STATEMENT OF WITNESS

Prepared by:	Legal Services Unit	**Date:** 18/04/2011

Name of Witness:	Kelli Louita Docherty-Tanaskovic

Occupation:	Public Servant

Position:	Fire Communications Officer

I, **Kelli Louita Docherty-Tanaskovic**, Fire Communications Officer, Firecom South West, Queensland Fire and Rescue Service, Department of Community Safety, state:

1. I have worked for the Queensland Fire and Rescue Service ("QFRS") for fourteen years (14) years and nine (9) months and hold the rank of Fire Communications officer 1.4.

2. In my role as a communications officer I undertake a range of duties including taking incoming Fire and Rescue calls/inquiries and collecting relevant information. A comprehensive list of my duties in this role is outlined in the position description which attached to this statement and marked "KD-1".

Training

3. Initial training for my role was more than fifteen (15) years ago and was 'on the job', i.e. you learnt the role sitting at the console with an experienced communications officer as a mentor.

4. Since that time I have undertaken a wide variety of training programs and a list of those programs is attached to this statement and marked "KD-2".

5. Such programs have included *workplace information systems, develop workplace learning, receive request for assistance* and *operate communications systems and equipment.*

6. I also facilitate the majority of Fire Communications training in the Region and have provided that training for approximately the last ten years.

7. Prior to my current position I was employed as a dental nurse and I had not received any training that was specific to taking 000 calls before being employed by QFRS.

This is page 1 of a statement comprising 5 page/s.

Witness ⬛⬛⬛ .....):	JP/Solicitor/Commissioner for Declarations: ⬛⬛⬛

Monitoring of training

8. Incidents are monitored on a regular basis by the Regional Communications Manager ("RCM").

9. Training is also monitored by way of online learning and keeping track of training requirements and the attachment mentioned in paragraph 4 of this statement ("KD-2") is a printout from this system. This ensures that I am kept current with operational expectations and have completed all necessary training.

10. Records are kept within the region, incidents of interest are examined and their relevant voice logger recordings are also scrutinized.

11. Leadership/team workshops have been delivered involving communication within the team and we are tested under pressure, learning to recognize people's stress levels.

Answering 000 Calls

12. All calls should be answered in a calm, concise and controlled manner and most importantly, I am to capture where the call is coming from, the exact location of the incident and the nature problem. This is in accordance with Fire Communications Directive FCCDQ-1.1 *Emergency Call Management*. A copy of this directive is attached to this statement and marked "KD-3".

13. As a Fire Communications Officer, I am sometimes faced with a caller who is distressed or who is in the presence of other persons who are distressed. As it is my responsibility to capture the location and nature of the emergency, there are times where I am required to be assertive to gain focus from the caller and to gather the information necessary to assist them with the emergency.

14. Techniques for dealing with difficult callers (or callers in distress) are discussed by experienced call-takers during the training module entitled *receive request for assistance*.

ESCAD

15. As a Fire communications officer I use a computers system called ESCAD (Emergency Services Computer Aided Dispatch).

16. Upon receiving a 000 call, I access ESCAD on the ECT (Emergency Call Taking) screen. I then enter the mandatory fields including location, address, problem type, caller name and caller phone number.

This is page 2 of a statement comprising 5 page/s.		
Witness	:	JP/Solicitor/Commissioner for Declarations:

17. I then press the 'recommend' button which provides me with details of what units are available to be dispatched to the incident at which point I 'Turn-out' the appropriate resource to the incident.

18. To 'turn-out' a resource means to direct a resource to respond to an incident urgently as an emergency.

Monitoring and overseeing of the answering of 000 calls

19. I am aware that the RCM monitors radio traffic, 000 calls and incident reports remotely and regularly visits the communications room to provide monitoring and support.

20. On 10 January 20011, there was a severe weather event in Toowoomba. Given the significant volume of calls, on that day there was the RCM and an Inspector from the QFRS to provide monitoring and operational support during these significant events.

10 January 2010

21. On 10 January 2011 I was on annual leave. At approximately 13:00 I received a phone call from Firecom requesting my assistance at work due to a natural flooding disaster within the Region which generated an extremely high volume of calls and required a third Fire communications officer to assist.

22. I advised the officer that I would attend to assist but that I may be delayed as I had to arrange care for my children.

23. I arrived at Firecom South West at approximately 13:40 and was delayed in my arrival due to flood water enroute.

24. Calls were excessive on this day as Toowoomba was the centre of an unfolding, natural flooding disaster and resources were stretched. Access to incidents was compromised by the flooding and subsequent damage.

25. Usually Firecom Southwest has two fully operational consoles (including radio access and dispatching capabilities) and one additional console that has call taking capability only. This console is normally used for training but on this day was used in the live environment to assist in answering the high volume of calls coming into the communications room and I was assigned to that console.

26. As they day unfolded the three Fire Communications Officers in the Communication Room were rotated to each of the three consoles whereupon I undertook other duties (e.g. dispatching) as required.

27. From my arrival at approximately 13:40 until approximately 22:30 there was an extraordinarily high level of activity in the communications room and I was involved in all aspects including taking 000 calls, dispatching units and radio operations. This included dispatch of units, recording of word back (radio responses from Fire Units) and sourcing additional resources as required.

Incident QF3-11-002759

28. I recall receiving a call from a male caller at approximately 13:56 advising he and others were 'stranded' in a Mercedes car at the intersection of Kitchener and James Streets in Toowoomba.

29. The male caller was yelling, difficult to understand, obviously panicked and uncooperative in the vital incident entry stage of the call. I also recall a female person in the background who was screaming which made it difficult to hear and understand the male caller.

