the application. Further to consideration by the EMC, the application for approval to operate will be:
   - supported
   - deferred subject to further requirement(s) being met
   - not supported, in which case the Approval to Equip and Train lapses.

3. If the application is supported by the RCRPPAG, a recommendation will be made to the EMC for Approval to Operate.

4. Upon receipt of Approval to Operate the EMC, will provide written advice to the agency head and to the relevant REMPC.

5. The RCR agency head is responsible for the notification to the ESTA that the appliance is available for dispatch, the type of appliance (RCR Principal Provider or RCR Support Provider) with the provision of appropriate unit data including the delay distance value to initially be applied.

6. The REMPC will also be advised and will incorporate the RCR Provider crew into Municipal and Regional emergency response arrangements.

7. Each RCR Provider crew is to be assessed for maintenance of performance standards by and within its own organisational structure. Crews of independent (non-affiliated) RCR Principal Providers are required to be assessed by either CFA or VICSES.

8. The RCR Principal Provider is also subject to the standard audit process.
Figure 1: Approval Flow Chart for RCR Principal Providers or RCR Support Providers including Pumper Rescue

STAGE 1 – APPROVAL TO EQUIP AND TRAIN

Application for approval to equip and train made by Agency Head to the EMC. Application is required to justify the formation of the new RCR Principal or Support Provider/crew (refer Section 4a)

Application discussed and considered by REMPC.

Recommendation on application made by the REMPC to the RCRPPAG for consideration.

RCRPPAG recommends to EMC for approval

Upon approval from the EMC, the provider may equip and train the new RCR Principal or Support Provider crew.

STAGE 2 – APPROVAL TO OPERATE

When a provider approved to equip and train is considered qualified to operate, the Agency Head may apply to the EMC for approval to operate.

Capability information (Section 4c) needs to be supplied to support the application, and after consideration by the RCRPPAG will provide advice to the EMC for approval. The application will be either:
• supported,
• deferred subject to further requirements, or
• not supported.

Upon approval the EMC advises the applicable agency head, who will, in turn, advise ESTA that the provider’s RCR Principal Provider crew is available for dispatch and provide the appropriate CAD unit data.

The RCR Principal Provider crew is then:
• incorporated into emergency response arrangements by the REMPC;
• assessed periodically for maintenance of standards, and
• subject to the standard audit process.
2b PERFORMANCE STANDARDS: ROAD CRASH RESCUE PRINCIPAL PROVIDERS

Once approval to equip and train has been granted, and a RCR Principal Provider is ready to seek approval to operate, an assessment of the RCR Principal Provider crew’s capability, equipment and training standards needs to be demonstrated, documented and certified by the provider agency’s senior personnel.

(For audit purposes, providers are required to also maintain records of maintenance of skills and equipment - see Section 2e).

Note: The standards applicable to the criteria listed are base-level standards. Any agency may set and apply more exacting standards for all or part of its operation. It is important if agencies choose to add additional equipment that it is stowed effectively and the additional equipment does not cause the vehicle to become overweight compromising vehicle roadworthiness.

Crewing

It is a requirement that a RCR Principal Provider response consist of a minimum of two qualified RCR Principal Provider members per vehicle per turnout, adequate Emergency Vehicle Status (EVS) drivers and sufficient personnel for back up in the event of escalation of an event.

Availability

All crews are required to be available 24 hours 7 days per week.

Member Skills

To be qualified RCR Principal Provider member, each member is required to be assessed as competent to Public Safety Training Package No. PUASAR0024A Undertake Road Rescue or equivalent. In addition, crew members are required to be competent in PUALAW001B - Protect and Preserve Incident Scene.

Communication Requirements

The RCR Principal Providers are required to demonstrate:

• Availability of a communication network enabling base-mobile communications, and that the communications facility will be staffed during events;
• A call acknowledgment system; and
• Logging of all operational communications.

Only once it has been verified that all occupants have been safely removed from the vehicle, can the Incident Controller consider advising that on coming RCR Principal Providers are not required, and responding crews are to be advised accordingly by the dispatch agency. RCR Principal Provider crews may continue under normal driving conditions (code 3) if circumstances are appropriate. All emergency management agencies will use best endeavours to prevent unnecessary emergency response driving (code 1) responses, balanced against the safety of the general community, and of those involved in the road accident.

Equipment

A list of the minimum RCR Principal Provider equipment is contained in Attachment 1.
Section Two: Road Crash Rescue Standards and Procedures

2c PERFORMANCE STANDARDS: ROAD CRASH RESCUE SUPPORT PROVIDERS

Once approval to equip and train has been granted, and an agency is ready to seek approval to operate, an assessment of the RCR Support Provider appliances capability, equipment and training standards needs to be demonstrated and documented by the agency.

For audit purposes, the agency are required to also maintain records of skills maintenance of the RCR Support Provider crew and equipment. (Section 2f)

Crewing

It is a requirement that a RCR Support Provider appliances response consists of a minimum of two members who are accredited by their agency to provide rescue support.

Availability

All crews are required to be available 24 hours 7 days per week.

Member Skills

Safety should be the focus of all RCR Support Provider members. In support of a RCR Principal Provider the RCR Support Provider(s) are required to ensure RCR Support crews are trained to undertake a dynamic risk assessment of the incident, provide initial intervention and assistance to vehicles involved in a road crash with the primary focus on:

- scene safety
- first aid
- vehicle stabilisation,
- glass management, and
- gain access to patient for initial assessment

Agencies will use the relevant elements of PUASAR024 Undertake road crash rescue and PUALAW001B Protect and preserve incident scene as the training standard and will have their rescue support package approved by the RCRPPAG for endorsement by the EMC.

