

| <b>JOINT SOP</b>           |  |
|----------------------------|--|
| <b>Title</b>               | Appointment of Class 1 Regional Controllers and Incident Controllers   |
| <b>Version</b>             | version 11   |
| <b>Purpose</b>             | To provide a consistent and pre-determined process for appointment of Class 1 Regional Controllers, Zone Controllers, Area of Operations Controllers and Incident Controllers for emergencies including Deputy Incident Controller, Deputy Regional Controller and Deputy Area of Operations Controller roles.   |
| <b>Scope</b>               | This Joint Standard Operating Procedure (JSOP) applies to applicable agencies and personnel involved in the recommendation and endorsing of Class 1, Regional and Level 3 Incident Controllers, including deputies for Class 1 Emergencies.  |
| <b>Applicable Agencies</b> | This procedure applies to the following agency personnel; <ul style="list-style-type: none"> <li>• CFA</li> <li>• DEECA (FFMVic)</li> <li>• EMV</li> <li>• FRV</li> <li>• VICSES</li> <li>• Any other agency/department that provides Level 3 Incident Controllers or Regional Controllers.</li> </ul>   |
| <b>Content</b>             | The procedural contents of this JSOP are: <ul style="list-style-type: none"> <li>• Step 1: Endorsement of Regional Controllers and Level 3 Incident Controllers</li> <li>• Step 2: Appointment of Class 1 Regional Controllers, Zone Controllers or Area of Operations Controllers</li> <li>• Step 3: Appointment of Class 1 Deputy Regional Controllers or Area of Operations Controllers</li> <li>• Step 4: Appointment of Class 1 Incident Controllers</li> <li>• Step 5: Appointment of Deputy Incident Controllers</li> <li>• Step 6: Authority of Deputy Incident Controller and covering night shifts</li> <li>• Step 7: Fatigue management for Incident Controllers</li> <li>• Step 8: Transfer of Control between Incident Controllers</li> </ul> |
| <b>Responsibilities</b>    | Emergency Management Commissioner, Chief Officers, Commissioners, Incident Controllers and Regional Controllers  |
| <b>Definitions</b>         | Common Emergency Management terms and definitions can be found in EM-COP under Library > Definitions. Within this document, the following definitions apply:   |

**Chain of command**

An agency's organisational hierarchy that defines the accountability of people or positions and identifies the link between them and their supervisor.

**Class 2 Control Agency Officer in Charge**

The person responsible for having overall control of response activities in relation to Class 2 emergencies.

**Deputy Regional Controller – Hazard**

A person appointed to provide advice/support to the Regional Controller for a specific hazard, with one or more of the following qualifications:

- Regional Controller in Development
- Level 2 Incident Controller in transition
- Level 3 Incident Controller
- EMC Endorsed Regional Controller

**Deputy Regional Controller – Functional Area**

A person with the appropriate knowledge and experience, appointed at the discretion of the Regional Controller, to manage a particular functional area of an emergency. This role does not require the same level of qualification as a Deputy Regional Controller – Hazard

**Note:** When reference is made to 'Regional Controller' in this JSOP, this applies to 'Zone Controller' or 'Area of Operations Controller' when in place.

**PROCEDURE**

1. Endorsement of Class 1 Regional Controllers and Level 3 Incident Controllers
  - 1.1. The Chief Officers/Commissioners of each responder agency will provide the Emergency Management Commissioner (EMC) with a list of recommended personnel to undertake the role of Class 1 Regional Controller and Level 3 Incident Controller.
  - 1.2. The Class 2 Control Agency Officer in Charge may provide a list of recommended personnel to undertake the role of Regional Controller and Level 3 Incident Controller for Class 1 Emergencies.
  - 1.3. Level 3 Incident Controller nominees are required to have undertaken and been recommended for endorsement by the multi-agency Level 3 Incident Controller accreditation process.
  - 1.4. This list will be provided as a minimum on an annual basis or at the request of the EMC.
  - 1.5. Each list is required to contain the name, agency, contact details, accreditation level and proposed endorsement of each nominated person, as a minimum.
  - 1.6. To ensure the currency of the list, amendments are required to be provided, as soon as practicable, to the EMC.