30. I asked the caller to calm down and to tell the woman to stop screaming so I could obtain the necessary information required and to allow us to best assist with their emergency.

31. I then asked the caller several times to provide their location and whether they were in a vehicle to which he eventually advised that their location was 'Kitchener and James' and that he was in a Mercedes motor vehicle.

32. Upon obtaining the callers location I completed all mandatory fields in the ECT screen and then pressed the *'exit/save'* button which sent the job to an awaiting incident queue whereupon a dispatcher would dispatch appropriate resources to respond. I then took the next call.

33. In each instance, all of the above techniques are recognized practice within QRFS in the calming and control of a 000 call so as to provide concise information for the timely dispatch of resources.

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Justices Act 1886

I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:

(1) This written statement by me dated)8.(4.1.1... and contained in the pages numbered 1 to 8 is true to the best of my knowledge and belief; and

(2) I make it knowing that, if it were admitted as evidence, I may be liable to prosecution for stating anything that I know is false.

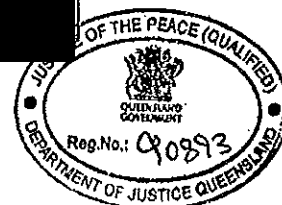.... ███████████████ .... Signature

Signed at ~~Brisbane~~ this 19ᵗʰ day of .April....2011
Toowoomba

This is page 5 of a statement comprising 5 page/s.

Witness ███████████	JP/Solicitor/Commissioner for Declarations ████████

JUSTICE OF THE PEACE (QUALIFIED)
Reg.No.: 90893

This is to certify that this 3 page document (
each page of which I have numbered + signed) is
a true copy of attachment KD-1 as referenced in
Kelli Louita Docherty - Tanaskovic Statement of Witness
Department of Community Safety dated this
18th day of April 2011.

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QFRS

Communications Officer (Permanent) - 6.5.19

Organisation Unit: Regional Communication Centres
Location: Various
Organisation: Queensland Fire and Rescue Service
Classification: FCO1 - QFRS Pay Rate
Date of Review: 01-10-2004

Organisational Environment

The Portfolio of Emergency Services contains a diverse group of organisations. These are:

- Queensland Ambulance Service (QAS)
- Queensland Fire and Rescue Service (QFRS)
- Counter Disaster and Rescue Services (CDRS)
- Strategic Policy and Executive Services Division (SP&ES)
- Business Support Services (BSS).

The vision of the Portfolio of Emergency Services is to be recognised nationally and internationally as the leading provider of emergency services contributing to the safety, health and well-being of the community of Queensland.

The Portfolio of Emergency Services includes approximately 4,500 permanent officers, 2,000 auxiliary staff and approximately 70,000 volunteers. The Department's headquarters is located in Brisbane. Regional headquarters are also located at Beenleigh, Brisbane, Cairns, Maryborough, Rockhampton, Toowoomba and Townsville. These headquarters provide support to more than 400 ambulance and fire stations throughout Queensland.

The Queensland Fire and Rescue (QFRS)is a division of the Department of Emergency Services. The QFRS is the primary provider of fire and rescue activities throughout Queensland. The QFRS is responsible for community safety, the protection of people, property and the environment from fire and chemical incidents, and in conjunction with other agencies for the rescue of people trapped in vehicles, buildings and other emergency situations. The QFRS plays an important community safety role and undertakes a comprehensive range of community education and awareness programs. It is the role of the QFRS to provide a responsive service to the coummuinty, which will result in the minimisation of preventable fire fatalities and casualties and the minimisation of damage to property and the environment from fire and hazards.

Purpose of work area and position

The Regional Communications Centre provides emergency incident call taking and despatch services

to QFRS within the region. The Centre coordinates operational communications with other emergency services including Queensland Ambulance Service, various units within the Counter Disaster and Rescue and Queensland Police. This position is responsible for the receiving, interpretation and response to emergency and routine calls for assistance, dissemination of relevant information, despatching appropriate resources and monitoring responses to incidents in a timely and effective manner.

Reporting Relationships

> The Communications Officer reports to the Communications Manager.

Mandatory Requirements

• Communications Personnel are required to complete the 'Certificate III in Fire Communications Operations' upon entry. Once personnel have achieved competency and have taken up operational duties, they will enter the 'Fire Communications Professional Development Program (FCPDP) and be required to successfully complete training programs of the FDPDP equivalent to their level. • Minimum of 45 words per minute typing speed with a high degree of accuracy • Have a Senior First Aid and CPR Certificate.

Duties / Responsibilites

> Accept incoming fire and rescue incident calls and enquiries and collect relevant information.
> Assess the risks associated with a situation and the availability and capability of resources to determine the appropriate response and/or resources to be despatched.
> Despatch and coordinate appropriate resources to calls for assistance and notify other organisations in accordance with standard operational procedures.
> Maintain and update all incident information in the centre's CAD system, continually monitor progress, support and liaise with operational staff until completion.
> Complete required post incident administration including provision of information and reports to stations and other agencies and organisations.
> Provide pre-arrival instructions in emergency situations.
> Monitor alarm signals and respond in accordance within Standard Operating Procedures.
> Provide mentoring and guidance on the job to new staff.
> Contribute to improvement of operational and administrative systems and procedures.
> Identify systems and technical faults and liaise with technical support staff in relation to reporting, maintaining and updating communications technology.
> Undertake general administrative and project duties as allocated (e.g. maintaining and updating resource information; conducting weekly tests of appliances, systems and communications; assist in preparation of rosters).

Delegations / Accountability

This position has the financial delegation in accordance with Financial Delegations. This position has human resource delegation in accordance with the HR Delegation Manual.