RCR Support Providers are encouraged to undertake joint training with the RCR Principal Provider on an annual basis.

The RCRPPAG will consider the development of an audit process that validates the performance management programs of individual crews and agencies.

Communication Requirements

The RCR Support Providers need to demonstrate:

- Availability of a communication network enabling base-mobile communications, and that the communications facility will be staffed during events;
- A call acknowledgment system; and
- Logging of all operational communications.

Only once it has been verified that all occupants have been safely removed from the vehicle, can the Incident Controller consider advising that on coming RCR Support Providers are not required, and responding crews are to be advised accordingly by the dispatch agency.

RCR Support Provider crews may continue under normal driving conditions (code 3) if circumstances are appropriate. All emergency management agencies will use best endeavours to prevent unnecessary emergency response driving (code 1) responses, balanced against the safety of the general community, and of those involved in the road accident.

Equipment

A list of the minimum RCR Support Providers appliance equipment is contained in Attachment 2.
2d ROAD CRASH RESCUE RESPONSE TIME

RCR is a multi-agency multi-tiered response, which focuses on overall system response and service to the community, rather than an individual provider. The response time standard is defined primarily for the purpose of determining the coverage and placement of RCR Principal Providers/crews. The overall response time intervals and standards are highlighted in Figure 2.

RCR Principal Providers’ Annual Performance Review also utilises the standards, adjusted where necessary, where optimal coverage of a region has not been achieved. For example, there are parts of Victoria for which, due to remoteness and the infrequency of calls, it is acknowledged that RCR Principal Provider crew response at the RCR response time standard may not be possible.

The standards applicable to the criteria listed are base-level standards. Any agency applying these standards may set more exacting standards for all or part of its operation.

Delay Distance
The delay distance value will be applied when calculating the dispatch of the closest RCR Principal Provider by ESTA. The delay distance value is a formula that provides average turnout time and this may be less than the standard 8min turn out time.

• Over twelve months where a RCR Principal Provider has been activated to 10 or more road crash rescues, or
• Over a three year period where a RCR Principal Provider has been activated to less than 10 road crash rescues per year

Crew Response Time
The crew response time standard, applicable to each zone is:

• Urban zone: 20 minutes at the 90th percentile*; and
• Rural zone: 40 minutes at the 90th percentile*.

Turnout Time
The turnout time standard in both urban and rural zones is 8 minutes maximum. RCR Principal Provider crews operated by career staff turn out within 90 seconds.

Travel Time
The travel time standard in both urban and rural zones is the crew response time minus the applicable turnout time for the RCR Principal Provider.

Response Standard
The total response time represents critical and reportable elements of the arrangements. The standards expect that each time point in the total response time indicates the movement of a RCR Provider appliance and its minimum crew complement.

Call taking and dispatch time components are not measured within these standards, and apply to ESTA’s call taking and dispatch services for all events, including RCR which are administered by the Inspector General of Emergency Management (IGEM) and reported separately.

The crew response standard applicable to RCR Providers within Victoria comprises two elements:

• Turnout time; and
• Travel time.

The combination of these two elements equals crew response time.

Response time performance for in attendance or arrival at scene is determined from when the RCR Principal Provider appliance is on scene. (to the 90th percentile). It should be noted that where RCR Principal Provider is required to respond into an area normally covered by another Principal Provider, this will not be counted within the 90th percentile given the distances are an additional factor impacting the crew response. The number of times a Principal Provider responds into another Principal Providers area will be separately reported in the Annual Report including notating “Reason for call outside normal area”

It should be noted that the attendance of a RCR Support Providers appliances is not a substitute for RCR Principal Providers / crew and the on scene time of the RCR Support Provider appliance has no direct impact on the response time of RCR Principal Providers.
Figure 2: Response Times Standards for Urban and Rural Areas for Principal and Support Provider

<table>
<thead>
<tr>
<th></th>
<th>Urban</th>
<th></th>
<th>Rural</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Turnout Time</td>
<td>Travel Time</td>
<td>Crew Response Time</td>
<td>Turnout Time</td>
</tr>
<tr>
<td>Career</td>
<td>1.5 min</td>
<td>18.5 min</td>
<td>20 min</td>
<td>1.5 min</td>
</tr>
<tr>
<td>Volunteer</td>
<td>8 min</td>
<td>12 min</td>
<td>20 min</td>
<td>8 min</td>
</tr>
</tbody>
</table>

Process for Reporting Unavailability of Road Crash Rescue Principal Provider

When a RCR Principal Provider’s capability becomes unavailable for an extended period of time that may impact on response the following arrangements contained in Figure 3 will be followed.

- Up to 24 hours - Agency Regional Managers (or equivalent) will make alternate arrangements to ensure service provision including organising the response of an adjoining RCR Principal Provider and notification of the adjoining RCR Principal Provider.

- Over 24 hours and up to seven days - the Agency Regional Manager (or equivalent) will make alternate response arrangements with the closest adjoining RCR Principal Provider and notify adjoining RCR Principal Provider including the RERC and Agency Head of changes.

- Beyond seven days - the Agency Regional Manager (or equivalent) will ensure alternate response arrangements and notifications of adjoining RCR Principal Provider occur and the Agency head will notify the EMC of the unavailability and alternate arrangements, the agency head will continue to appraise the EMC on a regular basis until the issue is resolved.

