

Putting out fires faster



Industry

- Government Emergency Services
- Fire and emergency rescue

Project Facts

- RFS Resource and Equipment management
- 70,000 Volunteer and permanent staff
- Critical information system

Challenge

- Improve efficiencies
- Resource management over a large geographical area
- User acceptance

Return on investment

- Better resource management with increased efficiencies

Future Benefits

- Ability to increase community fire safety

The role of rural fire brigades encompasses far more than bush fires. Members are regularly called upon to attend road accidents, assist in search and rescue operations, and storm and flood recovery. The RFS is responsible for structural firefighting in more than 1,200 towns and villages.

Emergency services is one sector in which the outcomes of a person's choices and decisions can be exceptionally crucial. For this reason it is vital they have the best systems available to ensure incidents are reported efficiently and information about all resources is readily available for decision-makers. This certainly applies when it comes to fighting bushfires in Australia.

Consulcad, in conjunction with the New South Wales Rural Fire Service and the Country Fire Authority Victoria, implemented Firezone, a computerised system which greatly improves the management and coordination of people and equipment. With over seventy thousand volunteer and permanent staff, hundreds of vehicles and other fire fighting equipment spread across over 2460 rural brigades, NSW Rural Fire Service is the largest fire service in the world and managing the flow of information is no mean feat.

The benefits to the RFS and the community:

- Improved response time
- Improved management of resources for emergency incidents
- Management and coordination of fire incidents and background support activities such as training, purchasing, coordination of volunteers, Occupational Health and Safety etc.

These improvements will enable the fire fighters to make faster, better-informed decisions when allocating resources to deal with emergencies in the bush.

To manage a project of this nature and most importantly make it work, Consulcad drew on in-house expertise in asset and data management as well as strategic planning and project management.

System deployment (Web based), involved software developed by the Victorian Country Fire Authority, Sybase databases and Unix servers.

The project represents a fine example of cooperation and coordination between emergency services, government departments, vendors and consultants, to deliver a greatly improved service to the public.