Selection Criteria

> **SC1** Demonstrated knowledge of, or ability to rapidly acquire knowledge of QFRS and departmental policies, standard operating procedures and guidelines.
> **SC2** Demonstrated high level of written communication, interpersonal and call management skills with the ability to interpret, comprehend and disseminate accurate information in stressful situations.
> **SC3** Demonstrated ability to operate competently and professionally in demanding situations and to determine appropriate courses of action using initiative to manage and organise work priorities and determine resolutions for response.
> **SC4** Knowledge of, or ability to rapidly acquire knowledge of communications centre technologies, including windows based computer systems and programs, Computer Aided Despatch, Station Turnout Systems and other communications technology.
> **SC5** Knowledge of, and demonstrated commitment to, the principles and practices of employment equity, ethical behaviour and conduct and workplace health and safety issues with a proven ability to work well as an individual and as a member of a team.

Additional Information

- The Department of Emergency Services Head Office is located at Kedron.
- The Department of Emergency Services is an Equal Employment Opportunity employer and particularly encourages applications from:

  - Aboriginal and Torres Strait Islander people and
  - People from Culturally and Linguistically Diverse Backgrounds
  - Women
  - People with a Disability

  - A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
  - Privacy Notice - The personal information you provide will only be used for the purpose of processing your application. It will only be disclosed to authorised persons or disclosure is required to fulfill statutory, administrative or other public responsibilities.

- External appointment will be subject to successful completion of a full medical examination and criminal history check, prior to appointment and will be subject to a probationary period.
- Communications Officers will be required to work shifts including nights, weekends and Public Holidays.
- Terms and conditions of employment for this position will be in accordance with the Queensland Fire and Rescue Communications Centres Award State 2003 and the QFRS Enterprise Partnership Certified Agreement 2003.
- Each Officer within DES is required to take an active role in managing risks in accordance with DES policy and guidelines. The contribution each officer makes, collectively, allows DES to achieve organisational goals, discharge accountability, manage competing priorities, use resources effectively and continue to achieve high standards of customer service both internally within DES and to the community.

For Information contact: HR Assist
Last Updated: 01-10-2004

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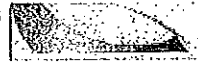
Learning Transcript

Kelli Docherty

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KD- 2

Course Id	Course Title	Ver	Delivery Type	Completed	Result	Grade	Credits
BSZ40198A00	Assessment and Workplace Training Common Critical Score Item		Instructor-Led	19/03/2004	Successful		
BSZ40198AA01	Certificate IV Assessment and Workplace Training- Pre Course Workbook		Instructor-Led	15/03/2004	Successful		
BSZ40198AA02	Certificate IV Assessment and Workplace Training- Ice Breaker Presentation		Instructor-Led	15/03/2004	Successful		
BSZ40198AA03	Certificate IV Assessment and Workplace Training- Training Session		Instructor-Led	20/03/2004	Successful		
BSZ40198AA04	Certificate IV Assessment and Workplace Training- Practical Assessment		Instructor-Led	19/03/2004	Successful		
BSZ40198AA05	Certificate IV Assessment and Workplace Training- Theory Assessment		Instructor-Led	20/03/2004	Successful		
BSZ40198AA06	Certificate IV Assessment and Workplace Training- Workplace Assessment		Instructor-Led	28/06/2004	Successful		
BSZ40198AA07	Certificate IV Assessment and Workplace Training - Workplace Planning and Promoting		Instructor-Led	17/08/2004	Successful		
BSZ40198AA08	Certificate IV Assessment and Workplace Training - Unpacking the Package - A Process		Instructor-Led	15/03/2004	Successful		
BSZ40198AA09	Certificate IV Assessment and Workplace Training - Identify the Competency Level		Instructor-Led	16/03/2004	Successful		
BSZ40198AA10	Certificate IV Assessment and Workplace Training - Assessment Development Learning Activities		Instructor-Led	18/03/2004	Successful		
BSZ40198AA11	Certificate IV Assessment and Workplace Training - Training Development Learning Activities		Instructor-Led	16/03/2004	Successful		
C-HRBC010	Code Of Conduct Awareness	1.0	Web Based Training	03/02/2010	Successful		
C-SPDC110	Introduction to Privacy		Web Based Training	01/03/2010	Successful		
F-BFSC015	Fire Communications Alarm Signalling Equipment Awareness Package		Web Based Training	24/02/2010	Successful		
F-BSBCMN402A-1	Develop Work Priorities-assessment		Instructor-Led	20/05/2005	Successful		
F-BSBCMN410A-1	Coordinate Implementation of Customer Service Strategies-assessment		Instructor-Led	05/09/2005	Successful		
F-BSBCMN411A-1	Monitor a Safe Workplace-assessment		Instructor-Led	28/02/2004	Successful		
F-BSBCMN412A-1	Promote Innovation and Change-assessment		Instructor-Led	24/01/2006	Successful		
F-BSBFLM403A-1	Manage Effective Workplace Relationships-assessment		Instructor-Led	06/07/2005	Successful		
F-BSBFLM405A-1	Implement Operational Plan-assessment		Instructor-Led	28/02/2004	Successful		
F-BSBFLM406A-1	Implement Workplace Information System-assessment		Instructor-Led	24/01/2006	Successful		
F-BSBFLM412A-1	Promote Team Effectiveness-assessment		Instructor-Led	24/01/2006	Successful		
F-BSBLED501A-1	Develop workplace learning environment		Instructor-Led	20/03/2011	Successful		
F-BSBMGT505A-1	Ensure a Safe Workplace-assessment		Instructor-Led	16/08/2009	Successful		
F-BSBMGT516A-1	Facilitate continuous improvement		Instructor-Led	08/12/2010	Successful		
F-BSBOHS509A-1	Ensure a safe workplace		Instructor-Led	27/08/2009	Successful		

This is to certify that this 8 page document which I have numbered + signed (each page signed) is a true copy of the attached referenced 'KD 2' Kelli Docherty Tanaskovic Statement of Kelli Docherty) Witness dated this 18th Day of April 2011.