Figure 3: Road Crash Rescue Principal Provider Notification Requirement

<table>
<thead>
<tr>
<th>Time unavailable</th>
<th>Accountability</th>
<th>Action</th>
<th>Notify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 24hrs</td>
<td>Agency Regional Manager or equivalent</td>
<td>Make alternative local arrangements with RCR Principal Provider</td>
<td>Relevant local crew / stakeholders</td>
</tr>
<tr>
<td>24hrs to 7 days</td>
<td>Agency Regional Manager or equivalent</td>
<td>Make alternative local arrangements with RCR Principal Provider</td>
<td>RERC Agency Head</td>
</tr>
<tr>
<td>7 days and beyond</td>
<td>Agency Head</td>
<td>Ensure alternate response arrangements and relevant notifications have occurred. Continue to appraise the EMC on a regular basis until the issue is resolved</td>
<td>EMC</td>
</tr>
</tbody>
</table>
2e MAINTENANCE OF OPERATIONAL STANDARDS: ROAD CRASH RESCUE PRINCIPAL PROVIDER

The Agency Head of RCR Principal Provider is responsible for ensuring that the performance standards as set out in this document are achieved. The REMPC has the responsibility to ensure the audit function is undertaken.

The “approved” status of a RCR Principal Provider continues to be in effect so long as the agency and its crew(s) maintain satisfactory levels in the areas of equipment, crewing, skills and on-scene performance.

Training and Equipment

RCR Principal Providers are required to conduct ongoing training programs that are consistent with the national standard and maintain the necessary number of trained members and appropriate equipment for periodic assessment by the formal assessment systems of their respective agencies.

Skills Maintenance

Members of RCR Principal Provider crews are required to demonstrate competence within their respective agencies at intervals of no greater than every three years. Skills maintenance records need to be maintained by the respective agency and be made available to the REMPC upon request and where required. VICSES or CFA will provide assessment services of RCR Principal Provider crews of independent (non-affiliated) providers.

Event Reporting

Upon completion of each RCR response, the RCR Principal Provider crew are required to complete a report of its attendance in accordance with agency requirements. A summary of event reports may also be requested in accordance with a remedial requirement as a component of the audit process.

Annual Reporting

To ensure a high standard of service delivery, each RCR Principal Provider is required to submit an Annual Report to the RCRPPAG (see Section 4d).

Unsatisfactory Performance

Where the performance of a RCR Principal Provider crew is deemed to be unsatisfactory, local improvement strategies need to be administered as a matter of priority. The RCRPPAG will provide written advice to the REMPC Chair on implementation as necessary. Such improvement strategies may include:

- dual RCR Principal Provider/crew response to events (if practicable) for a pre-determined period;
- increased reporting requirements;
- remedial training;
- any other improvement strategy devised in consultation with the provider and monitored by the RERC and REMPC Chair; or
- no action, due to the unique circumstances of the unsatisfactory performance.

In more extreme cases, the unsatisfactory crew’s service area may be reassigned (if practical) to adjoining or alternative RCR Principal Provider(s) pending resolution of the unsatisfactory performance issue.

In such instances discretion is available to the RERC, in consultation with the REMPC Chair to ensure the ongoing functioning of the RCR arrangements.

If the capability or satisfactory performance of the Principal Provider/crew cannot be restored, the REMPC are required to advise the RCRPPAG.

The RCRPPAG in response to a referral by the REMPC may determine matters such as:

- Further remedial training requirements of the crew;
- Alternative RCR Principal Provider(s) in the affected area;
- A multi-agency RCR Principal Provider; or
- A recommendation for withdrawal of approval to operate.

Withdrawal of Approval to Operate

A recommendation for the withdrawal of a RCR Principal Provider’s approval to operate a RCR Principal Provider crew may be made by the RCRPPAG to the EMC.
2f MAINTENANCE OF OPERATIONAL STANDARDS: ROAD CRASH RESCUE SUPPORT PROVIDER

The “approved” status of a RCR Support Provider continues to be in effect whilst it and its crew(s) maintain satisfactory levels in the areas of equipment, crewing, skills and on-scene performance.

Training and Equipment

RCR Support Providers are required to conduct ongoing training programs and maintain the necessary number of trained members and appropriate equipment for periodic assessment by the formal inspection systems of their respective agencies.

Skills Maintenance

Members of RCR Support Providers are required to demonstrate competence within their respective agencies at intervals of no greater than every three years. Skills maintenance records are required to be maintained by the respective agency and be made available to the REMPC upon request and where required.

Event Reporting

Upon completion of each road crash rescue response by a RCR Support Provider, the RCR Support Provider crew are required to complete a report of its attendance in accordance with agency requirements. A summary of event reports may also be requested in accordance with a remedial requirement as a component of the audit process.

Annual Reporting

To ensure a high standard of service delivery, each RCR Support Provider is required to submit an Annual Report to the RCRPPAG (see Section 4d).

Unsatisfactory Performance

Where the performance of a RCR Support Provider is deemed to be unsatisfactory, local improvement strategies need to be administered as a matter of priority. The RCRPPAG will advise the REMPC Chair on implementation as necessary. Such improvement strategies may include:

- increased reporting requirements;
- remedial training;
- any other improvement strategy devised in consultation with the provider and monitored by the RERC and REMPC Chair; or
- no action, due to the unique circumstances of the unsatisfactory performance.

If the capability or satisfactory performance of the agency/crew cannot be restored, the REMPC are required to provide written advice to the RCRPPAG.

The RCRPPAG in response to a referral by the REMPC may determine matters such as:

- Further remedial training requirements of the crew; or
- A recommendation for withdrawal of approval to operate.

