

1. PURPOSE

To provide information and guidance when responding to emergency calls for assistance to incidents involving the rescue of persons from swift or static water.

2. APPLICATION

Applies to all Fire Communications personnel who manage emergency calls for assistance.

3. DIRECTIVE

RWATER – Rescue Water All Types

All QFRS Firecom personnel will adhere to the following procedures when responding to this problem type.

This procedure applies to incidents involving the rescue of persons from water including swift water rescue. This may have occurred due to flooding, storm water, swift water, difficulties in surf, possible drowning, falling into a river, lake, flooded drain, etc. Also includes incidents in static non-domestic water supplies such as dams and reservoirs.

Water rescues require the attendance of specially trained Swiftwater Floodwater Rescue (SFR) Technicians and Equipment. Firecom personnel should anticipate potential swift water rescues by monitoring weather situations such as prolonged heavy rain, impending storm activities or flooding.

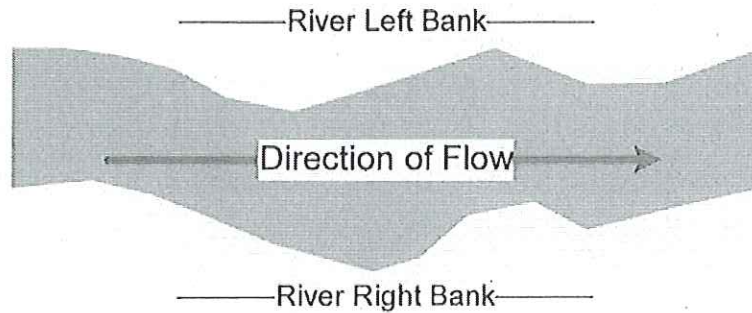
4. PROCEDURE

The following information provides the minimum response to this incident type:

- Call taking:
 - Answer the call as per Emergency Call Management
 - When you have confirmed the problem type and location: -
 - Ask the caller
 - What happened?
 - Where exactly is the person/s? Is the person/s in the water, in a tree, in or on a vehicle?
 - How many persons are involved?
 - Type of watercourse (i.e., river, dam, floodway or seaway)?

- What is the best access for rescue vehicles?
- Is the person injured?
- Can you communicate with the person?
- Is the water rising or falling?
- Which bank is the person closest to? *River Left Bank or River Right Bank?*

Caller to face downstream and advise which bank the person is closest to



- Instruct the caller to meet the brigade

- **Despatch:**

Initial Assignment: One pumper on turnout
One specialty rescue/rescue appliance on turnout

Notify: QPS
QAS

QFRS Notify: Senior Officer

Consider: Technical Rescue response procedures
Contacting Local Government Authority
Accessing flood boats or helicopter

- **Record:**

All actions on CAD

- **Action:**

All requests from attending crews

5. POST INCIDENT ANALYSIS

- Was the call managed appropriately? If not, what action needs to be taken?
- Did Firecom personnel follow the correct procedure for this incident? 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 FIRE COMMUNICATION CENTRES RELEVANCY

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

REFERENCES

Operations Doctrine IAG 3.4 and 3.5
 Fire and Rescue Service Act 1990
 QFRS Training Material


 Lee A Johnson AFSM MIFireE
 Commissioner