- 1.7. The EMC will consider the lists and determine the personnel to be endorsed to undertake the role of Regional Controller or Level 3 Incident Controller.
- 1.8. Where necessary, the EMC may consult a Chief Officer to seek further advice on persons recommended by the responder agency.
- 1.9. The EMC will in accordance with *Emergency Management Act 2013* section 37(6A) maintain a joint register of personnel endorsed to undertake the role of Regional Controller or Level 3 Incident Controller.
- 1.10. The EMC will provide advice to each responder agency upon amendment to the endorsed list of Regional Controllers and Level 3 Incident Controllers.
2. Appointment of Class 1 Regional Controllers, Zone Controllers or Area of Operations Controllers
  - 2.1. The State Response Controller (SRC) will appoint the Regional Controller, Zone Controller or Area of Operations Controller in accordance with section 37(5) of the *Emergency Management Act 2013* and the *State Emergency Management Plan*.
3. Appointment of Class 1 Deputy Regional Controllers or Deputy Area of Operations Controllers
  - 3.1. The appointed Regional Controller or Area of Operations Controller, in consultation with the SRC if required, may appoint one or more Deputy Regional Controllers or Deputy Area of Operations Controllers from either the Control Agency or supporting agencies. Deputy RCs or Deputy Area of Operations Controllers may be appointed to provide advice/support for the RC in the management of the hazard or to manage a functional area.
  - 3.2. Where a Deputy Regional Controller is appointed to assist/support the Regional Controller/Area of Controller in the management of the hazard they are required to have the qualifications as set out in the definitions of this JSOP.
  - 3.3. The Regional Controller/Area of Operations Controller may assign a Deputy Regional Controller/Deputy Area of Operations Controller to manage one or more functions. These functions may include (but not limited to) the following:
    - Evacuation liaison with VicPol
    - Media spokesperson
    - Approvals for resource requests and releases
    - Contact point for agency-specific information flow and issues, e.g. resource management, OH&S and discipline
    - Routine liaison and information to other agencies
    - Development of a Transition to Recovery Plan
    - REMT management
    - Relief
  - 3.4. Where a Deputy Regional Controller is appointed to manage a function only and not the hazard as a whole, that person is required to have an appropriate qualification and relevant expertise in that function. The nominated Deputy Regional Controller is not required to be an endorsed RC in this case.
4. Appointment of Class 1 Incident Controllers
  - 4.1. Incident Controllers are appointed for a tour of duty/deployment and retain the responsibility and accountabilities of the position throughout the tour.

- 4.2. For Level 1 incidents the Control Agency will appoint (regardless of agency) a suitably experienced, qualified and competent person as Incident Controller.
- 4.3. For Level 2 incidents the Control Agency will appoint the Incident Controller in accordance with agency arrangements, unless a Regional Controller makes an appointment directly in consultation with the Control Agency
- 4.4. For Level 3 incidents an Incident Controller must be appointed from the EMC endorsed list.
  - 4.4.1. The Regional Controller/SRC will consult with the Control Agency prior to appointing the Level 3 Incident Controller
  - 4.4.2. Where there are no available Level 3 Incident Controllers within the Region, the Regional Controller will request through the State Resource Requesting System (SRRS) to appoint an endorsed Level 3 Incident Controller, as *JSOP 03.09 Resource Request Process*
- 4.5. Except for Level 1 incidents, the appointed Incident Controller will generally be located in the nominated Incident Control Centre (ICC) at the earliest opportunity in accordance with agency specific requirements.
5. Appointment of Deputy Incident Controllers
  - 5.1. The appointed Incident Controller in consultation with the Regional Controller and SRC (if required), may appoint one or more Deputy Incident Controllers from either the Control Agency or supporting agencies to a Level 2 or Level 3 incident.
  - 5.2. Where two or more Deputy Incident Controllers are appointed, the Incident Controller will specify who will be the lead Deputy Incident Controller when the Incident Controller is absent from the ICC.
  - 5.3. The Incident Controller may assign a Deputy Incident Controller to manage one or more particular functions. These functions may include (but not limited to) the following:
    - Evacuation liaison with VicPol
    - Authorisation of community warnings and advice
    - Media spokesperson
    - IMT contact for information and warnings
    - IMT contact for Traffic Management Points
    - Approvals for resource requests and releases
    - Contact point for agency-specific information flow and issues, e.g. resource management, OH&S and discipline
    - Routine liaison and information to other agencies
    - Development of a Transition to Recovery Plan
    - EMT management
    - Relief
  - 5.4. If the Incident Controller appoints a Deputy Incident Controller(s) to have oversight of specific tasks or to cover times that the Incident Controller is absent from the ICC, the appointment of the Deputy Incident Controller(s) will be recorded by the Incident Controller and Deputy Incident Controller in their logbooks and be communicated through the line of control.