Withdrawal of Approval to Operate

A recommendation for the withdrawal of a RCR Support Provider appliance approval to operate a RCR Support Provider may be made by the RCRPPAG to the EMC.
Section Three: System Protocols

3a CALLOUT PROTOCOLS

Concurrent Turnout
If based on agreed call taking and dispatch protocols, there is a possibility of a person/s being trapped, police, fire, ambulance and rescue need to be responded concurrently.

Once verified all occupants have been safely removed from the vehicle involved in the road crash, the Incident Controller is to advise that on coming RCR crews are not required and responding crews are to be advised accordingly by the dispatch agency (ESTA).

Call Signs – RCR Provider Appliances
All RCR appliances will have a call sign that forms part of the dispatch protocols and will be identifiable by these call signs. Examples of call signs:

RCR Principal Providers
- MFB – appliance type and station number, e.g. Rescue 3
- CFA – station name and appliance type, e.g. Werribee Rescue
- VICSES – station name and appliance type, e.g. Knox Rescue 1

Independents – Service Name and appliance number, e.g. Shepparton Search and Rescue 1, Echuca Search and Rescue

RCR Support Providers
- Independent - Shepparton Rescue Support
- VICSES - Lilydale Rescue Support
- CFA - Bendigo Pumper Rescue

Inability of Crew to Turn Out - Call Out of Secondary RCR Principal Provider Crew
The RCR arrangements include this procedure to ensure that a RCR Principal Provider crew is on scene in the shortest possible time.

Should the first dispatched RCR Principal Provider crew not be able to turn out for any reason, another RCR Principal Provider crew is required to be dispatched to the scene. Unless the primary RCR Principal Provider crew dispatched to an incident meet both of the following criteria:
- acknowledges receipt of incident within a maximum time of 4 minutes from activation
- actually turns out within the maximum turnout time of 8 minutes.

The call taking/dispatch centre WILL:
- automatically dispatch the next closest available RCR Principal Provider, AND
- notify the relevant duty officer of the RCR Principal Provider which did not turn out. (This notification is to neither delay nor negate the dispatch of a secondary RCR Principal Provider crew.)

When an MFB RCR Principal Provider crew attends a protracted incident, a pre-determined temporary reallocation of the closest available RCR Principal Provider crew occurs to maintain RCR coverage within the MD.

Other Locations
The closest available RCR Principal Provider crew will be dispatched on the basis of nearest available crew (automatically computed). The closest available RCR Principal Provider crew shall also include rescue resources from interstate as well as Victoria however the time to respond needs to include time to contact the Interstate Rescue service.

Dispatch protocols

Metropolitan District - Metropolitan Fire Brigade
For RCR within the Metropolitan (Fire) District (MD), the MFB response standard is 13.5 minutes at the 90th percentile.
3b ROLE OF OTHER EMERGENCY SERVICE PERSONNEL IN ROAD CRASH RESCUE

RCR is a specialised emergency response activity, and not all emergency service personnel have the competencies or equipment to perform this service.

The approval and standards procedures detailed in these Arrangements are designed to ensure that a very high standard of service is delivered to the community in a controlled manner by a system with clear lines of responsibility and accountability.

There are circumstances where other emergency service personnel arrive at the rescue scene before the arrival of a RCR Principal Provider crew. In these circumstances, emergency services’ need to ensure access and egress for the RCR Principal Provider and Ambulance to the incident scene is available for timely access to the patient.

As a general rule, commencement and execution of the rescue process should await the arrival of a RCR Principal Provider crew. Non-RCR crews (including RCR Support Provider appliances) can assist the impending rescue by making the scene and vehicles safe and ready for rescue activities. This includes vehicle stabilisation, glass management and gaining access to patient for initial assessment. However, there may be occasions when it is in the best interests of persons involved, to maintain primacy of life, for other emergency service personnel to have a direct rescue role. The agreed parameters for such involvement are set out below and in Figure 4.

Ambulance Paramedics

In all circumstances, the movement, release and extrication of an injured person from a vehicle needs to be performed in consultation with an ambulance paramedic or medical practitioner, unless there is an immediate threat to life caused by the incident scene.

Ambulance Victoria’s role is to:

- Respond to requests for pre-hospital emergency care
- Triage casualties and determine treatment priority
- Treat casualties and provide pre-hospital emergency care
- Transport casualties to appropriate medical care
- Provide health support to other agencies, where appropriate
- Provide management structure to support the health response.

Fire

As part of the multiple agency response to RCR, fire appliances are concurrently dispatched with other emergency services to an incident scene.

When a fire appliance is dispatched which is also a RCR Support Provider appliance, the crew needs to ensure that the function of fire suppression is maintained at the incident scene to ensure the safety of the emergency service personnel and those involved in the road crash.
Non-RCR emergency personnel rescue

While awaiting the arrival of a RCR Principal Provider crew, a non-rescue providers (including RCR Support Provider) may carry out specific activities to preserve primacy of life.

These activities should only be undertaken if, the non-rescue emergency personnel are capable of carrying out the activity, it is safe to do so, and that either:

• An ambulance paramedic or medical practitioner at the scene has determined that there is an actual time critical casualty situation which requires immediate action; or,

• Non-RCR emergency personnel on scene have assessed an extreme non-medical risk to the entrapped (e.g., fire or other threat) for which they have no capacity or time, to treat or minimise the risk to an acceptable level

Post-incident, the on-scene Incident Controller or officer-in-charge of the non-RCR emergency personnel that commenced early intervention is to provide a written statement to the RERC and REMPC (via their Incident Controller) reporting the circumstances including how the risk assessment was determined. Other post-incident requirements specific to the agency may also apply. Ambulance Victoria are also to include details of this decision as part of their incident report.