F-CHCNET1C-1	Participate in networks course	Instructor-Led	02/06/2006	Successful	
F-CHCNET2B-1	Maintain Effective Networks course	Instructor-Led	02/06/2006	Successful	
F-CMOC005	VisiCAD Powerline Command	Instructor-Led	16/02/2010	Successful	
F-CMOC110	ESCAD transition course	Instructor-Led	08/02/2008	Successful	
F-CMOC110	ESCAD transition course	Instructor-Led	15/06/2009	Successful	
F-CSFC010	QFRS Awareness for PREPARE.ACT.SURVIVE.	Web Based Training	22/08/2010	Successful	
F-FC002A-1	Work within the organisational framework as a Peer Support Officer course	Instructor-Led	02/06/2006	Successful	
F-FC003A-1	Provide Peer Support course	Instructor-Led	02/06/2006	Successful	
F-FC004A-1	Conduct defusings and contribute to Critical Incident Stress Debriefings and follow-up course	Instructor-Led	02/06/2006	Successful	
F-FMI_UNIT1	Manage Personal Work Priorities and Professional Development	Instructor-Led	22/06/2001	Successful	
F-FMI_UNIT10	Facilitate And Capitalise On Change And Innovation	Instructor-Led	22/06/2001	Successful	
F-FMI_UNIT11	Contribute To The Development Of A Workplace Learning Environment	Instructor-Led	22/06/2001	Successful	
F-FMI_UNIT2	Provide Leadership in the Workplace	Instructor-Led	22/06/2001	Successful	
F-FMI_UNIT3	Establish and Manage Effective Workplace Relationships	Instructor-Led	22/06/2001	Successful	
F-FMI_UNIT4	Participate in, Lead and Facilitate Work Team	Instructor-Led	22/06/2001	Successful	
F-FPEMC06	Senior First Aid Full	Instructor-Led	12/08/2004	Successful	
F-FPEMC06R	Senior First Aid Recertification	Instructor-Led	07/11/2007	Successful	External
F-FPEMC09	Cardiopulmonary Resuscitation (CPR) Full	Instructor-Led	12/08/2004	Successful	
F-FPEMC09R	Cardiopulmonary Resuscitation (CPR) Recertification	Instructor-Led	14/07/2005	Successful	
F-FUNIT050	Incident Control Systems Introduction - 16 hrs	Instructor-Led	28/09/2003	Successful	
F-FUNIT135	Operations Management IV (Leadership)	Instructor-Led	11/03/2011	Successful	
F-FUNIT140	Drug Lab Hazards Awareness	Instructor-Led	19/06/2007	Successful	
F-FUNIT216	I Zone - Introduction to Structural Protection	Instructor-Led	08/09/2004	Successful	
F-FUNIT295	Operations Doctrine - Introduction	Instructor-Led	20/03/2006	Successful	
F-FUNIT295	Operations Doctrine - Introduction	Instructor-Led	03/05/2005	Successful	
F-FUNIT311	Operations Doctrine - Detail	Instructor-Led	03/05/2005	Successful	
F-FUNIT311	Operations Doctrine - Detail	Instructor-Led	20/03/2006	Successful	
F-FUNIT314	Air Attack Guidelines for Fireline Personnel	Instructor-Led	27/10/2005	Successful	
F-FUNIT326	i-Zone Identification – Qld 2005	Instructor-Led	19/06/2007	Successful	
F-FUNIT341	AIIMS/IMS - Intermediate	Instructor-Led	03/05/2005	Successful	
F-FUNIT342	AIIMS/IMS - Awareness	Instructor-Led	20/03/2006	Successful	
F-FUNIT342	AIIMS/IMS - Awareness	Instructor-Led	19/06/2007	Successful	
F-FUNIT408	QR - Passenger Rolling Stock Awareness Information	Instructor-Led	27/10/2005	Successful	
F-FUNIT447	Remote Alarms - Information Session	Instructor-Led	22/06/2006	Successful	
F-FUNIT492	Introduction to Radio Communications	Instructor-Led	05/10/2007	Successful	
F-FUNIT529	Prepare, Stay and Defend or Go Early	Instructor-Led	25/08/2009	Successful	
F-FUNIT551	Greater Alarm Response System - GARS Awareness	Instructor-Led	17/04/2008	Successful	
F-PUACOM001C-1	Communicate in the workplace-activity	Instructor-Led	22/06/2010	Successful	RPL
F-PUACOM001C-1	Communicate in the workplace-activity	Instructor-Led	17/05/2010	Successful	RPL
F-	Prepare, Maintain and Test Response Equipment-	Instructor-Led	13/03/2006	Successful	