- 5.5. A Deputy Incident Controller appointed to a Level 3 incident as a Deputy Incident Controller for the management of the hazard is required to be an agency endorsed Level 2 Incident Controller as a minimum.
  - 5.6. Where a Deputy Incident Controller is appointed to manage a functional area only, and not the incident as a whole, that person is required to have an appropriate qualification and/or relevant expertise in that function.
6. Authority of Deputy Incident Controller and covering night shifts
- 6.1. Where the scale of an emergency requires the ICC to operate both day and night shifts, then the Regional Controller (in consultation with the Incident Controller and the Regional Control Team) is required to appoint a Deputy Incident Controller to cover the night shift.
  - 6.2. Deputy Incident Controllers should be mindful of the role of the Incident Controller in setting incident objectives and strategies and may not alter the incident objectives in the Incident Action Plan.
  - 6.3. The Deputy Incident Controller may amend the incident strategies within the parameters provided by the Incident Controller at shift change over. Where the Deputy Incident Controller does amend incident strategies, they are required to discuss the changes with the incoming IMT and Incident Controller at shift changeover.
  - 6.4. Functional roles within the IMT do not report directly to the Deputy Incident Controller, unless delegated by the Incident Controller or if the Incident Controller is absent from the ICC (such as during night shifts).
7. Fatigue management for Incident Controllers
- 7.1. Generally, the Incident Controller will work during the day, and be represented in the IMT by a Deputy Incident Controller if a night shift is required.
  - 7.2. The Incident Controller (whilst retaining accountability for the role during their tour of duty) should manage shift arrangements for the Incident Controller role and Deputy Incident Controller role in accordance with the needs of the incident and the fatigue management arrangements of the respective agencies.
8. Transfer of Control between Incident Controllers:
- 8.1. Transfer of control will be undertaken in line with *JSOP 03.15 Transfer of Control at Class 1 Emergencies*.

## SAFETY

Protection and preservation of life and relief of suffering is paramount. This includes: -

- Safety of emergency response personnel; and
- Safety of community members including those most at risk in emergencies both residents and visitors/tourists.

In the application of this JSOP the following safety considerations apply:

- Fatigue Management

## REFERENCE

**Related Documents**

- [Emergency Management Act 2013](#)
- [Victorian State Emergency Management Plan](#)
- [JSOP 03.15 Transfer of Control at Class 1 Emergencies](#)
- [JSOP 03.06 Incident Briefings](#)
- [Incident Management – Accreditation – Level 3 Toolkit](#)

S  
O  
P

## REVIEW

J03.08

**Date Issue**                      11 July 2024

**Date Effective**                      22 August 2024

**Date to be Reviewed**                      August 2027

**Date to Cease**                      N/A

## AUTHORITY

The Emergency Management Commissioner has issued this JSOP under section 50 of the *Emergency Management Act 2013*.

| Approved  | Signature                           | Date         |
|---|-------------------------------------|--------------|
| Rick Nugent<br>Emergency Management Commissioner    | Signed copy kept on file at the SCC | 11 July 2024 |
| Endorsed  | Signature                           | Date         |
| Jason Heffernan<br>Chief Officer, CFA               | Signed copy kept on file at the SCC | 11 July 2024 |
| Chris Hardman<br>Chief Fire Officer, DEECA (FFMVic) | Signed copy kept on file at the SCC | 11 July 2024 |
| Gavin Freeman<br>Commissioner, FRV                  | Signed copy kept on file at the SCC | 11 July 2024 |
| Tim Wiebusch<br>Chief Officer Operations, VICSES    | Signed copy kept on file at the SCC | 11 July 2024 |