Figure 4: Road Crash Rescue Role of Other Emergency Service Personnel

*Actual time critical* as defined in the Ambulance Service clinical practice guidelines; i.e., the casualty’s condition is life threatening.
3c DISPUTES AND GRIEVANCE PROCESS

General
This disputes and grievance process is for agencies involved in RCR services. Disputes and grievances involving other organisations or instigated by members of the public should be addressed through the normal channels of the respective agency.

This process applies to any unresolved dispute or grievance between relevant agencies that impacts upon the capacity of an agency or agencies to deliver effective RCR services in accordance with these arrangements.

Every effort should be made to resolve a dispute or grievance at the local level at the earliest possible opportunity after the event.

This may include an attempt at informal resolution following the event via a post incident debrief conducted by the control agency.

Progression of a formal written grievance should only occur as a result of failure to resolve the dispute or grievance at the local/ regional level.

Disputes and/or grievances that may lead to the instigation of this process may include, but are not limited to, the following:
- Maintenance of operational standards;
- On-scene performance;
- Competence and/or behaviour of crew members;
- Involvement of supporting organisation at a RCR scene, including a non-accredited RCR services;
- Service area determination; or
- Appeals against a decision by either the RERC and/or REMPC or the RCRPPAG (noting that such grievances will enter the process at the appropriate level).

Disputes at Incidents
At no stage shall any RCR Provider crew involve itself in disputes at an incident scene.

Should this occur, the matter is to be resolved in the first instance by the Incident Controller at the scene, consulting with the police member performing the coordination role as necessary. Following the incident or event, the dispute or grievance should be attempted to be resolved utilising the debrief process discussed above, alternatively relevant senior managers from RCR provider agencies need to work collaboratively to resolve any disputes.

Any resultant remedial or disciplinary actions are to be determined through the agency’s disciplinary procedure.

A written report of the outcome of investigation and remedial or disciplinary actions needs to be advised to the REMPC and provided to the RCRPPAG.

RCRPPAG Procedure
Only after local or regional resolution is unsuccessful will a written grievance be accepted by the RCRPPAG for consideration under the grievance procedure. In submitting the grievance individuals should only be named if absolutely necessary and privacy principles are to be considered in preparing written documentation.

If a dispute or grievance arises that concerns or affects the delivery of RCR services, then the matter shall be dealt with as follows:
Disputes between crews within an agency
These disputes are required to be resolved by the agency concerned.

Disputes between crews of two or more agencies
Upon receipt of a written dispute or grievance from an agency, the RCRPPAG will convene within 14 days, to assess the submission and determine the appropriate action. Such action could include:

• Seeking responses from agencies affected by the dispute or grievance including recommended actions to bring resolution. The RCRPPAG will meet again and determine actions after considering these responses.

• Referral to the REMPC for action, particularly if the matter in dispute relates to performance. In such instances the RCRPPAG will be apprised by the REMPC of strategies to resolve the performance, and monitor the resolution of the dispute or grievance as necessary.

• Make a determination based on the submission and resolve an appropriate course of action in consultation with the EMC.

If the dispute or grievance is linked to RCR standards, structures and or geographical response zones, it shall be assessed by the RCRPPAG, who may request local agency representatives to provide information or attend the meeting to assist with determination of the dispute or grievance.

The RCRPPAG shall consider the matter and report to the EMC on the dispute/grievance, progress made and the recommendations considered necessary in achieving a final determination.

Final Determination
The RCRPPAG will make a determination and formally advise its recommendation to the EMC for final decision. The decision will be conveyed in writing to the Agency Head of each agency involved for dissemination to all levels, relevant REMPCs and to the RCRPPAG. The determination by the EMC is required to be implemented and actioned immediately by the responding agency/s. A requirement for ongoing monitoring as specified by the recommendation may be included.
Section Four: Supporting Documentation

4a INFORMATION TO BE PROVIDED FOR APPROVAL TO EQUIP AND TRAIN AS RCR PRINCIPAL OR SUPPORT PROVIDER

The following information is to be provided to RCRPPAG for consideration and the EMC for the Approval to Equip and Train as a RCR Principal Provider, or as a RCR Support Provider. Agency heads are required to provide information to the RCRPPAG following the application being referred to and discussed at REMPC:

Location
Applications for approval to equip and train needs to:
- Identify a proposed response area for the RCR Principal Provider / RCR Support Provider;
- Include a response zone map showing the proposed area and adjoining RCR Principal Providers/ RCR Support Provider;
- Demonstrate the collaboration that has occurred with existing RCR Principal Providers / RCR Support Providers;
- Demonstrate, using actual response times for all RCR attendances in the proposed area for the previous two years, that the response time standards are not being achieved; and
- Identify through a project plan or other documentation how funding will be sourced to enable crews and equipment to meet the proposal.

Capability
Applications for approval to equip and train needs to:
- Demonstrate that the required standards of service delivery as specified in this document can be achieved, and more importantly, maintained on an ongoing basis;
- Demonstrate the capability to provide the required crewing and equipment;
- Demonstrate that specified competency requirements can be fulfilled;
- Declare a willingness to comply with operational and audit requirements; and
- Demonstrate that infrastructure and systems are capable of supporting response requirements.
4b CHECKLIST FOR REGIONAL EMERGENCY MANAGEMENT PLANNING COMMITTEES

Applications for Approval to Equip and Train

The following steps are involved for the REMPC to consider an application for Approval to Equip and Train as referred by the RCRPPAG:

1. Consider the application in terms of location and capability.
2. Sight evidence of support from the operational head of the agency concerned.
3. Sight evidence of collaboration that has occurred with existing RCR Principal Provider(s) / RCR Support Provider(s)
4. If supported, recommend the application to the RCRPPAG.