PUAEQU001A-1	assessment			
F-PUAOPE002A-1	Operate Communications Systems and Equipment-assessment	Instructor-Led	13/03/2006 Successful	
F-PUATEA001B-1	Work in a team-activity	Instructor-Led	22/06/2010 Successful	RPL
F-PUATEA001B-1	Work in a team-activity	Instructor-Led	17/05/2010 Successful	RPL
F-PUATEA002B-1	Work autonomously-activity	Instructor-Led	17/05/2010 Successful	RPL
F-QFCALM-1	FIRE ALARMS course	Instructor-Led	26/09/2001 Successful	
F-QFCAPP-1	APPLIANCES course	Instructor-Led	26/09/2001 Successful	
F-QFCARE-1	AREA KNOWLEDGE course	Instructor-Led	26/09/2001 Successful	
F-QFCCAD-1	COMPUTER AIDED DESPATCH course	Instructor-Led	26/09/2001 Successful	
F-QFCCOD-1	CODES, TERMINOLOGY AND ABBREVIATIONS course	Instructor-Led	26/09/2001 Successful	
F-QFCEMG-1	COMPUTER CENTRE EMERGENCY PROCEDURES course	Instructor-Led	26/09/2001 Successful	
F-QFCEQU-1	COMMUNICATIONS CONSOLE AND ANCILLARY EQUIPMENT course	Instructor-Led	26/09/2001 Successful	
F-QFCFFG-1	FIREFIGHTING course	Instructor-Led	26/09/2001 Successful	
F-QFCHAZ-1	HAZARDOUS MATERIALS (HAZMAT) course	Instructor-Led	26/09/2001 Successful	
F-QFCOHS-1	OCUPATIONAL HEALTH & SAFETY course	Instructor-Led	26/09/2001 Successful	
F-QFCORG-1	ORGANISATION AND RESPONSIBILITITES course	Instructor-Led	26/09/2001 Successful	
F-QFCSAP-1	STANDARD ADMINISTRATIVE PROCEDURES course	Instructor-Led	26/09/2001 Successful	
F-QFCSOP-1	STANDARD OPERATING PROCEDURES course	Instructor-Led	26/09/2001 Successful	
F-QFCTEL-1	TELECOMMUNICATIONS course	Instructor-Led	26/09/2001 Successful	
F-QFCWRK-1	WORK EXPERIENCE course	Instructor-Led	26/09/2001 Successful	
F-QFRCSE-1	Confined Space Entry Procedures course	Instructor-Led	19/02/2002 Successful	
F-QFRCSI-1	Introduction to Confined Space - Industry course	Instructor-Led	19/02/2002 Successful	
F-RFSA001	Working with the Rural Fire Service	Book/CD/DVD	25/08/2009 Successful	
F-SITXHRM009A-1	Provide mentoring support to business colleagues-activity	Instructor-Led	18/08/2010 Successful	
TAAASS403A-1	Develop assessment tools-activity	Instructor-Led	15/12/2007 Successful	External
TAAASS404A-1	Participate in assessment validation-activity	Instructor-Led	15/12/2007 Successful	External
TAADEL403A-1	Facilitate individual learning-activity	Instructor-Led	15/12/2007 Successful	External
TAADEL404A-1	Facilitate work-based learning-activity	Instructor-Led	15/12/2007 Successful	External
TAADES401A-1	Use training packages to meet client needs-activity	Instructor-Led	15/12/2007 Successful	External
TAAENV401A-1	Work effectively in vocational education & training-activity	Instructor-Led	15/12/2007 Successful	External
TAAENV402A-1	Foster and promote an inclusive learning culture-activity	Instructor-Led	15/12/2007 Successful	External
TAAENV403A-1	Ensure a healthy and safe learning environment-activity	Instructor-Led	15/12/2007 Successful	External

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[People] [Learning] [Assessments] [Prescriptive Rules] [Reports]

Enrolments
Transcripts
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Curricula
Formal Education

Transcript: Kellie Docherty-Tanaskovic
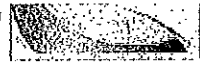
| Completion Date after | 18/01/2000 | 🖩 |
| Completion Date before | 18/04/2011 | 🖩 |

Transcripts

Course Id	Course Title	Ver	Delivery Type	Completed	Result
BSZ40198A00	Assessment and Workplace Training Common Critical Score Item		Instructor-Led	19/03/2004	Successful
BSZ40198AA01	Certificate IV Assessment and Workplace Training- Pre Course Workbook		Instructor-Led	15/03/2004	Successful
BSZ40198AA02	Certificate IV Assessment and Workplace Training- Ice Breaker Presentation		Instructor-Led	15/03/2004	Successful
BSZ40198AA03	Certificate IV Assessment and Workplace Training- Training Session		Instructor-Led	20/03/2004	Successful
BSZ40198AA04	Certificate IV Assessment and Workplace Training- Practical Assessment		Instructor-Led	19/03/2004	Successful
BSZ40198AA05	Certificate IV Assessment and Workplace Training- Theory Assessment		Instructor-Led	20/03/2004	Successful
BSZ40198AA06	Certificate IV Assessment and Workplace Training- Workplace Assessment		Instructor-Led	28/06/2004	Successful
BSZ40198AA07	Certificate IV Assessment and Workplace Training · Workplace Planning and Promoting		Instructor-Led	17/08/2004	Successful
BSZ40198AA08	Certificate IV Assessment and Workplace Training · Unpacking the Package - A Process		Instructor-Led	15/03/2004	Successful
BSZ40198AA09	Certificate IV Assessment and Workplace Training - Identify the Competency Level		Instructor-Led	16/03/2004	Successful
BSZ40198AA10	Certificate IV Assessment and Workplace Training - Assessment Development Learning Activities		Instructor-Led	18/03/2004	Successful
BSZ40198AA11	Certificate IV Assessment and Workplace Training - Training Development Learning Activities		Instructor-Led	16/03/2004	Successful
C-HRBC010	Code Of Conduct Awareness	1.0	Web Based Training	03/02/2010	Successful
C-SPDC110	Introduction to Privacy		Web Based Training	01/03/2010	Successful
F-BFSC015	Fire Communications Alarm Signalling Equipment Awareness		Web Based Training	24/02/2010	Successful

