



RFS

FREQUENTLY ASKED QUESTIONS

Operational Communications Officers

WHAT WE DO

The NSW Rural Fire Service (NSW RFS) is the lead combat agency for bush fires in NSW. The NSW RFS is located in 44 District across NSW. We have seven Area Commands: Greater Sydney, Hunter, North Eastern, North Western, Western, South Eastern and South Western.

Our agency aims to reduce the likelihood and consequence of fires occurring. This involves comprehensive risk management programs to reduce bush fire hazards, reduce fire ignitions and the development of regulations for bush fire prone areas.

The role of State Operations and the Operational Communications Centre

The State Operations Directorate oversees the agency's response to emergency and other incidents, operational preparation for coordinated bush firefighting and emergency management across the state. The directorate develops and manages NSW RFS operational response plans, coordinated firefighting resource support and response through the State Operations Centre, Operational Communications Centre and Bush Fire Information Line, FRNSW liaison, and operational intelligence gathering.

To support this the Operational Communications Centre utilises world leading technology and systems, to ensure the closest, most appropriate resources can respond to incidents. The Operational Communications Centre operates a centralised dispatching system of appliances in support of 44 Districts, allowing for an automated and streamlined flow of information to our internal support systems and stakeholders.

NSW RFS Values

The community of NSW expects the RFS to conduct its business with professionalism, accountability, integrity and respect. There is no hierarchy among our core values, and each is of equal importance.

The actions, decisions and interactions of RFS members must:

- › Be consistent with relevant legislation and policy;
- › Provide transparency to enable public scrutiny; and
- › Be soundly based on the RFS values and the principles that guide their implementation.



Mutual Respect



Adaptability and Resourcefulness



Integrity and Trust



One Team, Many Players, One Purpose



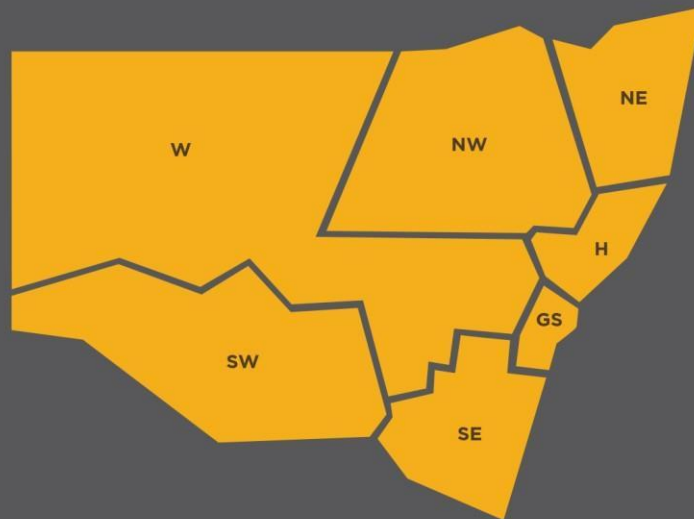
Knowledge and Learning



Support, Friendship and Camaraderie



Community and Our Environment



VOLUNTEERS
75,354



STAFF
1,079



APPROXIMATELY
60%

OF NSW RFS STAFF ARE ALSO NSW RFS VOLUNTEERS



BRIGADES
1,993



AREA
COMMANDS
7



NSW RFS
DISTRICTS
44

TOTAL INCIDENTS WE ATTENDED

22,885



BUSH/GRASS
FIRES

4,746



STRUCTURE FIRES

1,321



PEOPLE RESCUED

57



FLOOD AND
STORM

148



MOTOR VEHICLE
FIRES

1,835



MOTOR VEHICLE
ACCIDENTS

4,836



ASSIST OTHER
AGENCIES

1,893

TOTAL OPERATIONAL VEHICLES, BOATS AND AIRCRAFT

6,345



FIREFIGHTING
APPLIANCES

3,926



AIRCRAFT

9



MARINE CRAFT

24



BULK WATER
CARRIERS

50



SUPPORT
VEHICLES

2,336

FREQUENTLY ASKED QUESTIONS

What are the key recruitment stages

- › Assessment centres comprising of interviews and capability assessment activities
- › Screening checks e.g. referee, service, etc.
- › Recommendation and offers
- › Induction is scheduled upon finalisation of the recruitment process

Successful candidates will be required to partake in a paid Induction Program (2 weeks) based at Sydney Olympic Park.

Categories of roles available

- › Ongoing
- › Temporary
- › Casual

How often will I be expected to work?

Ongoing and Temporary operators work 35 hours per week on a varied and rotating roster. Casual operators will be provided shifts on an ad-hoc basis.

How long are the shifts?

A standard shift pattern is 12 hours and may start from:

- › Day shift 6am to 6pm
- › Night shift 6pm to 6am
- › Swing shift 8am to 8pm
- › Swing shift 10am to 10pm

Do I wear a uniform?

Yes. Uniforms will be issued to successful candidates.

Where can I park?

Secure, free parking is available on site for operators, however it is a short walk to train and bus services.

What is involved in the induction program?

The in depth induction program welcomes operators to the NSW RFS. The program provides operators the skills, knowledge and hands on experience to work in a high paced operational environment. The program is designed to enable new operators to gain an understanding of the business, processes, procedures and software utilised in their day-to-day activities.

Is induction mandatory?

Yes. Prior to commencing employment, successful candidates will be required to complete the induction program.

Is induction virtual?

No. Induction is face-to-face, and involves a mix of classroom, hands on, and shadowing existing OCC operators during the program.

What does induction include and how much notice will I be given?

Induction is generally scheduled immediately after the recruitment process is finalised.

Am I paid for induction?

Yes. Payment is made in line with NSW RFS Award rates.

What is the structure of the Operational Communications Centre?

There are three levels within our Operational Communications Centre, including:

- › Operational Communications Officer (RFS B)
- › Senior Operational Communications Officer (RFS C)
- › Operational Officer Level 3 (OCC Shift Supervisor) (RFS D)

As our ideal candidate, you will have:

- › The ability to work as an Operational Communications Officer on a 12 hour rotating roster system.
- › Proficiency in the use of computer-based systems.
- › An ability to type at 35 words per minute with 92% accuracy.
- › Capability to communicate effectively with a range of stakeholders, including members of the public.

What does it mean to be placed on a Recruitment Pool?

In order to be placed on a Recruitment Pool, you must meet the essential requirements for the role and demonstrate that you meet the minimum focus capabilities for the role through a Comparative Assessment process. Once you have met all requirements, you will be placed on the Recruitment (Talent) Pool eligible for activation and may be contacted by the hiring manager for any available opportunities over an 18 month period.



RFS

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