The REMPC may make use of the check sheet below. Online checklist located at emvic.gov.au/rcr

**REMPC Checklist - Application for Approval to Equip and Train**

- RCR history within proposed area justifies new RCR Principal Provider / RCR Support Provider.
- Agency Head supports application.
- Existing RCR Principal Provider(s) / RCR Support Provider(s) support the application
- Application fulfils the following capability criteria:
  - Crewing
  - Turnout Time
  - Availability
  - Capacity of members to acquire skills
  - Communication
  - Agreement of the nominating agency to provide the minimum RCR equipment to be carried on the appliance, based RCR type.
  - Agreement of the nominating agency to provide personal protection equipment
- REMPC supports application

**Audit Role**

In the audit role, the REMPC are required to:

- Check that RCR Provider crews within a region are performing to the documented service delivery standards by reviewing annual reports and referrals from the RCRPPAG;
- Review ongoing agency reassessments on an as-needs basis;
- Consider reported inability to meet performance standards;
- Make recommendations, in consultation with providers, where performance standards are not achieved and devise improvement strategies;
- Report on identified deficiencies to the RCRPPAG.
4c STATEMENT OF CAPABILITY TO OPERATE

This statement needs to be presented by a RCR Principal Provider or RCR Support Provider who have been approved to equip and train in its application for approval to operate (see Section 2a).

<table>
<thead>
<tr>
<th>Agency:</th>
<th>Provider Location:</th>
</tr>
</thead>
</table>

**RCR Type:**
- [ ] RCR Principal Provider
- [ ] RCR Support Provider

If RCR Support Provider, describe the limits of the area that the service will generally be provided:

<table>
<thead>
<tr>
<th>Assessing Officer/s Name:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Assessment: / /</th>
<th>Result:</th>
</tr>
</thead>
</table>

**Confirmed by Agency Head:**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Position:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Signature:</th>
<th>Date: / /</th>
</tr>
</thead>
</table>

**Approved by EMC:**

<table>
<thead>
<tr>
<th>Date: / /</th>
</tr>
</thead>
</table>

**Operational Capability: Summary of Provider’s Results**

*Assessing Officer to tick (✓) to show satisfactory achievement*

- [ ] 1 Personnel / Crewing
- [ ] 2 Turnout system
- [ ] 3 Availability
- [ ] 4 Member Skills
- [ ] 5 Communications
- [ ] 6 Equipment: minimum
- [ ] 7 Equipment: enhanced
- [ ] 8 Turnout and RCR skill demonstration

**Note:** All boxes (except No. 7 if not applicable) need to be ticked to establish capability.

Once completed, form is to be emailed to RCR@emv.vic.gov.au or sent to RCRPPAG Chair, GPO Box 4356, Melbourne 3001

## 4d ROAD CRASH RESCUE ANNUAL REPORT

<table>
<thead>
<tr>
<th>RCR Type</th>
<th>RCR Principal Provider</th>
<th>RCR Support Provider</th>
</tr>
</thead>
</table>

### Number of members with current RCR Principal Provider accreditation

<table>
<thead>
<tr>
<th>Number this year</th>
<th>Number for last year</th>
</tr>
</thead>
</table>

### Number of incidents:

<table>
<thead>
<tr>
<th>Incidents</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attended</td>
<td></td>
</tr>
<tr>
<td>Activated but not attended</td>
<td></td>
</tr>
<tr>
<td>Total activations</td>
<td></td>
</tr>
<tr>
<td>Number of incidents where rescue was affected</td>
<td></td>
</tr>
<tr>
<td>Number of incidents with fatalities</td>
<td></td>
</tr>
<tr>
<td>Number of casualties extricated</td>
<td></td>
</tr>
</tbody>
</table>

### Crew Response Performance:

<table>
<thead>
<tr>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>90th percentile turnout time (RCR vehicle and ≥2 members on way)</td>
</tr>
<tr>
<td>90th percentile crew response time (RCR vehicle and ≥2 members arrived)</td>
</tr>
</tbody>
</table>

### Circumstances of Failure to Respond:

<table>
<thead>
<tr>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could not raise a crew</td>
</tr>
<tr>
<td>Crew already on a call</td>
</tr>
<tr>
<td>Other (explanation/s attached)</td>
</tr>
</tbody>
</table>
# Circumstances of Response Times Greater than Standards

<table>
<thead>
<tr>
<th>Number</th>
<th>Advised no live patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Outside normal response area (attach details – use table format below)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Location (and km to scene)</th>
<th>Response time</th>
<th>Reason for call outside normal area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

General statement/summary of performance:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

**REPORT ASSESSED BY:**

Signature: 

Name: 

Title: (Regional/District Staff Member) 

Date: / / 20

**REPORT APPROVED BY:**

Signature: 

Name: 

Title: (RCRPPAG Chair) 

Date: / / 20

Once completed, form is to be emailed to RCR@emv.vic.gov.au or sent to RCRPPAG Chair, GPO Box 4356, Melbourne 3001

4e GLOSSARY OF TERMS

Agency Head
The Chief Officer of the Metropolitan Fire Brigade, the Chief Officer of the Country Fire Authority, the Chief Officer Operations of Victoria State Emergency Service, the Senior Leader of an Independent Provider.