	Package			
F-BSBCMN402A-1	Develop Work Priorities-assessment	Instructor-Led	20/05/2005	Successful
F-BSBCMN410A-1	Coordinate Implementation of Customer Service Strategies-assessment	Instructor-Led	05/09/2005	Successful
F-BSBCMN411A-1	Monitor a Safe Workplace-assessment	Instructor-Led	28/02/2004	Successful
F-BSBCMN412A-1	Promote Innovation and Change-assessment	Instructor-Led	24/01/2006	Successful
F-BSBFLM403A-1	Manage Effective Workplace Relationships-assessment	Instructor-Led	06/07/2005	Successful
F-BSBFLM405A-1	Implement Operational Plan-assessment	Instructor-Led	28/02/2004	Successful
F-BSBFLM406A-1	Implement Workplace Information System-assessment	Instructor-Led	24/01/2006	Successful
F-BSBFLM412A-1	Promote Team Effectiveness-assessment	Instructor-Led	24/01/2006	Successful
F-BSBLED501A-1	Develop workplace learning environment	Instructor-Led	20/03/2011	Successful
F-BSBMGT505A-1	Ensure a Safe Workplace-assessment	Instructor-Led	16/08/2009	Successful
F-BSBMGT516A-1	Facilitate continuous improvement	Instructor-Led	08/12/2010	Successful
F-BSBOHS509A-1	Ensure a safe workplace	Instructor-Led	27/08/2009	Successful
F-CHCNET1C-1	Participate in networks course	Instructor-Led	02/06/2006	Successful
F-CHCNET2B-1	Maintain Effective Networks course	Instructor-Led	02/06/2006	Successful
F-CMOC005	VisiCAD Powerline Command	Instructor-Led	16/02/2010	Successful
F-CMOC110	ESCAD transition course	Instructor-Led	08/02/2008	Successful
F-CMOC110	ESCAD transition course	Instructor-Led	15/06/2009	Successful
F-CSFC010	QFRS Awareness for PREPARE.ACT.SURVIVE.	Web Based Training	22/08/2010	Successful
F-FC002A-1	Work within the organisational framework as a Peer Support Officer course	Instructor-Led	02/06/2006	Successful
F-FC003A-1	Provide Peer Support course	Instructor-Led	02/06/2006	Successful
F-FC004A-1	Conduct defusings and contribute to Critical Incident Stress Debriefings and follow-up course	Instructor-Led	02/06/2006	Successful
F-FMI_UNIT1	Manage Personal Work Priorities and Professional Development	Instructor-Led	22/06/2001	Successful
F-FMI_UNIT10	Facilitate And Capitalise On Change And Innovation	Instructor-Led	22/06/2001	Successful
F-FMI_UNIT11	Contribute To The Development Of A Workplace Learning Environment	Instructor-Led	22/06/2001	Successful
F-FMI_UNIT2	Provide Leadership in the Workplace	Instructor-Led	22/06/2001	Successful

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Enrolments
Transcripts
Certifications
Curricula
Formal Education

Transcript: Kellie Docherty-Tanaskovic

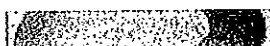|		
Completion Date after	18/01/2000	🖩
Completion Date before	18/04/2011	🖩

Transcripts

Course Id	Course Title	Ver	Delivery Type	Completed	Result
F-FMI_UNIT3	Establish and Manage Effective Workplace Relationships		Instructor-Led	22/06/2001	Successful
F-FMI_UNIT4	Participate In, Lead and Facilitate Work Team		Instructor-Led	22/06/2001	Successful
F-FPEMC06	Senior First Aid Full		Instructor-Led	12/08/2004	Successful
F-FPEMC06R	Senior First Aid Recertification		Instructor-Led	07/11/2007	Successful
F-FPEMC09	Cardiopulmonary Resuscitation (CPR) Full		Instructor-Led	12/08/2004	Successful
F-FPEMC09R	Cardiopulmonary Resuscitation (CPR) Recertification		Instructor-Led	14/07/2005	Successful
F-FUNIT050	Incident Control Systems Introduction - 16 hrs		Instructor-Led	28/09/2003	Successful
F-FUNIT135	Operations Management IV (Leadership)		Instructor-Led	11/03/2011	Successful
F-FUNIT140	Drug Lab Hazards Awareness		Instructor-Led	19/06/2007	Successful
F-FUNIT216	i Zone - Introduction to Structural Protection		Instructor-Led	08/09/2004	Successful
F-FUNIT295	Operations Doctrine - Introduction		Instructor-Led	20/03/2006	Successful
F-FUNIT295	Operations Doctrine - Introduction		Instructor-Led	03/05/2005	Successful
F-FUNIT311	Operations Doctrine - Detail		Instructor-Led	03/05/2005	Successful
F-FUNIT311	Operations Doctrine - Detail		Instructor-Led	20/03/2006	Successful
F-FUNIT314	Air Attack Guidelines for Fireline Personnel		Instructor-Led	27/10/2005	Successful
F-FUNIT326	i-Zone Identification - Qld 2005		Instructor-Led	19/06/2007	Successful
F-FUNIT341	AIIMS/IMS - Intermediate		Instructor-Led	03/05/2005	Successful
F-FUNIT342	AIIMS/IMS - Awareness		Instructor-Led	20/03/2006	Successful
F-FUNIT342	AIIMS/IMS - Awareness		Instructor-Led	19/06/2007	Successful
F-FUNIT408	QR - Passenger Rolling Stock Awareness Information		Instructor-Led	27/10/2005	Successful
F-FUNIT447	Remote Alarms - Information Session		Instructor-Led	22/06/2006	Successful
F-FUNIT492	Introduction to Radio Communications		Instructor-Led	05/10/2007	Successful
F-FUNIT529	Prepare, Stay and Defend or Go Early		Instructor-Led	25/08/2009	Successful
F-FUNIT551	Greater Alarm Response System - GARS Awareness		Instructor-Led	17/04/2008	Successful