Concurrent turnout
The turnout of more than one emergency response crew simultaneously, based on the initial Triple Zero (000) call information received.

Crew Response Time
The interval between the receipt of the call by the responding crew and its arrival at the scene. It is equal to total response time.

The crew response time standard, applicable to each zone is:
- Urban zone: 20 minutes at the 90th percentile;
- Rural zone: 40 minutes at the 90th percentile.

Regional Emergency Response Coordinator (RERC)
The member of Victoria Police appointed to this position under s. 56 of the Emergency Management Act 2013.

Regional Emergency Management Planning Committee (REMPC)
Committee appointed under part 6 of the Emergency Management Manual Victoria (EMMV) whose role is to ensure adequate mitigation, response and recovery capability in its Region.

Emergency Management Commissioner
The person appointed as Emergency Management Commissioner under Part 4 of the Emergency Management Act 2013 accountable for ensuring the response to emergencies in Victoria is systematic and coordinated.

Emergency Vehicle Status
A term applied to both vehicles and drivers. In terms of vehicles, it refers to vehicles fitted with warning lights and a siren under the terms of the Road Rules – Victoria. With respect to drivers, it means members of RCR Provider crews who are certified within their organisation to drive an emergency vehicle under warning lights and siren.

Municipal Emergency Response Coordinator (MERC)
The member of the Victoria Police appointed under s.56 of the Emergency Management Act 2013 as the emergency response coordinator or a municipality Road Crash Rescue (RCR).

Road Accident
Has the same meaning as road crash.

Road Crash
Any unplanned event involving a road vehicle on a road that results in death, injury or property damage.

Road Crash Rescue (RCR)
The release and extrication of trapped people from motor vehicles.

RCR Principal Provider Crew
The members of an RCR Principal Provider who carry out the RCR function with appropriate training, appliances and equipment.
RCR Principal Provider
The MFB, a CFA Brigade, a VICSES Unit, the Echuca-Moama S&R Squad or the Shepparton S&R Squad approved under these arrangements to operate an RCR Principal Provider crew within its range of services provided.

RCR Support Provider
An agency approved under these arrangements to operate an RCR Support Provider crew within its range of services provided. The appliances may include Rescue Support and/or Pumper Rescue.

RCR Support Provider Crew
The members of an RCR Support Provider who carry out the RCR function with appropriate training, appliances and equipment.

RCR Support appliance
A RCR Support appliance is a vehicle approved under this policy with the capability (crew training, vehicles and equipment) to provide initial intervention and assistance to vehicles involved in a road crash (primary focus on vehicle stabilisation, glass management and gaining access to patient for initial assessment) in support of a RCR Principal Provider. These appliances may include Rescue Support and/or Pumper Rescue vehicles.

Rural Zone
That part of Victoria not in the urban zone.

Road Crash Rescue Policy and Performance Advisory Group (RCRPPAG)
The Road Crash Rescue Policy and Performance Reference Group (RCRPPAG) is established and is accountable to the Emergency Management Commissioner. The RCRPPAG is responsible to support a sustainable RCR system for the State.

Travel Time
The interval between the response/mobilisation of an emergency vehicle and its arrival on scene. Arrival is timed when the RCR Principal Provider appliance is stationary, the handbrake is applied and two crew members are on scene. The time that any other vehicle and/or an individual member of the RCR Principal Provider crew reports on scene prior to the RCR Principal Provider appliance is not to be recorded as arrival.

Turnout Time
The interval between the receipt of the call by the provider and the actual response/mobilisation of the crew. Actual response of the crew is recorded, (not simply notification of the intention of the RCR Principal Provider crew to respond).

Urban Zone
The Melbourne Statistical Division, plus the municipal districts of Greater Geelong, Greater Bendigo, Ballarat, Latrobe and Greater Shepparton.

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2 The Melbourne Statistical Division is defined by the Australian Bureau of Statistics as the area bounded by the municipalities of Wyndham, Melton, Hume, Whittlesea, Nillumbik, Yarra Ranges [western part only], Cardinia, Casey and the Mornington Peninsula.
### APPROVED RCR PROVIDERS

In this table, each provider/crew is listed against the emergency response region which its base is located. However, service areas may extend beyond a regional boundaries. Therefore it may be necessary to involve more than one REMPC.

MFB provides its RCR service on a unitary basis across its operating area, rather than on the basis of service from particular location. However, for each MFB RCR Provider crew, the relevant REMPC is the one in which its home station is located.

Agencies may progressively apply and be considered for approval for provision of Principal Provider or Rescue Support Provider to the Emergency Management Commissioner. At the signing of the RCR Arrangements there are 132 Principal Providers, 23 Rescue Support Providers and 2 Pumper Rescues.

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**Note:**
Marong (SES) is endorsed to equip and train but not approved by the EMC as RCR Principal Provider.

# Geelong City CFA is approved to provide support to VICSES Principal Providers at Bellarine, Corio and South Barwon.
Attachment 1: EQUIPMENT: BASIC RCR PRINCIPAL PROVIDER MINIMUM STANDARD

The provider is required to demonstrate that the following equipment, at minimum, is available for crew use: (Basic minimum standards will be reviewed annually by the RCRPPAG).

Personal

Individual agencies will have their own requirements; however, the following personal protection clothing is required to be worn as a minimum:

- Body protection (overalls or turnout coat & over pants)
- Eye protection (goggles/glasses)
- Foot protection (footwear)
- Hand protection (outer gloves to protect from cuts etc. and impervious/surgical gloves for protection from disease)
- Head protection (helmet worn with chin strap in place)
- Hearing protection

Minimum Equipment

- Roadworthy Vehicle equipped with red and blue lights, sirens and high visibility decals
- Hand Tools – Tool Kit
- Agencies will ensure appropriate hand tools are provided. These tools need to include socket sets, screw drivers, hammers, impact punch and seat belt cutters.
- Hand Tools – Other
- Hand operated winch or power pull (Tirfor, etc)
- Laminated glass cutting tool
- Shovel and broom

Motorised Hydraulic Equipment

- Motorised Pump
- Shears
- Backup hand operated pump
- Spreader
- Chain set
- Combi shear and spreader
- Hoses/hose reels
- Pedal cutter or mini cutter
- Rams

Other Motorised/Electric/ Air Powered Equipment

- Chain saw
- Disc cutter
- Reciprocating metal cutting saw
- Air bag kit (minimum 2 x 20 tonne)

Lighting Equipment

- Minimum 2000 watt generator
- Portable lighting
- Extension leads with waterproof connectors and RCD (Residual Current Device) either as apart of extension leads or a separate box
- Torches
First Aid/Patient Protection and Care/Rescuer Protection

- Glass Management Kit including glass catcher and hard protection.
- Shard edge protection kit with sufficient items to cover all exposed areas by or during the extrication (e.g. Tape, cut sections of poly pipe)
- Clear, thick plastic sheets (soft casualty protection)
- Sharps container and bio hazard bag
- Hearing Protection
- Stretcher (basket type with straps and slings, or equivalent)
- Fire retardant blankets
- First Aid Kit
- Sufficient PPC&E consumables
- Warning signs, lights, witches hats
- Undeployed Airbag Tape

Miscellaneous

- 12 metre lengths of rope (suitable for stabilisation & general use)
- Rescuer body harness x2 (with approved lines)
- Stabilisation kit including assorted blocks, chocks, certified side stabilisation bracing system to provide safety and significantly limit movement of a vehicle involved in any RCR incident
- Tape to secure scene
- Tarps
- Fire Extinguishers
  - 2x 9 litre Water
  - 2x 9kg dry powder
- Holdfasts and/or pickets
- Vest (Agency commander/Incident controller)
- Ladder

Equipment Enhancement

Additional items of equipment may be utilised provided:
- They are approved by the providing agency
- Members are trained in their use, and
- An effective maintenance program is in place.
Attachment 2: EQUIPMENT: BASIC RCR SUPPORT PROVIDER MINIMUM STANDARD

The RCR Support Provider members are trained in their use and is required to demonstrate that the following equipment, at minimum, is available for crew use: (Basic minimum standards will be reviewed annually by the RCRPPAG).

Personal
Individual agencies will have their own requirements, however, the following personal protection clothing is required to be worn as a minimum:
- overalls or turnout coat & overpants
- Eye protection (goggles/glasses)
- Foot protection (footwear)
- Hand protection (outer gloves to protect from cuts etc. and impervious/surgical gloves for protection from disease)
- Head protection (helmet worn with chin strap in place)
- Hearing protection

Minimum Equipment
- Roadworthy Vehicle equipped with red and blue lights, sirens and high visibility decals
- Hand Tools – Tool Kit
- Agencies will ensure appropriate hand tools are provided. These tools needs to include socket sets, screw drivers, hammers, impact punch and seat belt cutters.
- Laminated glass cutting tool (or disc cutter)
- Shovel and broom

Motorised Hydraulic Equipment
- Shears
- Spreader

Lighting Equipment
- Torches or battery operated lighting
- Warning signs, lights, witches hats

First Aid/Patient Protection and Care/Rescuer Protection
- Glass Management Kit including glass catcher and hard protection.
- Fire retardant blankets
- Clear, thick plastic sheets (soft casualty protection)
- First aid kit
- Undeployed Airbag Tape
- Hearing Protection
- Sharps container

Miscellaneous
- Stabilisation kit including assorted blocks and chocks
- Tarps
- Fire Extinguishers
  - 2x 9 litre Water
  - 2x 9kg dry powder
- Vest (Agency Commander/Incident controller)
- Tape to secure scene

Equipment Enhancement
Additional items of equipment may be utilised provided:
- They are approved by the providing agency
- Members are trained in their use, and
- An effective maintenance program is in place.
- Do not impact on vehicle roadworthiness and are properly stowed
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<th>Acronyms</th>
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<td>MD</td>
<td>Metropolitan (Fire) District</td>
</tr>
<tr>
<td>MERC</td>
<td>Municipal Emergency Response Coordinator</td>
</tr>
<tr>
<td>MFB</td>
<td>Metropolitan Fire Brigade</td>
</tr>
<tr>
<td>RCR</td>
<td>Road Crash Rescue</td>
</tr>
<tr>
<td>RCRPPAG</td>
<td>Road Crash Rescue Policy and Performance Reference Group</td>
</tr>
<tr>
<td>REMPC</td>
<td>Regional Emergency Management Planning Committee</td>
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<tr>
<td>RERC</td>
<td>Regional Emergency Response Coordinator</td>
</tr>
<tr>
<td>SCT</td>
<td>State Control Team</td>
</tr>
<tr>
<td>SERP</td>
<td>State Emergency Response Plan</td>
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<tr>
<td>VICSES</td>
<td>Victoria State Emergency Service</td>
</tr>
</tbody>
</table>
Working in conjunction with communities, government, agencies and business