F-PUACOM001C-1	Communicate in the workplace-activity	Instructor-Led	22/06/2010	Successful
F-PUACOM001C-1	Communicate in the workplace-activity	Instructor-Led	17/05/2010	Successful
F-PUAEQU001A-1	Prepare, Maintain and Test Response Equipment-assessment	Instructor-Led	13/03/2006	Successful
F-PUAOPE002A-1	Operate Communications Systems and Equipment-assessment	Instructor-Led	13/03/2006	Successful
F-PUATEA001B-1	Work in a team-activity	Instructor-Led	22/06/2010	Successful
F-PUATEA001B-1	Work in a team-activity	Instructor-Led	17/05/2010	Successful
F-PUATEA002B-1	Work autonomously-activity	Instructor-Led	17/05/2010	Successful
F-QFCALM-1	FIRE ALARMS course	Instructor-Led	26/09/2001	Successful
F-QFCAPP-1	APPLIANCES course	Instructor-Led	26/09/2001	Successful
F-QFCARE-1	AREA KNOWLEDGE course	Instructor-Led	26/09/2001	Successful
F-QFCCAD-1	COMPUTER AIDED DESPATCH course	Instructor-Led	26/09/2001	Successful
F-QFCCOD-1	CODES, TERMINOLOGY AND ABBREVIATIONS course	Instructor-Led	26/09/2001	Successful
F-QFCEMG-1	COMPUTER CENTRE EMERGENCY PROCEDURES course	Instructor-Led	26/09/2001	Successful
F-QFCEQU-1	COMMUNICATIONS CONSOLE AND ANCILLARY EQUIPMENT course	Instructor-Led	26/09/2001	Successful
F-QFCFFG-1	FIREFIGHTING course	Instructor-Led	26/09/2001	Successful
F-QFCHAZ-1	HAZARDOUS MATERIALS (HAZMAT) course	Instructor-Led	26/09/2001	Successful

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Certifications
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Formal Education

Transcript: Kellie Docherty-Tanaskovic

Completion Date after	18/01/2000	📅
Completion Date before	18/04/2011	📅

Transcripts

Course Id	Course Title	Ver	Delivery Type	Completed	Result
F-QFCOHS-1	OCUPATIONAL HEALTH & SAFETY course		Instructor-Led	26/09/2001	Successful
F-QFCORG-1	ORGANISATION AND RESPONSIBILITITES course		Instructor-Led	26/09/2001	Successful
F-QFCSAP-1	STANDARD ADMINISTRATIVE PROCEDURES course		Instructor-Led	26/09/2001	Successful
F-QFCSOP-1	STANDARD OPERATING PROCEDURES course		Instructor-Led	26/09/2001	Successful
F-QFCTEL-1	TELECOMMUNICATIONS course		Instructor-Led	26/09/2001	Successful
F-QFCWRK-1	WORK EXPERIENCE course		Instructor-Led	26/09/2001	Successful
F-QFRCSE-1	Confined Space Entry Procedures course		Instructor-Led	19/02/2002	Successful
F-QFRCSI-1	Introduction to Confined Space - Industry course		Instructor-Led	19/02/2002	Successful
F-RFSA001	Working with the Rural Fire Service		Book/CD/DVD	25/08/2009	Successful
F-SITXHRM009A-1	Provide mentoring support to business colleagues-activity		Instructor-Led	18/08/2010	Successful
TAAASS403A-1	Develop assessment tools-activity		Instructor-Led	15/12/2007	Successful
TAAASS404A-1	Participate in assessment validation-activity		Instructor-Led	15/12/2007	Successful
TAADEL403A-1	Facilitate individual learning-activity		Instructor-Led	15/12/2007	Successful
TAADEL404A-1	Facilitate work-based learning-activity		Instructor-Led	15/12/2007	Successful
TAADES401A-1	Use training packages to meet client needs-activity		Instructor-Led	15/12/2007	Successful
TAAENV401A-1	Work effectively in vocational education & training-activity		Instructor-Led	15/12/2007	Successful
TAAENV402A-1	Foster and promote an inclusive learning culture-activity		Instructor-Led	15/12/2007	Successful
TAAENV403A-1	Ensure a healthy and safe learning environment-activity		Instructor-Led	15/12/2007	Successful

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"KD-3"

KD-3

Queensland Fire and Rescue Service
Operations Doctrine

General Emergency Operations

FIRE COMMUNICATIONS CENTRE DIRECTIVE

Emergency Call Management

FCCD-Q-1.1

Version. 1.0
Valid from 01/07/2007
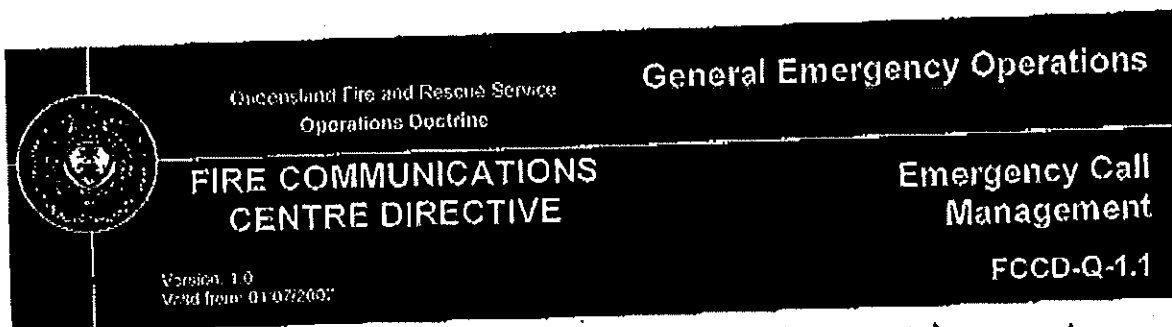
This is to certify that this 4 page document (each page of which I have numbered + signed) is a true copy of attachment KD3 as referenced in Kelli Louita Doherty-Tanaskovic Statement of Witness dated this 18th day of April 2011.

1. Purpose

This document provides a general outline of procedures to be followed when processing 000 emergency calls for assistance received at Firecom or when responding to primary alarm activations.

2. Application

Applies to all QFRS personnel who manage emergency calls for assistance and monitor automatic fire alarms in a Fire Communications Centre.

3. Directive

All QFRS Firecom personnel will adhere to the following procedures when managing emergency calls for assistance and responding to primary alarm activations.

On duty Firecom officers have a responsibility to answer all in-coming calls. All phone calls should be answered in order of priority, 1st priority is 000 calls, 2nd priority is non-emergency lines, and 3rd priority is administrative or internal phone lines.

Fire Communication Centres are the first point of contact for the community to access QFRS services in the event of an emergency. Emergency calls are generally received via dedicated 000 telephone lines; a communications officer should always be prepared to receive emergency calls on other incoming lines.

Communication Officers are the first responders to emergency calls. Accuracy and the time taken to extract information from callers, is critical to providing an efficient and effective response that meets QFRS operational response standards.

Three levels of responsibility apply when processing emergency calls for assistance at Firecom:

- Collecting sufficient evidence to create an incident,
- Despatching appropriate resources to effect a timely response, and
- Monitoring the process.

4. Procedure

4.1 000 Calls (or other call types requesting assistance at an emergency)

4.1.1 Answer 000 calls by stating
  - Queensland Fire and Rescue
  - What is the location of the emergency?

4.1.2 Establish and confirm sufficient information to respond appropriate resources as per Fire Communication Centre Directives.

The following questioning provides a guideline to the establishment of minimum information requirements to ensure appropriate resources are responded to an incident; every call has unique details and circumstances and officers must engage active listening skills to ensure the necessary details are secured to affect the most efficient response.

Confirm Location:
- Suburb or Town or Premise
- Street/road name, including number

Clarify location:
- Ask for cross street names; if unknown ask for details of any landmarks;
- Ask for direction of travel if on road, e.g. freeway/highway
  - In/out bound;
  - Exits/entrances;
  - Can the responding vehicle approach from either direction?

Verify location details.

Type:
- Details of emergency -- what is happening
- Further questioning as per problem type

Persons involved:
- Are there persons involved/injured/ trapped/ how many?
- What is the nature of the injuries?
- Specific questioning as per incident type

Caller details:
- Caller details including call back telephone number
- Record call type (000, Direct Line etc.)

Evaluate:
- Information received and ensure you have a cohesive call narrative.

4.1.3 To Create an incident on ESCAD you must have:

- A problem type, and
- A location

4.2 Primary Fire Communication Alarm Activation (FCA)

4.2.1 All primary alarm activations will be responded to by QFRS fire-fighters.

4.2.2 Primary alarm activations will appear in the Alarm Monitor on ESCAD.

4.2.3 All premises that are monitored by QFRS have predetermined response priorities that are contained in the following Fire Communication Centre Directives:-
- ALARMF – Automatic Fire Alarms that have failed to activate at Firecom
- ALARMP1 – Priority 1 – two pumpers on turnout
- ALARMP2 – Priority 2 – one pumper on turnout, one pumper on code 30
- ALARMP3 – Priority 3 – one pumper on turnout

4.2.4 Create incident from the Alarm Details screen.

4.3 Response of QFRS resources

Resources are allocated dependant on the problem type selected

Assess
- The resource type/s recommended by ESCAD
- Will the resources recommended meet the job requirements?
- Is an escalation for the particular problem type required? If none,
- Raise the priority to a higher level, or
- Manually add resources;

Check
- Special Information data
- Street / suburb secondary information

Mobilise crew/s via one or more of the following methods in accordance with station turnout procedures -

- Station turnout;
- Pager (automatic or manual activation)
- Town siren;
- Preset Conference Number;
- Telephone;
- Radio.

Verify that correct details have been received by responding personnel when they acknowledge receipt of the incident.

Check notifications as required by incident type (automatic or manual)

Record all word back and actions directly relating to the incident.

Action all requests from QFRS personnel on the scene.

4.4   Monitor Incident

- Incidents must be constantly monitored to ensure all word back has been actioned
- All subsequent incident related actions are to be entered into the incident record on CAD
- Review the Fire Communications Centre Directive relating to the problem type to ensure all Firecom roles and responsibilities have been adhered to for the incident.

5.   Post Incident Analysis

- Did Firecom personnel follow the correct procedure managing an emergency call for assistance or an alarm activation? If not, what action needs to be taken?
- Does the procedure require review?
- Has all the relevant information been added to the incident report?
- Is a debrief appropriate for this incident?

6.   QFRS Communication Centre Relevancy

	Regions							
	1	2	3	4	5 N	5 S	6	7
Urban	✓	✓	✓	✓	✓	✓	✓	✓
Rural	✓	✓	✓	✓	✓			
Not Applicable								
May Apply*								

REFERENCES

FCCD 1.2 Manage Incident
FCCD 1.3 Standard Radio Procedures
Operations Doctrine General IMG
QFRS Training Material

Lee A Johnson AFSM MIFireE
Commissioner